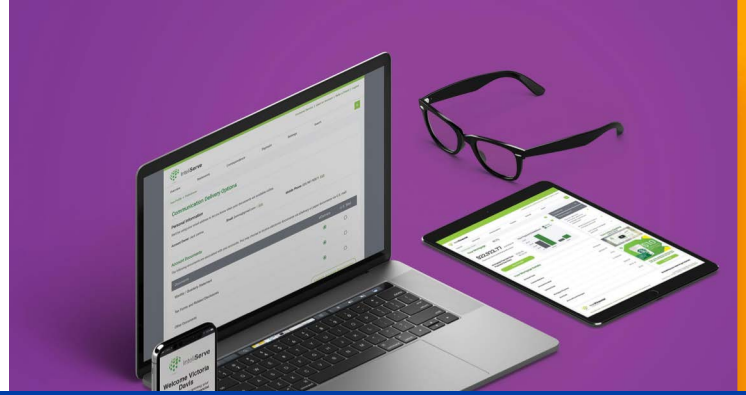
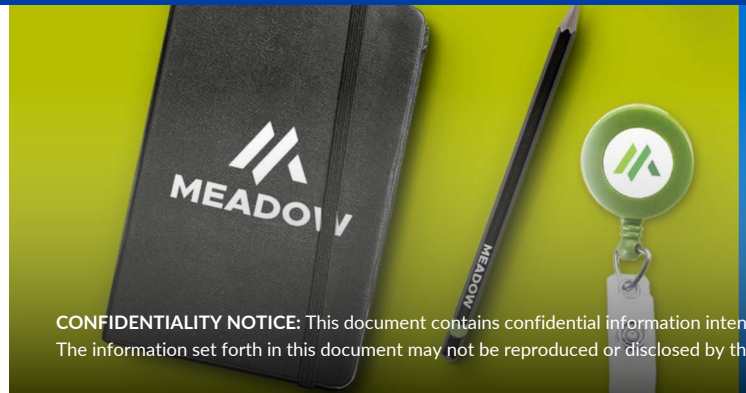
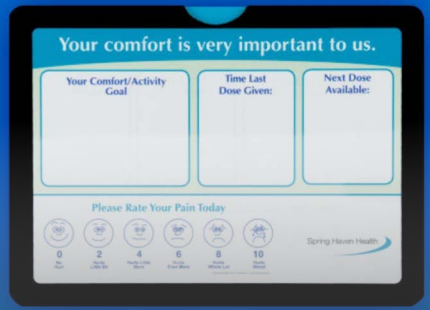
TAYLOR HEALTHCARE



Solutions Summary





taylor.com/healthcare

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100 Years in Healthcare

SOLUTIONS THROUGHOUT THE CONTINUUM OF CARE

TAYLOR HEALTHCARE

Boost Patient Experiences

Enhance Patient Safety

Maintain Brand Control

Ensure Regulatory Compliance

Improve Operational Efficiency

Drive Revenue Growth

Taylor Healthcare has been serving the industry for nearly a century and is a recognized leader in document automation, patient engagement and omnichannel communications solutions of all types. We help hospitals and health systems meet the complex challenge of communicating with patients, physicians and the communities they serve.

The people I've worked with have many years of ***experience*** and understand the applications ***inside and out***.

BOB LARGE
Senior Application Analyst,
Universal Health Services

A Trusted Partner

SUPPORTING PATIENTS AND PROVIDERS NATIONWIDE

TAYLOR HEALTHCARE

5 LARGEST
GPOs

1,700
HEALTHCARE CLIENTS

3 OF THE TOP 10
PROVIDER-BASED HEALTH PLANS

250
HOSPITALS USING iMedConsent™

FIRST
LASER-PRINTABLE WRISTBAND/ LABEL COMBO

110
ACTIVE U.S. PATENTS

Taylor Healthcare works with many of the nation's largest healthcare organizations. From printing services and promotional merchandise to sophisticated digital communications platforms and everything in between, the industry looks to Taylor Healthcare for solutions.

Diverse Capabilities

THE SIMPLICITY OF A SINGLE SOURCE

TAYLOR HEALTHCARE

Taylor Healthcare is truly unique in the industry. Part printing company, part technology company and a century of healthcare industry subject matter expertise — all in one partner.

More than a print company, more than a tech company. We are good at innovating technology because of our experience in traditional print solutions.

