



**Case Study:**

**Healthcare solution**

Community Hospital Group

Integrated Brother Wristband Solutions

Company: Community Healthcare organisation  
Country: United States of America  
Model number: TD-2130NHC

*Best of all, using Brother's powerful integration tools, their health system was able to quickly and easily implement their solution and put their integration anxieties to rest.*



## The Customer

When a top-performing, community-owned regional healthcare organization in Texas decided to look for a printing solution that could quickly print out clear, accurate and positive patient identification (PPID) wristbands for infants, the biggest challenge they faced was the integration. It was critical that the printer selected could seamlessly integrate with their health system existing MEDITECH electronic health record (EHR) software to ensure that correct patient information could be printed on each wristband. Ultimately, their printer should play a key role in ensuring proper identification and patient's safety.

Following a proof-of-concept demonstration by the integration experts in Brother Mobile Solutions team, this healthcare decision-makers have decided that Brother's TD-2130NHC wristband printer is their ideal solution. Their innovative thermal printer has the right features, including TrustSense smart media technology, to accurately print patient wristbands and labels from virtually any location or on a cart, at their point of care. Best of all, using Brother's powerful integration tools, this health organization was able to quickly and easily implement their solution.

*It's critical for decision-makers to evaluate solutions to understand how today's highly innovative wristband printers could play an important role in their clinical environments.*

## The Challenge

PPID is at the heart of patient safety, security, and clinical care. Machine printable, barcoded wristbands have long been the standard for achieving accurate PPID across their nation's vast hospital and clinical healthcare market. The challenge for many IT and medical professionals is finding less disruptive ways to integrate today's compact and innovative wristband printers with leading EHR systems.

Given the market size, this is a huge issue. According to the published data from the American Hospital Association, 35 million patients were admitted every year to more than 5,500 hospitals.

1 Additionally, the Centers for Disease Control and Prevention record over 260 million hospital emergency room and outpatient visits each year.

2 In-hospital locations, where PPID wristbands are used include admissions, ER, nurse's stations, patients' rooms, pharmacies and laboratories.

They are used routinely in a day surgery centre, rehabilitation centre, nursing homes, outpatient diagnostic testing facilities and medical laboratories.

Hospital IT organizations have many priorities and are often burdened with a huge backlog of projects to support care across the healthcare system. Hence, the decision to replace PPID wristband printers may not be a top priority for a

hospital's IT staff. It is critical for decision-makers to evaluate solutions to understand how today's highly innovative wristband printers could play an important role in clinical environments. They could help to ensure accurate and consistent patient identification, which satisfies their compliance and protect their patients. They also have to ensure a more efficient workflow for clinicians to deliver quality patients care.



*It's so compact. It's lightweight. It has a very small footprint and won't take up much space.*

## “Seeing is Believing”, Integration Tools showcase PPID.

Their tabletop printers previously used by them were quite large and outdated for printing infant wristbands. They took up a lot of space in their constrained spaces of their labour, delivery rooms and NICU. They also required a trained operator to replace their wristbands and do the necessary maintenance. It was difficult to load and keep their wristband media feeding smoothly, which resulted in excessive waste.

## The Solution

They were amazed at the convenient and transportable design of TD-2130NHC thermal wristband printer. TD-2130NHC is so compact, lightweight and has a small footprint that will not take up a lot of space. It is perfect solution for doing baby wristbands.

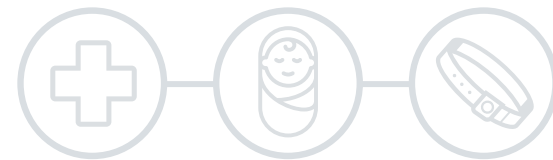
They were impressed by how easy-to-load their printer media and with no spindle. A true drop-in loading with auto-calibration. However, one pressing question remained, How could they integrate TD-2130NHC into their MEDITECH system.

Brother Mobile Solutions team has assisted in their configuration swiftly. They were able to access and parse out their required data and format it to their wristbands. They could connect to their wristband printer in a network and successfully print out infant wristbands. All this happened within a very short time frame due to Brother's innovative integration tools, which are available free of charge as a huge benefit in ensuring a virtually “out-of-box” solution.

Since their initial demonstration, followed by a diligent vetting of Brother's printers and their integration process, this healthcare institution purchased a couple of hundred of TD-2130NHC.

TD-2130NHC wristband printers have printed over a million infant wristbands for their hospitals, across three states without any failures.

While this healthcare organization's goal was solely to incorporate infant ID wristbands into their existing process and workflow, Brother was able to offer a unique wristband product called a “mother-infant pairing band.” With mother and infant bands printed simultaneously, assigning a unique ID to provide a direct link between their mothers and their babies. This pairing approach could be adopted to minimize the chances of ever erroneously mixing up the identification of patients.



*Positive patient identification (PPID) wristband printers can help to ensure accurate and consistent patient ID, better care compliance and efficient workflow, especially during busy operations.*

Software integration and device interoperability have become hot topics in this new era of value-based care. This is particularly true in light of the Centers for Medicare & Medicaid Services "Meaningful use" effort, which incentivize the use of certified EHR technology to improve the quality, safety and efficiency of the healthcare system while engaging the patients, boosting care coordination, enhance public health and ensure optimal security.

The key is to get the right information at the right time and set up a system with all the components that could function smoothly and seamlessly, without risking or compromising patients' safety.

Based on the healthcare statistics cited earlier, it

is estimated that close to half a billion hospital PPID wristbands were used each year. That is why selecting the right printer is important.

TD-2130NHC with TrustSense is technologically advanced, compact, versatile and transportable. It can provide an on-demand printing of patient wristbands, as well as medical and barcode labels anywhere, from virtually any device.

With an optional battery and wireless connectivity, the printer could move easily from admissions and nurse stations to laboratory and patient bedsides, as well as from tabletop or desktop to nurses rolling carts. It could also print out clear and legible specimen collection labels for laboratory and pharmacy use, complete with barcodes and readable text.



Brother's TD-2130NHC with TrustSense is technologically advanced, compact, versatile and transportable. It can provide on-demand printing of patients' wristbands, medical and barcode labels anywhere, from virtually any device.

TD-2130NHC is for USA market only.  
TD-2130N is available for the ASEAN region.

1 "Fast Facts on U.S. Hospitals, 2018." American Hospital Association. February 2018. <https://www.aha.org/statistics/fast-facts-us-hospitals>

2 "Emergency Department Visits." CDC/National Center for Health Statistics. May 3, 2017. <https://www.cdc.gov/nchs/fastats/emergency-department.htm>

"Hospital Utilization (in non-Federal short-stay hospitals)." CDC/National Center for Health Statistics. May 3, 2017. <https://www.cdc.gov/nchs/fastats/hospital.htm>