FUJITSU

Case study
# New York University
Langone Medical Center

»This technology makes you feel like a VIP. You just put your palm on the scanner and you're done registering at your doctor's office, no clipboard, no hassle of paperwork to check in, plus, it's absolutely secure«

Michael Baldwin, 55, a patient at NYU Langone Medical Center

The customer

Country: United States
Industry: Healthcare
Founded: 1841
Staff/Students: 3,500+
Website: http://www.pcsb.org

NYU Langone Medical Center
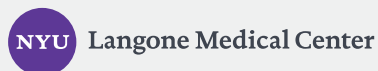
Fast Facts

NYU Langone Medical Center
■ More than 100,000 patients seen each year
■ Regularly Ranked Among Top 50 Hospitals in the USA

Included Entities and Focus Areas
■ NYU School of Medicine
■ Tisch Hospital
■ Rusk Institute of Rehabilitation Medicine
■ NYU Hospital for Joint Diseases
■ NYU Cancer Institute
■ NYU Child Study Center
■ Hassenfeld Children's Center for Cancer and Blood Disorders
■ Charles C. Harris Skin & Cancer Pavilion

The customer

NYU Langone Medical Center, a world-class patient-centered integrated academic medical center, is one of the nation's premier centers for excellence in healthcare, biomedical research, and medical education. NYU Langone comprises three hospitals—Tisch Hospital, a 705-bed acute-care tertiary facility; Rusk Institute of Rehabilitation Medicine, the first rehabilitation hospital in the world, with 174 beds and extensive outpatient rehabilitation programs; and the 190-bed Hospital for Joint Diseases, one of only five hospitals in the world dedicated to orthopaedics and rheumatology—plus the NYU School of Medicine, one of the nation's preeminent academic institutions which includes the Smilow Research Center, the Skirball Institute of Biomolecular Medicine, and the Sackler Institute of Graduate Biomedical Sciences.

The challenge

NYU Langone Medical Center treats nearly 100,000 patients annually, across its three hospitals. The procedures for registering patients, and assuring their identities, insurance information, as well as preventing redundancies or duplicates, have long given NYU Langone Medical Center adminsitrators and IT managers significant problems. Since the patient identification and detail ties to indusrance and the claims process, the problems also crept into the area of billing and payment. The challenge of streamlining the traditionally cumbersome registration process also must help enhance the overall patient experience from the moment the patient walks in the door. Any improved registration process must also have the comensurate added protection from medical identity theft, with the ideal scenario being that patients would no longer need to share personal identifying information at each check-in, or follow-up.

The solution

In June of 2011, Fujitsu's PalmSecure™ biometric solution, integrated with HT Systems PaitentSecure™ system, was selected by NYU Langone, who piloted the palm scanning technology at their Internal Medicine Associates faculty group practice. The Fujitsu PalmSecure biometric sensor uses a near-infrared light scan to capture and store a patient's palm vein pattern during the revised registration process, generating a unique biometric template. This palm vein biometric template is then matched to the patient's new or existing EHR profile within the NYU Langone Medical Center system. On subsequent scans, such as during a follow-up visit, it is matched against the profile of the stored palm vein patterns identify the patient. Unlike other biometric systems, the PalmSecure device does not come into contact with the skin, making it extremely hygienic, non-intrusive and unrestricted by external factors such as skin types and conditions. Tying the patient palm vein template to their EHR ensures against identity theft & insurance card sharing, as well as mis-billing due to redundancies, and ultimately ensures the right care is provided to the right patient.

»Over

The benefit

- Rapid Pilot Project Development Timeline
  - **»**Proven Technology
- Measurable Increases in Security, Efficiency, Control
- Cost-Effective for Enterprise Deployments
  - **»**Solution Met Budgetary Guidelines

Products and services

- Fujitsu PalmSecure Sensor
- Fujitsu PalmSecure Hand Guide
- Fujitsu PalmSecure Software Development Toolkit

The benefit

During the pre-registration program, NYU Langone patients welcomed the chance to reduce their registration time, protect themselves against identity theft and ensure their medical records are complete and accurate.

"This technology makes you feel like a VIP. You just put your palm on the scanner and you're done registering at your doctor's office, no clipboard, no hassle of paperwork to check in, plus, it's absolutely secure," said Michael Baldwin, 55, a patient at NYU Langone.

Patient registration efficiency increased and also offered an alternative for patients who don't arrive with identification or may be unconscious or unable to communicate. It also can automatically alert the doctors about the patient's medical records, including their medical history, allergies and medications.

"Ultimately, this is to enhance patient safety," said Bernard Birnbaum, MD, vice dean and chief of hospital operations at NYU Medical Center. "We can then just ask one question: Has your insurance changed? If 'no', you don't have to fill out a single form."

- Decreased Patient Registration Times
- Increased Protection Against ID Theft and Insurance Fraud
- Enhanced Control Over Patient Electronic Health Records

Conclusion

NYU Langone has embraced the PalmSecure solution, with productivity gains readily felt from a much improved patient registration process that delivers on the promise of efficiency and accuracy.

"We're very excited about this new system," says Bernard Birnbaum, MD, vice dean and chief of hospital operations. "It will greatly accelerate the registration process, ensure that the right person gets the right treatment every time, and serve to eliminate duplicate medical records while also helping to prevent medical identity theft and insurance fraud. It's one more example of NYU Langone being at the forefront of patient-centered care."

About Fujitsu Frontech North America

Fujitsu Frontech North America Inc. offers a wide variety of products including retail point of sales terminals, self checkout systems, kiosks, media solutions, palm vein biometric authentication technology, Ethernet switches, RFID tags and bill dispensers – with sales, service and engineering support throughout the United States.
Fujitsu Frontech North America Inc. is headquartered with operations and product development at 27121 Towne Centre Drive, Foothill Ranch, CA. 92610. For more information about Fujitsu products and services, call us at 800-626-4686, or visit us at: www.fujitsufrontechna.com

About HT Systems, LLC

HT Systems, LLC (www.patientsecure.com) is a healthcare technology leader, providing the latest innovation in patient identity management. PatientSecure®, the company's flagship Biometric Patient Identification Management System, links the biometric palm vein pattern of the patient to their medical record in any HIS registration, EMPI or EMR system. HT Systems is the first to successfully implement a large scale biometric patient identification system in the nation. PatientSecure is currently installed at over 75 hospitals and hundreds of affiliated clinics and physician practices across the country, with over 5 million patients enrolled. Clients report a 99%+ patient adoption of the technology.

With more than 100 years of combined healthcare and healthcare technology experience, HT Systems partners with healthcare providers to develop solutions specific to the client's environment.

PalmSecure

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