Key Products and Services

THE RIGHT INFORMATION AT THE RIGHT TIME

TAYLOR HEALTHCARE

Markets

- Acute and ambulatory care
- Clinical labs
- Payers and administrators
- Post-acute care

Digital Solutions

- Contactless Patient Check-In
- Document Automation
- DowntimeDoc™
- iMedConsent™ with Mobile Signature Capture
- SMARTworks® EffectiveWorkflow

Printed Solutions

- Clinical Forms
- Corporate Identity & Branding
- Labels & Wristbands
- Print Center Outsourcing
- Promo Marketing & Apparel
- Secure Patient Communications
- Signs & Graphics
- Warehousing & Distribution

National and Global Reach

ONE OF THE FIVE LARGEST GRAPHIC COMMUNICATIONS FIRMS IN NORTH AMERICA

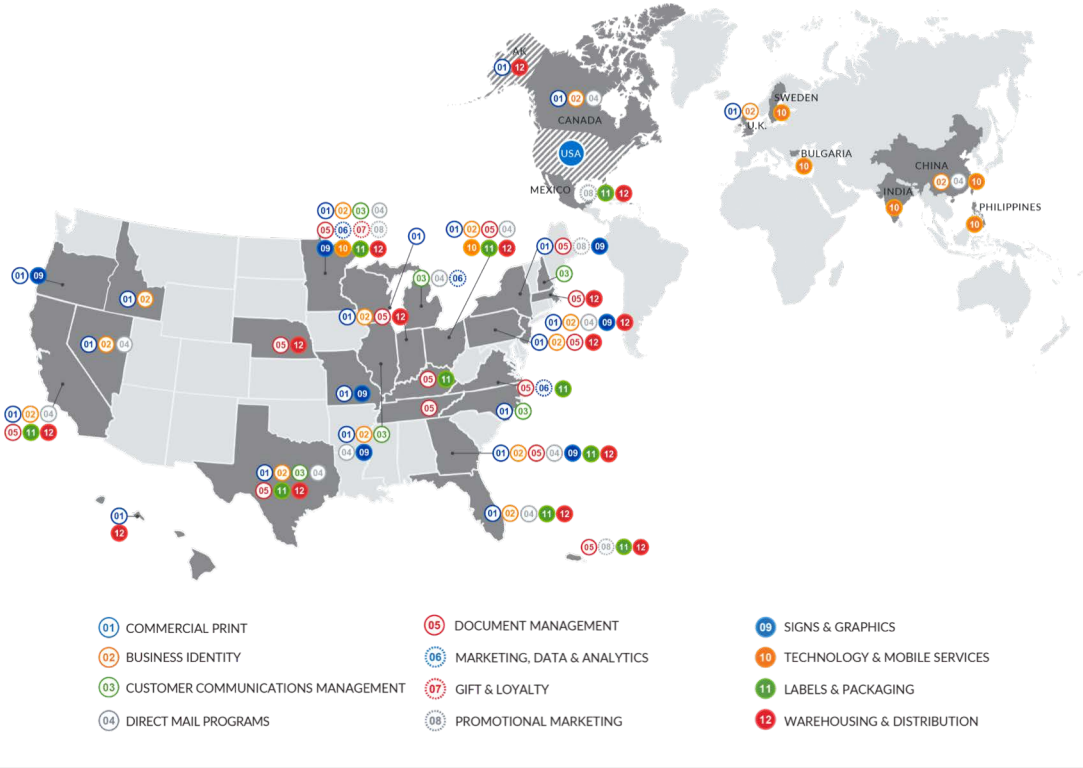
TAYLOR HEALTHCARE

115 locations around the world

40,000 customers

8,000 employees

Operations in 32 states and 8 countries



Socially Responsible

LIVING OUR COMMITMENT EVERY DAY

TAYLOR HEALTHCARE

Environmental Stewardship

- Recycle more material from our facilities
  - 32,571 tons recycled in 2021
- Produce less non-recyclable waste
  - 80% recycle rate goal in 2022
- Divert more waste to waste-to-energy
  - 14 of Taylor's production facilities now divert 100% waste-to-energy

Community Enrichment

- Create jobs and be a good corporate citizen
- Offer flexible hours for employees who volunteer
- Support nonprofit organizations that serve those in need

Health, Safety and Respect

- Maintain a work environment free from discrimination
- Work proactively with diverse supplier partners
- Focus on safety and hazard prevention in all workplace settings

"We will protect the environment and the quality of life of our colleagues, customers and community."

