

AU0500 – PRINT COPY MANAGEMENT

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka’pamux, Secwépemc, St’át’imc, Syilx, and T̓sìlhqot’in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

To manage costs associated with Print, Copy, and External Print manufacturing.

2.0 DEFINITIONS

TERM	DEFINITION
<i>Catalogued Form</i>	<i>Forms managed by Document Services are assigned a six-digit form number. This number will appear in the bottom, left hand corner of a form followed by the version date, i.e., 800000 Nov 12-23.</i>
<i>Copy/Print</i>	<i>A reproduction of an original or a duplicate of the document or image.</i>
<i>Direct Charge</i>	<i>A charge to a cost centre for Print or Copy request that are outside of the scope of the Document Services budget. (See Appendix A)</i>
<i>External Print</i>	<i>Printing production completed by external vendor contracted by Interior Health.</i>
<i>Form</i>	<i>A structured document (paper or electronic), used to collect, communicate and/or complete an official Interior Health process.</i>
<i>No Charge</i>	<i>A charge for a Print or Copy request that is paid out of the Interior Health Document Services budget (See Appendix A)</i>
<i>Regional (IH-Wide)</i>	<i>Documents that have been developed for use across Interior Health.</i>
<i>Site Specific</i>	<i>Documents that are specific to one site and have not been developed for use across Interior Health.</i>

3.0 POLICY

- 3.1 Document Services is responsible for managing all Print, External Print and Copy requests, including but not limited to:
- Educating staff about the cost of Print

Policy Sponsor: VP, Digital Health	1 of 3
Policy Steward: Corporate Director, Health Information Management	
Date Approved: February 2007	Date(s) Reviewed-r/Revised-R: March 2020 (R), September 2023 (R)
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- Reducing costs associated with external Print
- Offering specific guidelines to help staff determine cost effective, efficient Printing whenever possible
- Determining if the document is funded by Document Services (No Charge) or by the ordering department (Direct Charge) (Appendix A).
- Managing document lifecycle including layout and design, manufacture, publication, accessibility, version control, document archives, inventory management and periodic review of Catalogued documents.

- 3.2 Process all Print and Copy requests through Document Services to:
- Adhere to Interior Health Brand Standards and Guidelines
 - Adhere to Interior Health Style Guides
 - Adhere to Interior Health Development Framework, if applicable.
 - Comply with copyright law.

4.0 PROCEDURES

- 4.1 Lead Developer/ IH Staff from User Department
- Complete Copy Request or Form Request.
 - Submit request to Document Services for review and processing.
 - Approve final Print file for publication
 - Identify documents that are candidates for regionalization and engage other user departments to develop such documents.
 - Pay for destruction costs of pre-printed documents that are no longer acceptable for use.

- 4.2 Document Services
- Reviews request to determine:
 - development requirements
 - responsibility of payment (Appendix A)
 - Supports regionalization with a search of the IH Forms Portal, Forms Repository and Lead Developer assignments to identify possible duplication of forms
 - Assist in identifying all published Site Specific forms that exist for a particular subject upon request
 - Submits original document to Print vendor for design
 - Obtains approval from Lead Developer for publication file
 - Publishes approved document as appropriate
 - Supports the development of a new form
 - Retires all existing forms as advised by the user department
 - Identifies the form as IH-Wide (Regional) or Site Specific
 - Determines financial responsibility

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5.0 REFERENCES

APPENDIX A – Guidelines on Print and Copy Charges

Table 1: Overview of Funding Responsibility for Document Production

No Charge	
Costs paid by Document Services	
IH Wide (Regional)	Forms
	Order Sets (Pre-Printed Orders), Clinical Documentation Tools, Pathways, Protocols
	Pamphlets
	Brochures, Rack Cards
	Patient Information
	Booklets
	Manuals
	Chart Packs
Controlled Drug Log Books, Prescription Pads	
Direct Charge	
Costs charged to the Requesting Department cost centre provided	
<p>Requesting Department will be charged for:</p> <ul style="list-style-type: none"> • Layout/ Design (Artwork) – Designer Time • All Site Specific Documents • All Copy Requests 	
Site Specific or IH Wide (Regional)	Custom Printing (Outside of set Printing Specifications)
	Bookmarks, Greeting Cards, Lanyards
	Specialty Products (Display Stands, Presentation Folders)
	Envelopes
	Handouts (Staff Education, Display, Presentation)
	Taxi Vouchers
	Business Cards
	Posters
	Newsletters
	Memos, Correspondence, Fax
	Agenda Packages, Minutes
	Template Produced Documents
Destruction Costs of all Pre-Printed Documents	

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