



Pathagility

Delivering immediate value to lab customers



Pathagility helps pathology labs and their partners/customers succeed in the ultra-competitive healthcare arena. Pathagility's innovative software platform is built on smart technology allowing for cost-effective implementations and better standards-based integration options as well as central management and distribution of mission-critical health information. Also, secure collaboration is made possible through Pathagility's simple-to-use graphical interface. Pathagility provides a powerful interoperability framework which allows customers to leverage current investments without the expense and exposure of replacing an LIS, Practice Management or EMR system. For more information visit www.pathagility.com.

Challenge

Enable automated fax distribution of lab reports

Pathagility recognized that even in its highly advanced world of laboratory information technology and electronic medical records systems, manual fax and courier distribution of reports is still standard business practice.

In designing and developing its application, Pathagility had a requirement to handle distribution of formatted data as part of its offering. When a customer encountered a systematic problem with its faxing system environment, they asked Pathagility to help by integrating automated fax delivery into the Pathagility application.

Solution

On-demand fax service from Esker

Based on its own research as well as a referral from an Esker Certified Partner, Pathagility selected Esker to enable automated fax delivery as a on-demand service integrated with the Pathagility platform. The Esker service offers a variety of integration methods, including Web Services (JAVA, Microsoft .NET, PHP, etc.), API (C++, Command lines, VB, etc.), SMTP and FTP.

The automated faxing process occurs immediately when a medical report is introduced to the system that matches a configured distribution rule. Users have the discretion to re-fax medical reports at will by selecting them from a list of eligible reports, and pressing a "Fax Selected" button in the Pathagility application interface.

When the user clicks the "Fax Selected" button, a check is performed to determine pre-configured distribution rules for the selected reports.

Per report, when a distribution rule is identified, the fax is submitted to a queue which joins either existing jobs pending transmission based on the delivery rules, or a new queue is created. Fax jobs are sent to the Esker solution in "queue packages" in which multiple documents addressed to the same recipient and destination are combined. In some cases, delivery of these faxes might be scheduled at periodic intervals or at a specific time of day. In the event a distribution rule is found with nothing queued, then the fax is sent immediately.

"Companies have spent large project budgets building distribution channels for pathology labs and not had near the success that we've had within one week with Esker," said Mark McCuin, president of Pathagility. "We were able to provide value that would have taken the biggest companies much longer to provide in a production environment to their customers."

Benefits and future plans

Customer service

Responding to the needs of its customers, Pathagility was able to incorporate fax distribution processes into its Agility Engine using the Esker solution. "As a startup company, we want to spend our internal resources wisely in relation to the development of our product platform, so it was a great help to be able to offload this important piece of our offering to Esker," said McCuin. "This integration effort took between 2 and 3 hours to implement using the very comprehensive API that Esker offers."

The implementation turnaround time by Esker was impressive. Our customers were very happy.

Mark McCuin ■ President ■ Pathagility

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