Onboarding & Implementation

HOW WE WILL WORK WITH YOU

TAYLOR HEALTHCARE

1

Learning Your Business

- Kick-off meeting to discuss your needs
- Assess details and technology requirements
- Statement of work (SOW) within 10 days

2

Planning and Implementation

- Weekly status calls with your team
- Weekly progress update emails
- Training, documentation, launch communications

3

Measuring Our Performance

- Satisfaction survey within seven days of launch
- Post-implementation review re: open items
- User analytics of the new product/program

4

Growing Together

- Action plans to drive increased adoption
- Expanded catalog of available products
- Ongoing updates re: your input

Digital and Printed Solutions

SOLUTIONS SUMMARY

TAYLOR HEALTHCARE

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Contactless Patient Check-In

IMPROVING PATIENT EXPERIENCES AND OPERATIONAL EFFICIENCY

TAYLOR HEALTHCARE

Contactless Patient Check-In

IMPROVING PATIENT EXPERIENCES AND OPERATIONAL EFFICIENCY

TAYLOR HEALTHCARE

Taylor Healthcare's check-in and remote signature capture capabilities deliver intake documentation to the patient's own mobile device — streamlining the check-in process in both on-site and virtual care environments.

Data Security

Interoperable with electronic health records (EHRs) for secure storage of sensitive data

Regulatory Compliance

The most current versions of forms are always in use by every facility and provider

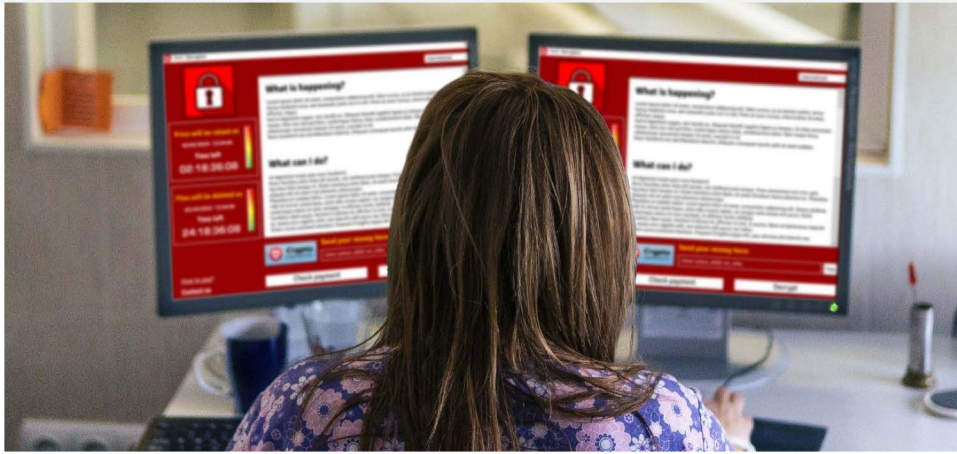
Risk Management

Decreased reliance on paper and shared devices reduces the risk of spreading infection

DowntimeDoc™

MITIGATING THE RISK OF SYSTEM INTERRUPTIONS

TAYLOR HEALTHCARE



DowntimeDoc™

MITIGATING THE RISK OF SYSTEM INTERRUPTIONS

TAYLOR HEALTHCARE

Taylor Healthcare's proprietary DowntimeDoc system allows you to maintain normal operations without sacrificing the quality of patient care, regardless of the status of your network or power supply.

Ease of Admissions

Registrars search patient data records and print admissions packets while the ADT system is down

Positive Patient ID

Nurses print labels, forms and wristbands on demand, complete with patient demographics and barcodes

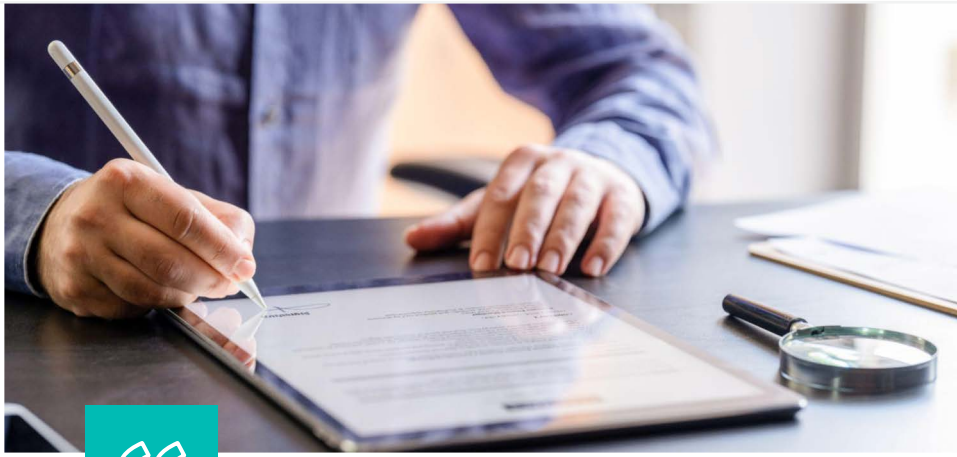
Quality of Care

Physicians access condition-specific protocols and continue to provide the same care as when the network is live

iMedConsent™ with Mobile Signature Capture

STANDARDIZING AND DIGITIZING INFORMED CONTENT

TAYLOR HEALTHCARE



It's been highlighted when we've had audits, which gives validation that we are doing it right, ***improving*** patient safety and ***improving*** patient experience. It was also improving our overall organization.

