



pressrelease

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**DIEBOLD DEMONSTRATES PATIENT SELF-SERVICE EXPERIENCE AT HIMSS12**

*Attendees have the opportunity to use Diebold's self-service technology at the Interoperability Showcase™*

NORTH CANTON, Ohio — Diebold, Incorporated (NYSE: DBD) will display its self-service kiosk, PACE (patient automated care experience), during the Healthcare Information Management Systems Society's (HIMSS) conference and [HIMSS12 Interoperability Showcase™](#), Feb. 21-23 in Las Vegas.

In conjunction with Diebold's self-service advancements, it has partnered with *Health Information Today* to reveal the latest findings about patients' sentiments towards patient information privacy and security in the healthcare arena. According to this survey, more than 30 percent of the healthcare organizations surveyed classified their organization's ability to comply with patient information privacy and security as "needs improvement, poor or failing."

"Our research has found that successful implementation of self-service technology can enhance the patient care experience and decrease the operating costs of the healthcare facility," said Mike Benol, vice president, business development, healthcare solutions, Diebold. "This is why we are educating healthcare organizations on how self-service can complement traditional patient service technologies while increasing efficiency, protecting patient's privacy and allowing staff members to focus on high quality interactions with patients."

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Diebold will display its PACE self-service registration kiosk in the Interoperability Showcase as part of the patient experience use case, allowing participants to see firsthand the ease of registering, obtaining insurance validation and collecting co-pays during check-in, prior to service. This efficient self-service process helps healthcare facilities reduce wait times and provides cost savings by expanding existing resources.

“As a leader in self-service technology, we understand the challenges of integrating new technologies,” Benol said. “This is why we worked with healthcare professionals to develop our model and determine best practices for implementation and adoption, which will lead to greater patient satisfaction.”

HIMSS Interoperability Showcase is held in collaboration with [Integrating the Healthcare Enterprise](#) (IHE) and will be located at #11000 Hall G of the Venetian-Sands Expo Convention Center.

Diebold subject matter experts will be on hand at the Interoperability Showcase and at Diebold's booth, #455, to discuss PACE and the company's healthcare security and managed services offerings. All three PACE models will be featured in the booth, and healthcare security presentations will be given. Attendees can experience Diebold's palm-vein reader firsthand and view a demonstration showing what the healthcare facility clerk sees when a patient uses PACE.

To learn more about PACE self-service registration kiosks, visit

<http://www.diebold.com/healthcare/pace.htm>.

### **About Diebold**

Diebold, Incorporated is a global leader in providing integrated self-service delivery and security systems and services. Diebold employs more than 16,000 associates with representation in nearly 90 countries worldwide and is headquartered in the Canton, Ohio region, USA. Diebold is publicly traded on the New York Stock Exchange under the symbol 'DBD.' For more information, visit the company's website at [www.diebold.com](http://www.diebold.com) or follow the company on Twitter:

[http://twitter.com/diebold\\_inc](http://twitter.com/diebold_inc).

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