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# Hybrid mail solution gives hospital a more intelligent paper trail

Atos helps a UK healthcare provider automate manual letter generation process to increase efficiency and improve patient experience.



**xerox**<sup>™</sup>

**Atos**

“The pandemic radically changed how we work, but one thing that didn’t change was our ability to continue sending letters to patients. We simply scaled up our Hybrid Mail Service to quickly provide all users with secure, easy-to-use offsite printing and mailing. Our users love the Hybrid Mail Service.”

Stefan McLaren  
Senior Project Manager, UCLH

**Atos and Xerox® teamed up to implement an efficient hybrid mail solution for University College London Hospitals, eliminating manual work and providing a secure, scalable patient communication channel.**

University College London Hospitals NHS Foundation Trust (UCLH) provides acute and specialist services in six central London hospitals.

UCLH is committed to delivering top-quality patient care, excellent education and world-class research. Each year, its 9,700 staff admit more than 156,000 patients, see almost a million outpatients, and deliver more than 6,000 babies.



**University College  
London Hospitals**  
NHS Foundation Trust

## Pushing paper

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Recently, the Trust has taken impressive steps and made significant investments in digital transformation to make patient care safer and more effective.

Every year UCLH sends more than one million appointment and clinical outcome letters to patients. It has already migrated the letter creation process to a modern electronic health record system (EHRS) from Epic but wanted to go one step further.

To make the rest of the process quicker and easier for clinicians, patient booking teams and other staff, UCLH identified several time-consuming manual processes.

These included printing and sorting letters, placing them in envelopes and transferring them to the mailroom for franking and collection. The client’s goal was to improve efficiency and reduce costs by employing automation and offsite handling.

## The pilot really takes off

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Atos and UCLH proposed a Xerox Hybrid Mail Service to automate these laborious steps. Together, UCLH project leads, Atos and Xerox worked collaboratively to set up a pilot for 35 users from one of UCLH’s patient booking teams.

Staff continued creating appointment letters in Epic as before, using the same templates to provide a seamless user experience. However, instead of printing them on a nearby printer, they were sent electronically to a mail server.

The service provides robust protection for confidential patient information that meets the Trust’s information governance policy. Users send letters to mail servers at UK-based Xerox service delivery centers using secure, encrypted electronic communications.

There, the letters are printed, placed in envelopes, and franked for collection by Royal Mail in secure, ISO 27001-compliant facilities by security-cleared personnel.

As it turned out, the timing of the pilot could not have been better. Within weeks, the pandemic triggered lockdowns that suddenly forced staff to start working from home.

Fortunately, UCLH, Atos and Xerox were able to quickly scale up the service and extend it to clinicians, patient booking teams, administrators and imaging teams across the organization.



## Out with the old...

The Atos Xerox Hybrid Mail Service enables UCLH staff to send letters to patients securely and conveniently from wherever they are working.

Because the service is integrated with the Trust's EHRS, their staff have no need to learn new processes. Once a letter is ready, the user simply sends it to a Xerox mail center instead of a local printer.

Users no longer need to manually print, collate and prepare letters for posting, which has increased productivity. The more efficient letter production process saves staff time and enables them to focus on higher value activities.

A unique barcode applied to each letter notifies the Trust if a letter is returned as undelivered, providing an opportunity to correct the address and resend the letter. With an average of 36 rejections out of 4,000 letters mailed daily, efficiency has improved dramatically.

In addition, the Atos Xerox Hybrid Mail Service enabled the Trust to quickly scale the number of users from 35 to several thousand within a month. The solution's proven scalability and security gives the Trust the confidence to allow more staff to work from home.

Any incorrect or unnecessary letters can be deleted from the server to reduce waste, and clinicians have the flexibility to review letters before sending them offsite for printing.

Finally, the Hybrid Mail Service from Atos and Xerox advances the client's digital agenda.

Epic already provides a secure portal to share letters and other documents with patients, send appointment reminders via text messages, and emails will soon be offered as a paperless alternative to letters.

By integrating the Hybrid Mail Service with electronic health records, UCLH is eliminating manual work, reducing reliance on onsite printers and giving patients the best possible communication experience with their healthcare provider.

## Why Atos for Healthcare

Today, healthcare is being disrupted by both internal and external forces. To move toward more predictive, preventive, personalized and participatory care, it's essential to break down silos and enhance patient interaction.

At Atos, we leverage digital technologies to transform your organization to provide better outcomes for patients, clinicians and society.

Learn how Atos can put digital transformation to work for you at <https://atos.net/en/industries/healthcare>

# About Atos

Atos is a global leader in digital transformation with 110,000 employees and annual revenue of € 12 billion. European number one in cybersecurity, cloud and high performance computing, the group provides tailored end-to-end solutions for all industries in 73 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos operates under the brands Atos and Atos|Syntel. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together