NICOLE L. FARRAR, MBA, BSN, RN

Application System Architect

iMedConsent™ with Mobile Signature Capture

STANDARDIZING AND DIGITIZING INFORMED CONTENT

TAYLOR HEALTHCARE

Taylor Healthcare's proprietary iMedConsent platform provides easy-to-understand consent forms in a digital format for more than 4,000 treatments in 37 clinical specialties.

Patient Satisfaction

The paperless process allows patients to sign consent documents from anywhere using their own mobile devices

Revenue Generation

Operating rooms do not sit unused while consent forms are being located, maximizing potential surgical revenue

Risk Management

Consistent information is used by all providers and signed consent documents are never lost or misplaced

SMARTworks® EffectiveWorkflow

AUTOMATING THE MAINTENANCE OF FORMS AND CONTENT

TAYLOR HEALTHCARE

SMARTworks® EffectiveWorkflow

AUTOMATING THE MAINTENANCE OF FORMS AND CONTENT

TAYLOR HEALTHCARE

Taylor Healthcare enables clinical, administrative and departmental content — both paper and electronic — to be managed digitally by Forms Committees with no additional hardware and minimal IT support.

Automated Workflows

Predefined members and workflows eliminate manual, paper-based forms design and approval processes

Media Neutral

All organizational documents are managed regardless of media type, from printed brochures to electronic order sets and more

System Flexibility

Accessible via the web from any workstation with no special hardware or device-specific software required

Case Study: EffectiveWorkflow

ACCELERATED FORMS MAINTENANCE THROUGH WORKFLOW AUTOMATION

TAYLOR HEALTHCARE

Challenge

A healthcare system Forms Committee was looking to improve its entire forms review process. Manual workflows slowed the updating process, created the potential for errors and demanded an excessive amount of committee members' time.

Solution

Taylor Healthcare's SMARTworks® EffectiveWorkflow streamlined the forms design process from end to end. Requests were placed with forms designers automatically, reviews and approvals were tracked continuously and all completed forms were stored in a searchable digital archive.

Results

Process Efficiency

Hospital staff no longer needed to manage spreadsheets, email chains and file cabinets full of paper.

Regulatory Compliance

The permanent digital audit trail of designs, revisions and approvals simplified regulatory reviews.

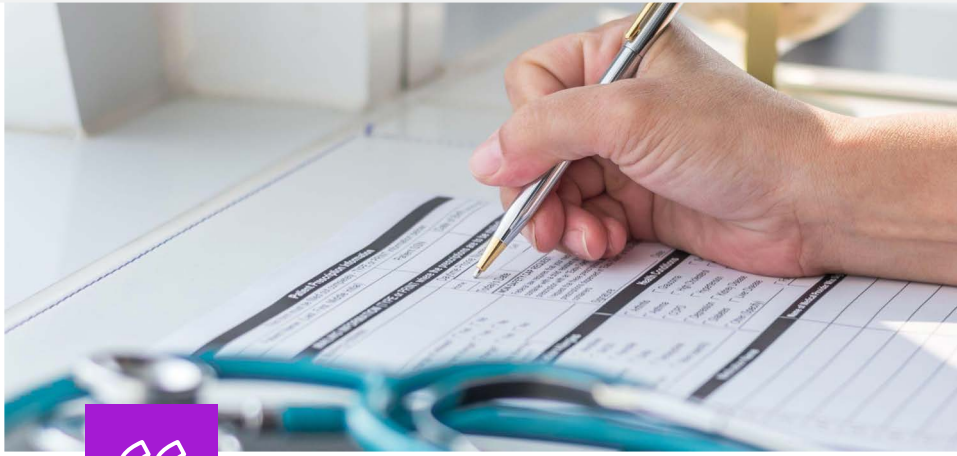
Speed to Market

The amount of time required to request, design, review and approve forms dropped dramatically.

