Top Lab in India Reduces Sample Processing Time from 15 hours to 1 hour

Attune LIS facilitated an automated batch-based tracking module resulting in reduction of processing time by a whopping 14 hours.

THE BACKGROUND

The Customer is a chain of medical diagnostic service providers based in India. The company was established with a vision to provide pathology, radiology imaging and other services to help serve and solve the health-related challenges of its customers; and to provide the highest level of diagnostic confidence to referral physicians.

THE CHALLENGE

The Customer was going through a growth spurt and was expanding their operations to a 1000 collection centers through a franchise model. They were looking for an IT solution to help them mitigate the challenges that come with this kind of scale and size. The Customer anticipated multiple challenges while going through the transition that included:

- Logistical and sample management during transfer from the various collection centers to the central processing center with accuracy

- Reducing the time taken for registering samples from the existing rate of 15 minutes per sample per day amounting to a whopping 15 hours each day

- Owing to manual registration process, wherein sample identification was done by handwritten labels on the tubes and containers, the laboratory chain was susceptible to higher levels of human error due to mislabeling.

- Efficient tracking mechanism was needed since there was always the possibility of losing samples during transfer which posed a serious challenge

- Most importantly, the client wanted the entire solution to be not only efficient but also cost effective

THE SOLUTION

After evaluating multiple healthcare IT vendors, the customer chose Attune as their IT partner. Attune's team implemented the LIS solution, a Cloud-based architecture that supports multi-tenancy to deal with the Customer's challenges.

- A customized Sample Tracking Workflow was created to manage the sample load and track each sample at any given time during the sample processing cycle

- A unique batch sheet-based sample-tracking model was created, wherein a single barcode was assigned and used to track a batch of samples being transferred to the processing center

- The team also created a unique panic alert system that allowed the system to send an automated alert to the referring physician to take action if the test report indicated life threatening abnormal values

THE RESULT

The Attune LIS solution offered the following benefits to the Customer:

- Through the automated Sample Tracking Workflow and efficient management of the logistics, the customer could track samples at any given point of time during the life cycle of the sample

- The processing centers now received information as soon as the samples were registered at the collection center, making it possible to allocate resources even before the samples reached the processing unit. This led to a dramatic drop in the cost per test and the turn-around time, helping the customer service more clients in a shorter time frame

- The creation of a special panic alert system allowed the physician to take action on their critical patients immediately, serving as a lifesaving function in the Customer's system

- With the batch sheet-based sample-tracking model, sample transfer time dropped dramatically. With the new method, entire batches could be screened at once, eliminating the re-registration process and dramatically reducing sample processing time from 15 hours to 1 hour each day

To find out how you can reduce the TAT for your lab, <u>click here</u>.

Advantage Attune

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.

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2015 BEST PRACTICES AWARD

India Emerging Healthcare IT Service Provider Company of the Year Award

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.

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