



Cerner Millennium Print Management Service

Print management services that maximize your print functionality across your entire Cerner Millennium suite of applications.

The Cerner Millennium printing utilities are robust and more than capable of handling the printing requirements of any size hospital. However, the Cerner Millennium printing infrastructure is sometimes perceived as complex and difficult to service and maintain. Printing issues can adversely affect clinicians and clinical workflows. Additionally, built-in print security features are not properly utilized, HIPAA violations can occur, such as sending protected health information (PHI) to incorrect printers where personal information can be exposed. Many healthcare organizations rely on their local IS staff to address printing issues and maintain operation. Unfortunately, the majority of technicians lack specific skills with Cerner Millennium printing and waste valuable time troubleshooting and addressing issues.

Dell Services' Cerner Millennium Print Management Service is designed to remove the printing maintenance burden from your IS staff and deliver cost-effective, expert print management services to your organization. Because of our in-depth knowledge of the Cerner Healthcare Information System (HIS) and our application expertise, we not only manage your printing operations, but we'll also help maximize your print functionality across the entire Cerner Millennium suite of applications. We'll help you quickly identify printing gaps, find root causes to specific issues, and address them comprehensively and proactively.

The benefits to your organization are numerous:

- Assurance of print functionality across the entire Cerner Millennium suite
- Protection against HIPAA violations arising from accidentally sending PHI to inappropriate recipients and other potential security risks
- Simplicity of ongoing management, freeing local IS staff to work on other important hospital issues

- Reduction in unnecessary administration costs by simplifying printer administration
- Significantly reduced risk of printing outages due to our extensive monitoring tools
- Unparalleled print management service pricing

Proactive Monitoring

With our expertise in the Cerner Millennium HIS, proactive monitoring tools, and quick response support, Dell Services dramatically reduces printing issues and strives to address problems before workflows are impacted. You and your clinicians will have peace of mind knowing that experienced personnel are monitoring and managing your printing service and can have confidence that workflows will proceed smoothly.

IS Resource Relief

Due to the robust nature of the Cerner Millennium printing module, support can be time consuming and disruptive to your IS staff. With Dell Services' Cerner Millennium Print Management Service, your local IS staff will be free to tackle other important initiatives like patient safety and information security issues. When necessary, Dell Services will troubleshoot printer hardware issues and engage your local IS staff with specific details in order to expedite the restoration of print services.

Information Security

To comply with HIPAA regulations, printing patient information to the intended printer is crucially important. Cerner Millennium has built-in security features that often are not fully deployed because they are not well understood. Without the appropriate security protocols enabled, it is possible for a busy clinician to inadvertently send PHI to an inappropriate printer. Dell Services has the knowledge and expertise to maximize your printing security and drive HIPAA compliance. We can also utilize our global team of systems administrators to create virtual, print-to-file destinations so your documents can be viewed on a secure server without the risk of being printed to undesired printers.

Summary

Many healthcare organizations share similar challenges, and in-house solutions can be expensive. Dell Services provides its Cerner Millennium Print Management Service in a cost-effective way with the ability to rapidly simplify the on-going management of your printing operations.

Our Healthcare Applications Management team is part of a leading healthcare services provider with vast and deep healthcare expertise. Having extensive experience with all major vendor clinical, financial, and web-based applications, Dell Services provides healthcare-specific counsel and integrated end-to-end solutions to support your strategic, operational, and financial goals. The Dell Services' team includes a dedicated group of doctors, nurses, and other clinicians along with business and technology professionals who specialize in clinical implementations, technology solutions, healthcare operations, and healthcare change management. We support hospitals worldwide with standard and custom solutions targeted to meet your specific needs.

[For more information about solutions for your healthcare organization, contact your Dell Services representative or visit \[dell.com/services\]\(http://dell.com/services\).](#)

Backed By Global Resources

As with all of the services we offer, the Cerner Millennium Print Management Service is backed by a dedicated organization that provides daily application support and consulting services to Cerner Millennium organizations around the world. We do not believe you will find another organization with the extensive global resources, skill sets, and Cerner expertise offered by Dell Services.