Clinical Forms

INVESTING IN NEW TECHNOLOGY TO SERVE YOU BETTER

TAYLOR HEALTHCARE



You're going to save money and get ***unparalleled support*** from the staff. I've worked with other vendors on other applications and there's ***no comparison***. When I work with a different vendor, I use Taylor Healthcare as an example for how they support their customers.

BOB LARGE

Senior Application Analyst, Universal Health Services

Clinical Forms

INVESTING IN NEW TECHNOLOGY TO SERVE YOU BETTER

TAYLOR HEALTHCARE

From claims forms and envelopes to discharge folders, prescription paper, laser checks and more, Taylor Healthcare leverages its vast national production footprint to deliver an unbeatable value proposition.

Low Cost

Digital print network ensures nationally competitive pricing

High Quality

Industry-leading technology enables a perfect “match” between press and project

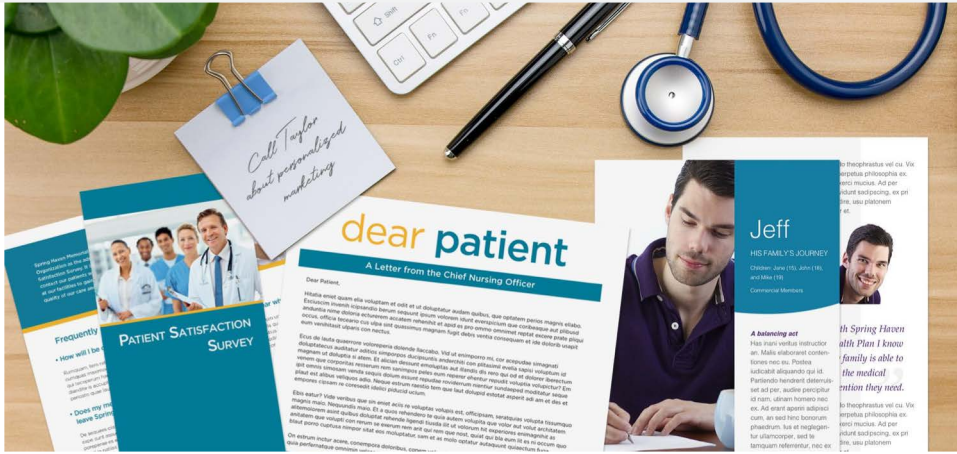
Fast Turnaround

Geographic dispersion speeds delivery and reduces shipping costs

Corporate Identity & Branding

ENSURING THE ESSENCE OF YOUR BRAND COMES THROUGH

TAYLOR HEALTHCARE



Corporate Identity & Branding

ENSURING THE ESSENCE OF YOUR BRAND COMES THROUGH

TAYLOR HEALTHCARE

Taylor Healthcare's parent company is among the world's leading providers of business identity products. Everything from business cards, badges and stamps to stationery, envelopes, folders and more is available in a single relationship.

Color Consistency

G7® color certification ensures your brand is faithfully reproduced every time

Easy Ordering

Proprietary web-based ordering tools reduce ordering time by 80%

Brand Control

Precise production workflows establish a clear approval process

Labels & Wristbands

ENHANCING PATIENT SAFETY FROM THE FIRST CONTACT

TAYLOR HEALTHCARE

Labels & Wristbands

ENHANCING PATIENT SAFETY FROM THE FIRST CONTACT

TAYLOR HEALTHCARE

Taylor Healthcare offers an extensive assortment of labels and wristbands that improve patient care, reduce costs, create operational efficiencies and expand information access throughout healthcare continuum.

Broad Selection

Admissions labels and wristbands, chart labels, pharmacy labels, RFID wristbands and more

Easy Ordering

Web-based commerce platform provides a central point of access to the latest materials

Streamlined Sourcing

Consolidated ordering of stock and custom labels and wristbands reduces costs up to 20%

Case Study: Labels & Wristbands

STANDARDIZED PATIENT ID ENABLES SIMPLIFIED PROCUREMENT

TAYLOR HEALTHCARE

Challenge

A hospital system on the West Coast sought to minimize the possibility of identification and safety errors by standardizing labels and wristbands throughout the organization. It also wanted to establish a single process for procurement to rein in spending and reduce the number of suppliers being used.

Solution

Taylor Healthcare conducted a detailed analysis of all labels and wristbands including how they were used, who manufactured them, compliance requirements, cost per unit, etc. The outcome was a series of recommendations that significantly consolidated the hospital's SKUs and vendors.

Results

Cost Reduction

The hospital system saved more than $30,000 in two years, just on label and wristband orders.

Process Efficiency

The time spent by hospital staff on procuring labels and wristbands dropped by more than 50%.

