



# Downtime Assistant for Healthcare

## Maintain access, care and efficiency during downtime

When it comes to managing information, hospitals and healthcare providers are faced with quite a challenge. Healthcare is among the most information intensive industries, with complexities abounding in size and scope. It goes without saying that information continuity is crucial, but technology disruptions are all too common and can keep clinicians from performing their primary tasks: providing the highest level of patient care possible.

Lexmark Healthcare's Downtime Assistant solution helps you maintain continuity, even when systems or network are down. Whether infrastructure is out of service for routine maintenance, or the downtime is unplanned, Downtime Assistant enables clinical staff to keep providing the care your patients deserve, without missing a beat. The device-based solution leverages your Lexmark smart MFPs to simplify information access, ensure the most up-to-date forms are used, and work universally with all your business systems until your primary infrastructure is back up and running.

## Eliminate barriers that impede patient care

During downtime, lack of information access and control can impede clinician productivity and keep them from providing quality care. Attempting to solve these challenges by manually updating critical forms, reports and data comes with its own set of difficulties: manual updates are slow, inefficient and often lack accuracy and security.

Downtime Assistant enables you to automate updates and store information directly on your Lexmark MFPs for downtime availability that's fast, accurate and secure. The most current reports, forms, policies and procedures are automatically fed to the device from central sources like your EHR or forms repository, so your staff has access to the most up-to-date information in the event of downtime. As a result, you'll be able to increase and simplify access for fewer errors and greater continuity of care.

## Leverage one solution for all downtime situations

Downtime situations can come in all types of shapes, sizes and situations. But most standard EHR downtime solutions are only effective during specific types of scenarios. Furthermore, other ancillary systems may not have an online solution at all, and downtime PCs are cumbersome and require valuable space and resources

Downtime Assistant complements the downtime capabilities provided by your EHR vendor to fill in existing gaps and ensure you're prepared for all types of downtime situations, including scenarios affecting your applications, network, departments and entire enterprise. And, since the solution leverages the power of your existing Lexmark MFP platform, it works without requiring additional infrastructure or resources for lower costs and maximum efficiency.

## Promote ease of use with a familiar tool

In clinical settings, high turnover rates can result in substandard training practices, especially when it comes to the specialized knowledge needed to run PC-based downtime systems. As a result, staff often lack the competency and skillset to be completely effective during downtime situations.



Downtime Assistant simplifies the downtime procedures so that your clinicians can continue doing their jobs with ease and effectiveness. The solution makes critical information, including forms and instructions, available directly from the workcenter on your Lexmark MFPs, devices that are familiar to your staff. With the push of a few buttons from the easy, intuitive touchscreen on the device, users will be able to access the most up-to-date information with minimal training and less hassle.

### Drive greater access with flexibility and integration

At Lexmark, we understand that no two healthcare organizations are the same. You have your own unique set of systems, infrastructure and protocols that keep your organization running smoothly, so a one-size-fits-all solution just won't do.

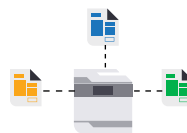
We built Downtime Assistant with the flexibility to address your unique needs for more complete, enterprise-wide access during downtimes and faster recovery once you're back up and running. Whether your clinical information is updated daily or every 15 minutes, we'll work with your downtime systems and protocols to ensure your staff has access to the most up-to-date materials. In addition, Downtime Assistant is flexible enough to close the gaps that are common in existing processes. Customizable features allow us to enhance EHR-provided systems such as Epic's Business Continuity Access or Cerner's 724 Access by providing additional forms and instructions that aren't built in to those platforms, but are vital to a smooth and successful downtime.

### Key features

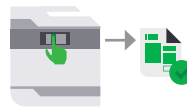
- ▶ **Reports, forms and checklists:** All critical information and instructions are available from your Lexmark MFPs, accessible from the intuitive user touchscreen and automatically refreshed to guarantee the most updated versions are used
- ▶ **User-friendly customization:** One-touch icons, document categories and custom menus can be tailored to the needs of each workcenter environment for faster, simpler access and control
- ▶ **24/7 updates and availability:** Document uploads and overwrites occur automatically throughout the day, so updated forms and information can be accessed anytime
- ▶ **Secure storage and access:** Forms and reports are stored on the MFP's encrypted hard disk, and can be protected by a variety of different authentication methods, including card-swipe access

### At work across your enterprise

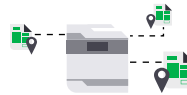
Different clinical departments and work environments have their own set of needs and challenges when systems are down. Downtime Assistant can adapt to those needs, and work in a number of different use cases across your enterprise. Here are just a few examples:



**Organizational command center:** The Lexmark MFP can become the document routing hub for hospital, ensuring all department use the most up-to-date materials and route information back to the command center instantly.



**Nursing units:** Keep clinicians up to speed with access to current and critical documents at the touch of a button on the MFP. (focus on it being easy for clinicians to get what they need without having to search and verify)



**Ancillary departments:** No matter where in the hospital, Downtime Assistant and the Lexmark MFP ensures clinicians have easy access to the most current forms and documents and can channel data to command centers instantly.