

FACILITATING GROWTH IN LABORATORY BUSINESSES

WITH PRIME LABORATORIES

**CASE
STUDY**

01 THE SITUATION

Prime Laboratories (PL) is a full service, CLIA-certified, toxicology laboratory that provides a full suite of testing services to pain management centers, addiction treatment facilities, physicians, and similar medical providers. PL is a relatively small company looking to grow by reducing operating costs and growing its client base. The company was looking for a way to reduce overhead costs by cutting unused and expensive software while increasing integration and automation of critical software and lab instruments.

"We needed a modern LIS that could go live in weeks, not months."

— Kevin Davis, Lab Manager

Since PL has existing clients with committed turn-around times of 24-48 hours from sample submission to test report generation, they needed a solution that could go live in weeks, rather than months. Ease of use and a streamlined software interface were critical requirements for a new solution. As a laboratory service, PL receives clinical samples associated with test orders directly from medical providers/facilities; therefore, ease of submission for samples and test results, as well as published test result reports, is critical to maintaining existing and attracting new clients. In short, PL was looking for a solution to a common problem: how to increase ROI for necessary laboratory management software.

INTEGRATED LIS, BILLING SERVICE, & INSTRUMENTS WITH LIMITLIS®

02 GOALS

- A** Reduce operating costs by adopting only necessary software solutions, rather than a large and expensive suite of products
- B** Directly integrate software systems and laboratory instruments, saving staff time and effort
- C** Customize report formats for clients to increase customer satisfaction and grow customer base
- D** Go-live in an accelerated timeframe
- E** Modern, streamlined UI - increase usability of software for laboratory staff and visual appeal for clients

03 THE SOLUTION

The Project Team at RURO, Inc. worked with Prime Labs to develop an accelerated and phased approach to deploy LimitLIS® laboratory information software integrated with billing services, including a custom-built test results report. This allowed Prime Labs to utilize the new system without delay, even as additional integrations were under development. The immediate second phase of the project was to directly integrate key laboratory instruments (Diatron Screening Analyzer and Sciex LCMS System) with the LimitLIS® software to further increase efficiency and reduce data entry errors. The final phase of the project includes a customized Quality Control workflow, built to Prime Labs' specifications. This additional workflow can be "plugged in" to the live system after testing and training are complete without interruptions to the daily business of the laboratory.

04 HIGHLIGHTS

1 Reporting Functions for Managers/Administrators

"LimitLIS® has the best I've seen from any LIS system. Other systems sort, but you can't access it in such a customized way – that saves me a lot of time in quantifying data for account managers and our CEO. I can hand them a fully polished report in minutes where as before LimitLIS it could have taken me hours to create the necessary reports." – Kevin Davis, Lab Manager

2 Flexibility in Test Set-up

For example, LimitLIS® can be configured to have multiple allowed ranges for the same test, depending on patient characteristics like Adult vs Child or Male vs. Female. Since patient data and test data are both tracked in the same system, LimitLIS® can then match the appropriate range to use in auto-interpretation of test results, depending on the patient data.

3 Audit Log

The Audit Log in LimitLIS® automatically tracks all changes to any records in the system, recording the previous value, new value, timestamp of change, and user that made the change. All of this is clearly visible in the Audit Log for any requisition, sample, patient, test result, or other system record. "It is awesome to see all the history, what was updated and by whom at a specific date and time. I save a lot of time troubleshooting different issues with this. Inspectors eat this up – they always ask how you stay accountable for changes to data in your records." – Kevin Davis, Lab Manager

4 Direct interface with Billing Provider

The combined solution of LimitLIS® + billing services via a secure, HL-7 interface saves Prime Labs time, and therefore money. Previously, Prime Labs sent billing orders on paper which allowed for incomplete and incorrect information, or missing test results – all of which can result in rejecting the claim and having to re-process after the data is corrected and completed. Instead, LimitLIS includes customizable business rules that can enforce required fields, force selecting values from a dictionary (e.g. diagnosis; Insurance Company name), and auto-sends the billing information only after the sample is processed and results are released. The result is a faster and more efficient billing process. "If we speed up the billing process, our lab gets paid faster." – Kevin Davis, Lab Manager

Similarly, Prime Labs and all LimitLIS® customers are able to customize required/optional data entry fields forcing entry into mandatory fields during the accessioning process in the lab, which decreases troubleshooting time. Controlled data entry reduces errors and typos through pre-set lists that allow type-ahead that could otherwise delay the billing and payment process. "This is a real "quality of life" feature." – Kevin Davis, Lab Manager

With LimitLIS® + Billing Services, Prime Labs has reduced their monthly software subscription costs by 18%.

5 Better Marketing Via the Client Portal

LimitLIS® includes a fully-integrated, permissions-controlled Client Portal that can be customized for each of your laboratory's clients by adding their contact information and logo. Prime Labs uses the Client Portal as a marketing tool to grow their own business. When the Prime Labs sales team goes to talk to a potential new client, they use their own office computer to login to the Client Portal. "Being able to show them professional, polished, with our logo really makes us look professional compared to something from the 80s or 90s that looks dated. Having a clean, modern interface adds value to the system. You'd be surprised how the look of the interface can really persuade a client." –Kevin Davis, Lab Manager

Paper results have been eliminated from all established clients. All clients are using the Client Portal in LimitLIS® to get immediate access to results and reports.