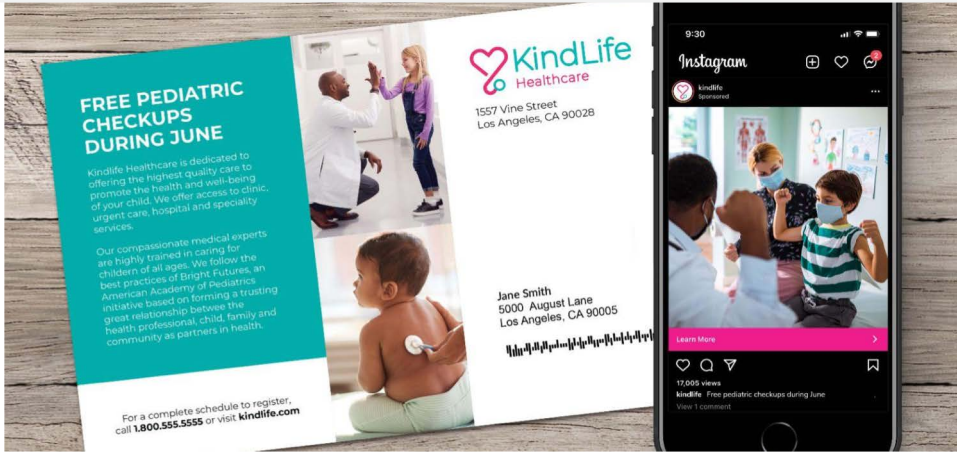
Vendor Consolidation

Taylor Healthcare found a way to eliminate 30% of label and wristband SKUs, consolidating vendors from 50 to just 15.

Marketing, Data & Analytics

MAXIMIZING THE POWER OF OMNICHANNEL COMMUNICATIONS

TAYLOR HEALTHCARE



Marketing, Data & Analytics

MAXIMIZING THE POWER OF OMNICHANNEL COMMUNICATIONS

TAYLOR HEALTHCARE

Taylor Healthcare uses the latest methods to unlock the hidden value in data. Sophisticated marketing analytics and modeling, data sourcing strategies and patient journey mapping are among the many techniques utilized to drive higher patient engagement and health system ROI.

Patient Insights

Data-driven marketing strategies dramatically improve campaign performance and patient engagement

Omnichannel Approach

Mail, email, SMS text and digital direct response all align for a seamless patient experience

Robust Reporting

Comprehensive performance metrics provide clear visibility to campaign results and patient response

Case Study: Marketing, Data & Analytics

NEW MOVER PROGRAM REACHES VAST NEW AUDIENCE

TAYLOR HEALTHCARE

Challenge

A large health system with locations in more than 20 states was looking for a way to establish new, long-term relationships with consumers in need of healthcare services. Of particular interest were those new to a given area and less likely to be familiar with the health system's brand name.

Solution

Taylor Healthcare developed a comprehensive marketing campaign that utilized "new mover" data to geographically target consumers who had recently moved to an area near one of the client's facilities. Two postcard mailings per month emphasized both the health system's wide range services as well as their key specialties.

Results

National Coverage

Taylor managed a list of more than 3,000 ZIP Codes corresponding to the client's hundreds of healthcare facilities.

Scale Efficiency

The campaign was designed to cost-effectively reach an average of 50,000 prospects each month.

Targeting Precision

The data attributes utilized for targeting included age, ethnicity, household income, presence of children and more.

Print Center Outsourcing

SLASHING COSTS WHILE FREEING UP PRECIOUS CAPITAL

TAYLOR HEALTHCARE

Print Center Outsourcing

SLASHING COSTS WHILE FREEING UP PRECIOUS CAPITAL

TAYLOR HEALTHCARE

Taylor Healthcare uses a scalable operating model to manage print-related programs on behalf of healthcare organizations large and small. We leverage our nationwide network of secure print and distribution centers to provide a more cost-effective solution.

Capital Reallocation

Assets dedicated to leases, equipment maintenance and print center staff can be re-invested in patient care

Cost Savings

Digital print-on-demand production reduces inventory storage costs and product obsolescence waste

Current Technology

State-of-the-art presses and finishing technology open the door to new capabilities and innovations

Case Study: Print Center Outsourcing

CONSOLIDATED PRINT FOR FAST-GROWING HEALTHCARE SYSTEM

TAYLOR HEALTHCARE

Challenge

After consolidating three in-house print shops to a single print center, a healthcare system finally decided to maximize its cost efficiencies and exit the print business altogether. However, they needed a partner to help them through the tight 45-day transition.

