



Taylor Healthcare delivers innovative patient wristband and workflow solution

Results

The healthcare system delivered an improved patient experience with Taylor Healthcare's innovative RFID wristband solution.

Challenge

For a major Northeast U.S. healthcare system, driving a better patient experience meant introducing state-of-the-art technology into the patient identification process. It was determined that radio-frequency identification (RFID) wristbands would be a perfect fit for their new treatment facility. As a long-standing partner to the client, Taylor Healthcare was well positioned to implement and support the RFID wristband program.

Solution

The Taylor Healthcare team worked closely with hospital personnel to architect the workflow, configure the RFID printers and test wristbands. When complete, the client asked Taylor to establish a process to preprint the RFID wristbands and mail them to patients prior to their scheduled procedure.

RFID-enabled patient wristbands are now delivered to patients' homes prior to their medical procedure, packaged with instructions for the check-in process. Patients are instructed to wear the RFID wristband and arrive at a specific hospital entrance equipped with sensors to detect and read the information contained on the wristband. Upon arrival, the clinical system is notified and any printed materials are generated to the assigned operating suite. The patient can simply walk in, head to the assigned suite and have everything ready to go.



A NEW STANDARD

For the healthcare industry, RFID technology represents a new level of patient care.



PATIENT ENGAGEMENT

The wristband is an immediate positive interaction at the start of the care process.



TRUSTED PARTNER

Taylor Healthcare enhanced its relationship with a valued print and technology client.