



## Attune Delights Dermpath Consult of Dubai with its Cloud Based LIS Product Features and Customer Service

The Customer was pleased with the product features, aesthetically superior product UI, speed of implementation and customer care from Attune Technologies



## About Dermpath Consult

International Dermpath Consult, located in the heart of Dubai, is the first private physician owned Dermatopathology laboratory, dedicated to dermatologist in the Gulf region.

Founded by Dr. Reem El Bahtimi, American Board Certified Dermatopathologist, with over 15 year experience in the field of Dermatopathology, Dermpath Consult offers diagnostic excellence and unparalleled service in the evaluation of dermatologic disorders ranging from the routine to the most difficult cases. Dr. Reem has established a state of the art laboratory dedicated solely to the practice of dermatopathology with the most advanced instruments and technique to address the needs of Dermatologist.

Dermpath Consult also offers hands on training to Dermatology and pathology residents, fellows and practicing pathologist and gives weekly lectures in the field of dermatopathology.



## The Requirement

The vision of Dermpath Consult is to provide the highest quality expert dermatopathology diagnosis to patients regionally, nationally and Internationally with the dedication to offer personalized service, the most rapid turnaround time in the industry, innovative information management systems, and comprehensive reporting.

To best service the current and future referring physicians, Dr. Reem wanted to invest for the future by upgrading every facet of the practice. Being an extremely detail oriented person with high standards of patient care, Dr. Reem wanted advanced automation for her laboratory that will take patient care to the next level by offering her patients accurate reports, competitive pricing and quick turnaround time.

## THE SOLUTION

Dr. Reem engaged Attune Technologies to automate and modernize the lab operations. The team at Attune from the beginning was dedicated to delighting the Customer. The engagement began with a great product demo done remotely detailing out the product features that will help the Customer modernize the lab to her specific standards.

The Attune team implemented the LIS that was customized to Dr. Reem's requirement with an intuitive and aesthetically pleasing UI. Since the LIS was Cloud based, the Customer did not have to worry about additional expenses for hardware and resources.

A 24x7 reliable customer support and an implementation team that was dedicated to ensuring that the Customer's requirements were met on time meant that the customer could focus on offering high quality patient care true to the objective of Dermpath Consult and not worry about her Lab's performance.



## The Impact

Dermpath Consult now has a very advanced Laboratory Information system (LIS) which allows physicians to log in to order sample pick up, follow their patient results on line and receive the reports electronically in a timely fashion. The reports are designed to address all the dermatologist needs with images to support the pathological data. The LIS also keeps the patient notified with the progress of their result through SMS notifications. The system is highly automated to eliminate manual error. The laboratory offers very competitive prices and quick turn-around time.

## Customer Speak

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It has been an absolute pleasure working with the Attune team. I think of myself as a demanding customer who needs perfection and Attune delivered it. They customized the software to the unique needs of our service and were able to meet our requirements. It is also a big advantage having the system cloud based, so I did not need to invest in expensive hardware or a server. The team is extremely helpful and available 24X7.

I highly recommend this system as it has met and exceeded my expectations.”



Dr. Reem El Bahtimi, FCAP  
Medical Director & Owner  
Dermpath Consult, Dubai

To know more about how you can automate your lab, [click here](#).

**Technical Stack**

- Web Based
- Mobility-Pro

**Deployment Model**

- Cloud as well as On-Premise
- Multi-Centre, Data Sharing

**Architecture**

- Hierarchical Security Architecture
- Security & Data Confidentiality - Managed
- Integrated Workflow
- Seamless Integration and Interoperability
- High Volumes - Managed
- Multi-language Support
- Localization Features

## About Attune

Attune Technologies is a next-generation healthcare IT company that has pioneered Cloud based products designed to help the entire healthcare ecosystem. Attune's solutions seamlessly integrate Labs, Hospitals, Pharmacies, Blood Banks, Radiology, Medical Devices (IoT), Insurance Companies, and Accounting resulting in increased revenues and operational efficiency. Attune's solutions can be deployed across the spectrum of organizations – starting from single physician clinics to a network of healthcare providers making it the largest Cloud based healthcare IT service provider in the region.



Funded by Norwest Venture Partners and Qualcomm Ventures, Attune is headquartered in Singapore and supports over 20 million patient health records serving 200+ clients spread across 15 countries in the Indian Subcontinent, South East Asia, Middle East and Africa. The company's platform interfaces with over 1100 devices such as lab analyzers and ICU machines to absorb labs into the health network. In interfacing with them, Attune is bringing to life the concept of 'Internet of Things' or a connected universe for the entire healthcare sector.

**Singapore**

Attune Technologies Pvt Ltd  
Blk 71, #03-05  
Ayer Rajah Crescent  
Singapore 139951  
Tel: +65 6776 7819

**Dubai**

Attune Technologies Middle East DMCC  
Unit No. 1808-3, 18th Floor  
Mazaya Business Avenue  
Diamond Business Centre  
BB1 Tower, JLT, Dubai, UAE  
P.O. Box 26734  
Tel: +971 4 3699013

**India**

Attune Technologies Pvt Ltd  
Astoria Building  
114, Mount Road, Guindy,  
Chennai 600032, Tamil Nadu  
Tel: +91 44 4351 2346

Attune Technologies Pvt Ltd  
90, Manka, 2nd Main Road,  
Electronic City Phase 1,  
Bangalore 560 100  
Tel: +91 80 4669 8686

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