Solution

Taylor Healthcare's unified web-to-print technology platform enabled a comprehensive print management solution ranging from clinical forms and wide-format signage to brochures, stationery, folders and more. All 3,000 items could be ordered through the online store created by Taylor Healthcare.

Results

Brand Management

The client enjoys dramatically improved print quality, color consistency and version control at a lower cost.

Process Efficiency

Taylor Healthcare's user-friendly online ordering platform turns jobs and item setups in less than 72 hours.

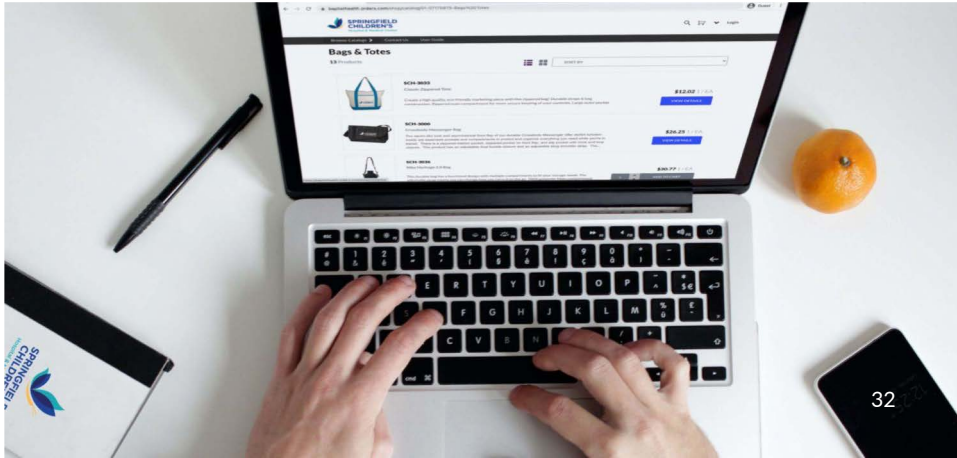
Business Intelligence

Transparent reporting of item usage, order volume, order frequency, cost centers, etc., enables informed decision-making.

Promo Marketing & Apparel

COMBINING FRESH IDEAS WITH FLEXIBLE SOURCING

TAYLOR HEALTHCARE



Promo Marketing & Apparel

COMBINING FRESH IDEAS WITH FLEXIBLE SOURCING

TAYLOR HEALTHCARE

As both a distributor and supplier of promotional marketing products, Taylor Healthcare uses its global supply chain clout to provide fresh ideas, consistent quality and best-in-class pricing across a catalog of nearly 300,000 promo and apparel items.

Brand Image

Merchandising specialists curate breakthrough concepts that fit your brand and budget

Easy Ordering

Online ordering tools offer an efficient, B2C-caliber shopping experience

Customer Support

Dedicated account management teams support you every step of the way

Secure Patient Communications

HANDLING SENSITIVE INFORMATION WITH THE UTMOST CARE

TAYLOR HEALTHCARE

Secure Patient Communications

HANDLING SENSITIVE INFORMATION WITH THE UTMOST CARE

TAYLOR HEALTHCARE

Unlike competitors who “flex” to provide secure messaging when needed, Taylor Healthcare has a separate group dedicated to customer communications management (CCM) and the production of sensitive documents such as patient billing statements, personalized appointment reminders and explanations of benefits.

Data Security

SOC2 Type II, PCI, HIPAA and HITRUST certifications show our commitment to security

Regulatory Compliance

Deep knowledge of industry-specific regulations eliminates risk
of non-compliance fines and legal ramifications

Omnichannel Delivery

Mail, email and SMS text allow you to reach customers when, where and how they prefer

Signs & Graphics

INFORMING AND DIRECTING THROUGHOUT THE CARE ENVIRONMENT

TAYLOR HEALTHCARE

Signs & Graphics

INFORMING AND DIRECTING THROUGHOUT THE CARE ENVIRONMENT

TAYLOR HEALTHCARE

Taylor Healthcare improves patient safety and satisfaction with signs, graphics and wayfinding systems that ensure stress-free navigation of your facilities.

Assessment Services

Industry-leading SignAgent™ software eliminates the need for spreadsheets and email chains

Speed to Market

Geographic dispersion accelerates product delivery and slashes shipping costs

Turnkey Simplicity

Nationwide installation services free your people to focus on providing stellar patient care

Warehousing & Distribution

BRINGING NEW LEVELS OF EFFICIENCY TO YOUR ORGANIZATION

TAYLOR HEALTHCARE

Warehousing & Distribution

BRINGING NEW LEVELS OF EFFICIENCY TO YOUR ORGANIZATION

TAYLOR HEALTHCARE

Taylor Healthcare's innovative technology systems and nationwide network of warehouse facilities elevate materials management to a strategic point of difference. Our kitting, fulfillment and warehousing professionals pride themselves on a 99.3% shipment accuracy rate.

