



## **The Valley Health System Improves the Patient Experience with Self-Service Check-in from NCR**

June 22, 2010 at 8:30 AM EDT

### **Las Vegas-based healthcare provider deploys NCR MediKiosk(TM) to simplify patient registration and co-payment collection**

DULUTH, Ga., Jun 22, 2010 (BUSINESS WIRE) --The Valley Health System, a subsidiary of Universal Health Services, Inc. (UHS), has made it faster and easier for patients to check-in for medical appointments at its facilities with self-service kiosks from NCR Corporation (NYSE: NCR).

"Traditional paper-based check-in is both costly and time-consuming, ultimately leading to lengthy wait times for patients," said Howard Dorsky, system director CBO, The Valley Health System. "By adopting self-service, we are able to provide a better patient experience while also increasing overall efficiency and improving revenue cycle management for the organization."

The Valley Health System implemented [NCR MediKiosk\(TM\)](#) at all five of its hospital locations, which include Centennial Hills Hospital Medical Center, Desert Springs Hospital Medical Center, Spring Valley Hospital Medical Center, Summerlin Hospital Medical Center and Valley Hospital Medical Center.

NCR MediKiosk can speed the check-in process by allowing patients to enter information directly onto a kiosk upon arrival as well as confirm insurance details, complete questionnaires, sign consent forms and make payments. This paperless workflow eliminates the need for staff to re-enter patient demographic and insurance information into hospital information systems. This can significantly decrease the costs associated with managing paper-based forms and increase the accuracy of data captured at check-in.

"As healthcare organizations look for ways to build loyalty and increase patient volume, self-service presents an opportunity to enhance patient satisfaction by reducing wait times and paperwork," said Nelson Gomez, vice president, NCR Healthcare. "Self-service can also provide a practical, proven strategy for optimizing revenue by reducing bad debt and driving down the costs associated with collecting patient balances."

Research shows that patients want self-service to manage interactions with their healthcare providers. A 2010 survey of U.S. consumers conducted by BuzzBack Market Research for NCR reveals that 51 percent of respondents would like to view payment history and settle outstanding balances via online and mobile channels. In addition, 79 percent of respondents say they are more likely to choose a healthcare provider that enables them to manage various elements of the healthcare experience - such as appointment scheduling, registration and bill payment - over the Internet, on a mobile device or at a self-service kiosk.

#### **About NCR Corporation**

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector organizations in more than 100 countries. NCR ([www.ncr.com](http://www.ncr.com)) is headquartered in Duluth, Georgia.

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