6 Ease of Use

LimitLIS® menus are streamlined and straightforward. Quick Links allow immediate access to common functions. "Not every system has tools that are that easy to use. Adding new Facility, Physician, Test Packages – it's super easy. The system basically walks you through it. I had to be trained one time and never had to call again because it was so straightforward." –Kevin Davis, Lab Manager

7 Responsive RURO Team

LimitLIS® customers benefit from having a single point of contact through their deployment and go-live process. The RURO Project Lead answers client questions, assist in customizing the solution for your lab, and directly interfaces with RURO Engineering for more complex integrations and custom features. "My experiences with the RURO Engineers is exceptional – I always get a response, usually within the hour on any issue I have, big or small, and it gets resolved quickly. With our former LIS, I would wait days for a response. Having one point of contact at RURO is beneficial – he knows our system inside and out so I don't have to explain everything every time I call. He knows what's going on – halfway through explaining my problem he already knows the solution!" – Kevin Davis, Lab Manager

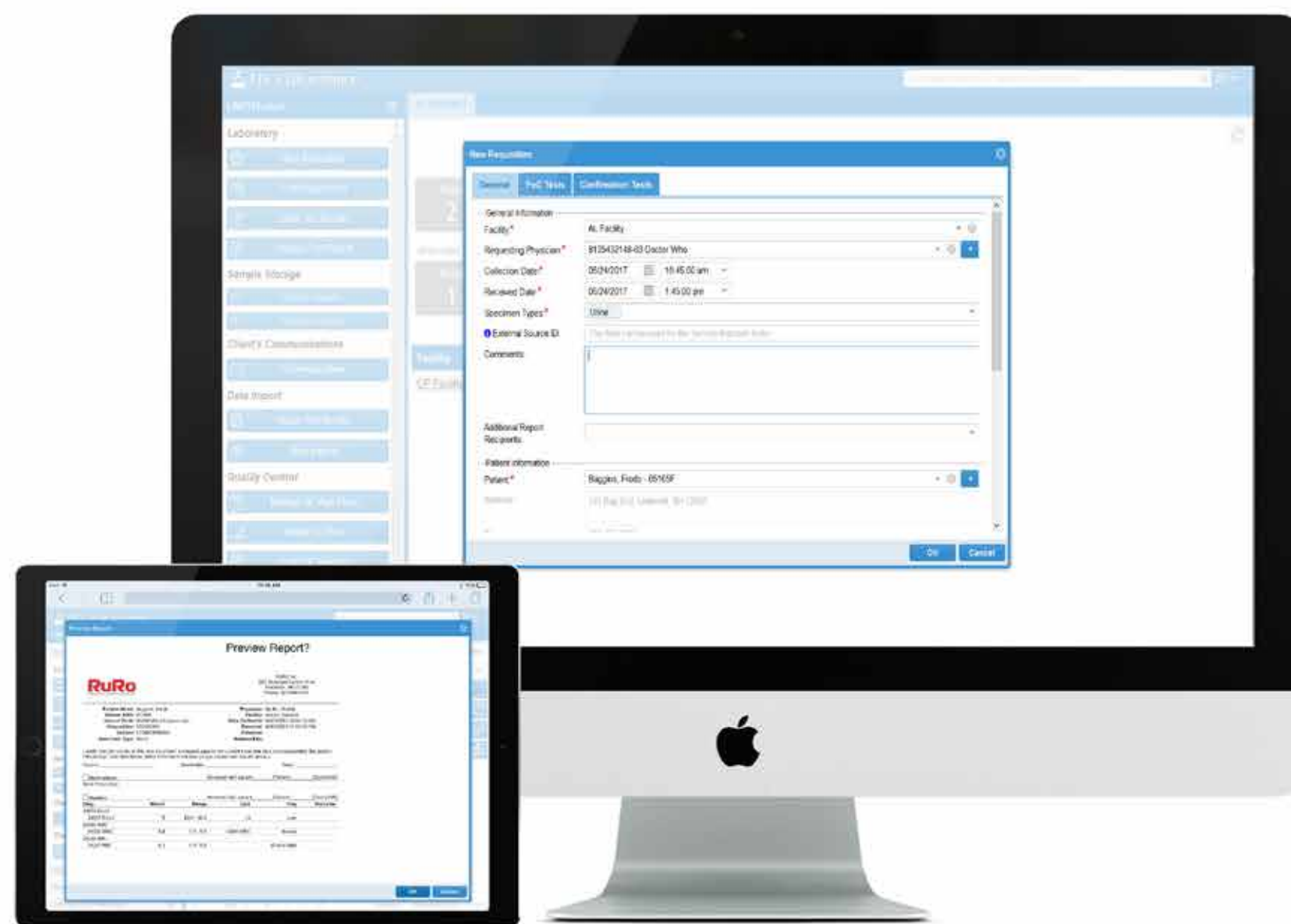
05 RESULTS

Ultimately, the shift to a streamlined, integrated solution has resulted in immediate improvements in PL's laboratory business efficiency and has improved their bottom line through reduced operating costs. Over the long term, the combination of LimitLIS® + billing services will facilitate continued growth and flexible expansion. Prime Laboratories can now focus its attention on their larger goal of improving quality of life through comprehensive care.



INTERESTED IN LIMITLIS®?

If you are interested in learning more about LimitLIS® and how it can increase productivity in your laboratory, please contact RURO at info@ruro.com or visit www.limitlis.cloud for more information!



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