

# Lexmark Healthcare Introduces Patient Communication Solution

## **Immediate access to the right, well-designed form saves time, improves patient outcomes.**

Lexmark International Inc., a global imaging solutions leader, today announced the availability of Lexmark Patient Communication, a custom solution that integrates award-winning Lexmark color into healthcare providers' existing processes for immediate access to highly legible and easy to follow printed forms and documents.

"We've all seen the patient discharge packets copied so many times they are fuzzy, skewed and hard to read," said Marty DeGraff, director, Lexmark Healthcare. "It might seem like a small problem, but those documents are the first line of defense when it comes to post-care patient outcomes."

When a patient is unable to clearly read a form, they may provide incomplete or inaccurate information which can impact their care. Out-of-date forms used by different departments to collect information can also lead to synchronization issues between health information management (HIM) systems and patient data. In addition, confusion about post-discharge care can lead to negative patient experiences and readmissions.

"We developed the Lexmark Patient Communication solution because immediate access to current, easy-to-understand forms and communication material is critical to improving patient satisfaction and can help clinicians provide the highest level of patient care," DeGraff added.

Lexmark's Patient Communication solution enhances all types of patient documents and makes the right documents instantly available to clinicians and staff. Forms are printed on demand from any location, eliminating the need for preprinted stock and time spent tracking them down, as well as the use of poor image quality or out of date forms. Forms and other materials can now be designed with patient use in mind, using color for documents requiring higher patient engagement, including spot color to highlight key sections so patients can complete forms more quickly and accurately.

Lexmark's award-winning devices allow users to print on label stock, wristbands, card stock, plain paper and more with adherence to brand standards, reproducing logos and signature graphics with color matching technology.

Rather than forcing a one-size-fits-all solution into the healthcare environment, Lexmark's healthcare workflow experts assist customers in designing a solution customized for their hospital's unique requirements. The solution is available via Lexmark authorized resellers or directly from Lexmark.

"Lexmark brings more than 20 years of industry experience to over 1,400 hospitals in North America and implements solutions for all major healthcare management systems," said Allen Waugerman, Lexmark senior vice president and chief technology officer. "We developed the Patient Communication solution based on our healthcare customers' need to quickly and easily provide accurate health documents that patients can easily read, understand and complete."

### Supporting Resources

Learn more about the [Lexmark Patient Communication solution](#).

Find out how [Lexmark Healthcare Solutions](#) can transform your operations.

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### About Lexmark

Lexmark creates innovative imaging solutions and technologies that help customers worldwide print, secure and manage information with ease, efficiency and unmatched value. Open the possibilities at [Lexmark.com](#).

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