

# Case Study

## CLIENT SINCE:

February, 2011

## PRODUCTS USED:

Point of Sale Suite

## LOCATION:

Oxford, OH

## Featuring: McCullough-Hyde Memorial Hospital



### Introduction

McCullough-Hyde Memorial Hospital is located in Oxford, OH, and provides health services that extend to the surrounding metropolitan areas of Cincinnati and Dayton. McCullough-Hyde provides care to more than 80,000 patients annually and places a high priority on leveraging technology to benefit those they serve.

### The Challenge

For nearly 15 years, McCullough-Hyde Memorial Hospital used an antiquated electronic cash register. Mid-transaction malfunctions were a common occurrence and caused frustration for both the staff and customers. During month-end, staff was accountable for the tedious and time-consuming task of manually adding all receipts for monthly charges. Due to the lack of POS technology and a Payroll Interface, the only method of documenting charges was by way of paper and pencil.



## The Success

McCullough-Hyde's Food and Nutrition Services Supervisor, Amy Houpey, recognized the need to transition over to a system that would be fast, efficient and user-friendly. However, finding a suitable system was a challenging endeavor considering the unique environment of McCullough-Hyde's smaller size facility.



Dietary Food Management's (DFM) Point of Sale (POS) Suite was found to be the most suitable for the needs of the department.

The initial training process was a straightforward experience for the staff. With the varied level of users' skill-set, even the most apprehensive team members were capable of learning the system. Since the addition of the POS system the Food and Nutrition Services staff has benefited in many ways. From behind the scenes, the POS system has proven to be easy to program. Adding an item can now be accomplished in a matter of seconds and a price change is completed in no time. The touch screen technology is a well-liked component of the POS Suite and the staff values having the ability to run their own reports at the end of a shift.

Implementing technology has allowed the Food and Nutrition Services team to streamline their operations and focus attention on the guest rather than the paperwork! DFM's POS system has proven to be a real asset to their overall retail operations and has made them more efficient and profitable.

