



**Super-Specialty Hospital Automates Lab to Eliminate Human Error.**  
Generate Error Free Reports with Attune's Robust LIS

# Case Study 2016



Attune's LIS solution Cloud based architecture supporting multi tenancy, integrated lab devices and eliminated human error resulting in improved patient outcomes.

## THE BACKGROUND

The Customer is a Foundation Hospital and Research Centre located in Girgaon, Mumbai, India. This Foundation Hospital offers tertiary level healthcare facilities that include cardiology, cardio-thoracic surgery, neurology and neuro-surgery, oncology, urology, nephrology, pediatric and neonatal surgery, gastroenterology, micro-ear surgery, retinal surgery and other services. Over 258 consultants in various areas of specialization drive and manage the hospital assisted by a staff of 1,000, including paramedical and other support resource. The center also provides free and subsidized out-patient and in-patient treatment to the needy.



## THE CHALLENGE

The Hospital was keen to set up a state-of-the-art technology in the field of healthcare to better serve the large volume of patients they handled on a daily basis and decided to partner with a healthcare IT vendor for implementation of Lab Information System or LIS. However, the Customer started facing multiple problems with both the software and the vendor shortly after the implementation. The challenges were multifold:

- The software did not meet with the defined customer requirements and had too many gaps in functionality leaving the customer frustrated with the system
- The LIS did not completely integrate with the Laboratory Devices resulting in creation of manual reports thus opening it to human errors that could be potentially life threatening
- Exacerbating the situation was lack of adequate and timely support from the vendor with only delays and excuses and no solutions



The Customer approached Attune in a state of panic and frustration and sought support to implement a robust LIS that met their requirements and fulfilled their objective of high end automation that could put an end to manual reporting and generate accurate, timely reports for better patient outcomes.

## THE SOLUTION

The team at Attune understood the Customer's urgency and worked systematically on implementing Attune's Cloud-based multitenant architecture LIS solution.

Attune's team integrated all the devices in the lab thereby effectively removing scope for human errors with results coming directly from the device to the LIS.

The team then moved on to integrate the Customer's existing Hospital Information System with Attune's LIS seamlessly through the international standard of HL7.



## THE RESULT

Attune's LIS solution not only met the customer requirement, it exceeded customer expectation. The customer was delighted with the timely and pro-active support it got from Attune's implementation team.

Post implementation of Attune's robust LIS, the team completed two phases of incorporating new requirements from the Customer.

The customized Attune LIS implementation helped the Customer by offering:

- Intelligent workflow system that streamlined operations and assisted in feeding and managing Customer data
- Sample and Patient Identity Match with Clinical decision support and data trends
- Real time e-worklists that offered instrument interfacing, test validation rules, formula checks thereby eliminating human error
- Automated workflow with definable rules for Auto-authorization and Co-authorization
- Automated secure publishing of Lab Reports, Commercial Invoices over Email, SMS and Mobile Applications
- Seamless integration with the Customer's existing HIS solution
- A robust software and a reliable IT partner who understood the customer's needs and worked around it.

## THE BOTTOMLINE

The Customer was looking for a reliable IT partner with robust LIS software to automate and integrate various lab processes in a single ecosystem and create an effective system to eliminate human error.

With implementation of Attune's LIS that included device integration backed by a highly supportive implementation team, the customer was able to not only generate hassle-free reliable reports and eliminate human errors but also integrate their existing HIS to Attune's LIS seamlessly.

**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

Malaysia | Philippines | Vietnam | Bangladesh | Sri Lanka | Mauritius | Indonesia | Nigeria | Kenya | Tanzania | Ghana | Bahrain