

# Hospital Print Shop Ensures Quality, Saves Money with REIMAGE Carbonless Paper

Located in Derby, Conn., Griffin Hospital is a 160-bed acute care community hospital serving more than 100,000 residents of the Lower Naugatuck Valley Region. Griffin Hospital also serves as the flagship hospital for Planetree, an international leader in patient-centered care, and has received national recognition for creating a facility and approach to patient care that is responsive to the needs of patients. Griffin Hospital has been recognized for having industry-leading patient satisfaction ratings and has received numerous quality and clinical excellence awards.

## An in-house print shop making strides

Griffin Hospital operates its own print shop, which delivers a comprehensive range of printing services on demand to departments across the health care organization. Over the past two decades, the Griffin Hospital print shop has evolved to accommodate the facility's changing requirements and adapted to leverage new technological capabilities. In fact, like many of the hospital's other departments, the print shop has been described as being on the "cutting edge" in terms of what it offers and how it gets the job done. By printing virtually everything it needs in house, the hospital can respond quickly as it controls costs.

Long-time employee Steven C. Katilius is now the print shop's sole operator and has led the evolution from a single offset press and black and white copier to more advanced technologies, including full-color equipment, a large-format press, a high-speed Risograph, a fleet of more than 100 multifunction copiers, and complete direct mail capabilities.

## A chance encounter leads to new possibilities

The use of carbonless paper is common in a health care environment and Griffin Hospital is no exception. Katilius notes that the facility uses carbonless laser paper for a range of documents, from discharge instructions to payment receipts. In fact, Katilius was satisfied with the carbonless paper he had relied on until a chance meeting four years ago when the team from Relyco presented an opportunity to try REIMAGE Carbonless Paper. "Relyco was visiting a colleague in the hospital's payroll department, and she brought them to see the print shop," Katilius says. "They spent time looking at our equipment and asking questions, then offered samples of



many types of papers based on the kinds of materials we print and our technical capabilities. The REIMAGE Carbonless Paper was the one I was most interested in testing."

Katilius tried REIMAGE on the print shop's Risograph, a high-speed digital duplicator, and was so impressed with the results that he's been using it since. "Some carbonless papers cause issues with the equipment, but the REIMAGE works flawlessly; it has literally never jammed, which saves me time in the long run," he notes. "The adhesive Relyco recommends for use with REIMAGE dries quickly and works great to produce multi-page form sets. Most importantly, though, when the carbonless forms are used throughout the hospital, the writing is clear, even on the third sheet, which is a critically important quality in the types of forms we produce."

## In addition to running perfectly, REIMAGE is budget-friendly

As the person accountable for the print shop's budget, Katilius especially appreciates Relyco's pricing. "Carbonless paper is the most expensive type of paper I purchase, and the price of REIMAGE is very competitive, which keeps me under budget. I also like the fact that REIMAGE comes in five-ream boxes," he says.

*"It's important that REIMAGE does what I need it to do and is very cost effective to use, but in addition to those benefits, I also appreciate RELYCO's commitment to customer service. The personalized attention I received on the day I met the Relyco team wasn't just an act to win a new customer; it was an indication of the type of responsiveness I would experience in every interaction in the future."*

Steven C. Katilius / Printing Services



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