



ID Cards: The Prescription for a More Secure Work Environment

Surgery Center Manages Employee ID & Facility Access with a Single Card



SHORT HILLS SURGERY CENTER

SNAPSHOT

Industry & Application

Medical Center | Photo ID & Access Control

Company Profile

Short Hills Surgery Center provides patients with same-day services for a wide range of specialties including Orthopaedics, spinal care, general surgery, and many other medical procedures.

Area of improvement

Design a more streamlined process for access control card production and issuance.

Identification Solution

The Fargo DTC4500e ID card printer - a modular, upgradeable printer engineered for medium- to large-sized organizations.

Outcome

Card production efficiencies were increased and card quality was dramatically improved with a printer that could accommodate a growing demand.

"The mission of Short Hills Surgery Center is to make positive and measurable differences in the health of the patients and communities we serve."

For over a decade, Short Hills Surgery Center in Millburn, New Jersey has provided their patients with the highest quality, state-of-the-art medical attention, treatment, and post-operative care. Fully accredited by the Association for Ambulatory Health Care, Short Hills is the largest ambulatory surgery facility in New Jersey, employing nearly 200 healthcare specialists, including 90 staff surgeons.

Since its beginning in 2004, Short Hills Surgery Center has used HID proximity cards for employee identification, access control security, and to fulfill HIPPA compliance. ID cards feature an employee's name, their title, and department, as well as a color photo and the company's logo."

CHALLENGE

Find a Printer Compatible with Existing Security Technology & ID Software

In addition to providing ID and security, Short Hills Facility Systems Administrator Claudette Downs, CNOR, CASC selected the HID cards because they were the most compatible with the organization's existing access control system. "The prox card configurations synced up perfectly with the access control system we already had in place," Downs stated.

"For a while, the Fargo DTC300 printer I'd been using to print our cards since 2004 worked great. But after 10 years of continued use, the DTC300 printer began to show its age, taking up to 25 minutes to process a single card," she reported. "Although the overall volume of cards we printed wasn't huge, it was taking a long time to produce the ones we needed and greatly reduced my efficiency," Downs said.

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“The price was affordable for all the features we got with this printer. And that’s when Steve at ID Wholesaler really came through for us,” Downs said. “Steve did a great job helping me find what I needed at a price our budget could accommodate.”

- Claudette Downs, Short Hills Surgery Center Systems Administrator



Downs wanted to stay with the Fargo printer brand because it was the card production system he was most familiar with. In her words, “I truly appreciated the simplicity of use and quality output that our DTC300 provided when it was in its prime.”

If the new printer was also compatible with the Short Hills access control system, it would sanction a more seamless integration, circumvent having to research and implement a completely new access control system, and would also be compatible with the ID card software they were already using.

When the management team realized the problems Downs was having with the aged printer and the amount of time he was spending producing ID cards, they agreed that it was time to look for a new printer. Downs had repeatedly used online photo identification product retailer ID Wholesaler over the past five years to order proximity cards and replacement ribbons for the DTC300 printer and decided to turn to them again for suggestions on a new Fargo printer.

SOLUTION

Advance to a Faster, More Robust & Reliable Printer

ID Wholesaler Account Manager Steve Curtis asked Downs incisive questions about the features their card program that required improvement in order to operate more efficiently. Ultimately, Curtis recommended the Fargo DTC4500e single-sided printer. “Everything Steve told me about the DTC4500e was impressive. I felt it would bring our card program back up to speed,” Downs commented.

She also appreciates the more compact size of the DTC4500e printer, which sits right under the computer monitor on her office desk. “Setting it up was fast; I literally took it out of the box and had it up and running in 10 minutes. The moment I hit the “Print” button, cards start printing immediately. But what I like most is the exceptional print quality; it’s spot-on and truly superior,” Downs notes.

RESULTS

Partner with an industry leader

Short Hills Surgery Center continues to make ID cards with their DTC4500e printer each week for newly hired employees and for employees who may have lost their cards. The genuine Fargo supplies purchased from ID Wholesaler – an authorized Fargo reseller – ensure the proper operation and continued high level of quality output is maintained. When asked if she would recommend ID Wholesaler to others, Downs didn’t waste a second in her response. “Absolutely, without a doubt. You can’t beat their level of product knowledge, expertise, and outstanding customer service.”



HID ISOProx II ID Cards



Fargo DTC4500e



Genuine Fargo Supplies

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