

CASE STUDY: HEALTHCARE

Healthcare Patient Card Issuance



Background

Improving Medical Check-Up Card Printing with the SMART-51 Series

Healthcare providers require fast, reliable patient card issuance to keep registration moving efficiently and deliver a positive patient experience. As patient volumes increase, hospitals need dependable printing solutions that minimize downtime and simplify daily operations.



The Challenge

Modernizing Patient Card Issuance

Boramae Hospital, one of Seoul's leading public medical centers, relied on an aging card printing system to produce medical check-up cards for patients. Frequent printer failures disrupted registration, slowed patient processing, and created frustration for both staff and visitors.

Hospital employees also faced the challenge of repeatedly entering patient information during busy registration periods, reducing efficiency and increasing administrative workload.

The Solution

A Reliable Healthcare Printing Solution

The hospital upgraded to the [SMART-51S](#) and [SMART-51D](#) ID Card Printers along with customized card issuance software designed to integrate with its existing patient database.

The new solution allowed staff to quickly retrieve patient information, reducing manual data entry while producing professional-quality medical check-up cards on demand. IDP also provided implementation support and ongoing training to ensure a smooth transition and reliable day-to-day operation.

The Results

- Reduced printer downtime during patient registration
- Improved registration speed and workflow efficiency
- Enhanced patient and staff experience
- Modernized in-house patient card issuance

By modernizing its patient card issuance process, the hospital significantly improved registration efficiency and reduced printer-related downtime. Staff were able to issue medical cards quickly during peak hours, while patients benefited from receiving their credentials immediately.

The successful implementation also demonstrated the value of in-house healthcare card issuance, helping establish IDP's SMART Series as a trusted solution for hospitals seeking reliable, high-quality patient identification systems.