National Coverage

Millions of square feet of space nationwide allows one-day delivery to most major markets

Fulfillment Flexibility

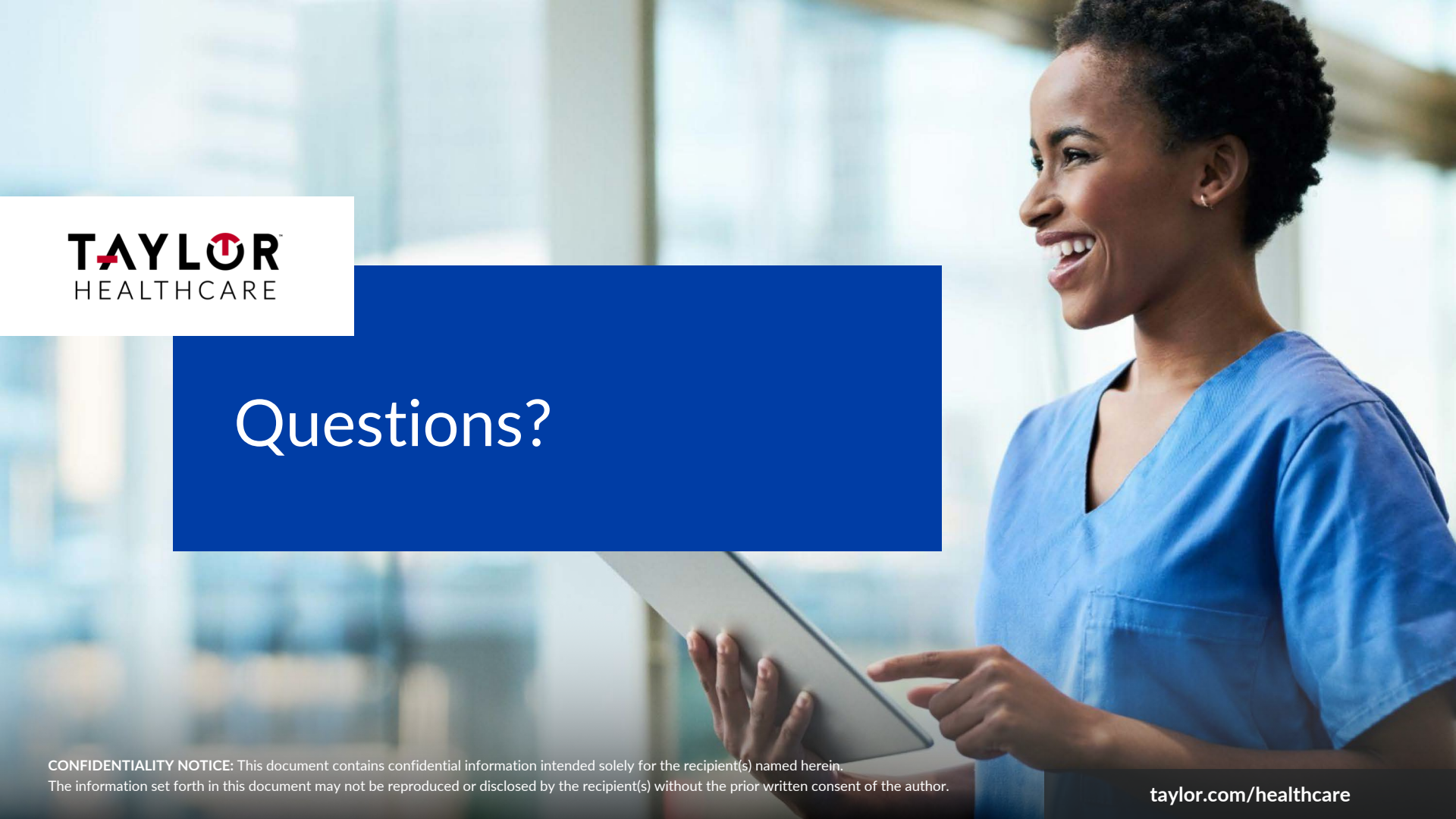
Custom kitting services are available in quantities from one to hundreds

Cost Savings

Strategic locations and best-in-class parcel contracts reduce shipping costs

TAYLOR HEALTHCARE

Questions?



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