



Unilab

Putting intelligent document delivery technology to work for lab customers and healthcare professionals



Unilab integrated the Esker DeliveryWare solution to automate processing and distribution of over 2,000 medical analysis reports per day. This innovation enables the analysis laboratory to remove the burden of tedious administrative and logistical tasks from the team's shoulders. Not only does this give the lab team more time to perform work that has greater added value, it also improves the quality of the services provided to the company's customers. The customers can now receive the lab results by mail, fax, Internet or SMS the moment they become available.

Challenge

With 1,000 to 1,200 patient files a day, Unilab has to process and distribute more than 2,000 lab result reports by mail and fax daily. These reports are produced by the LMS (Laboratory Management System¹). Until now they have been processed, sorted and distributed manually. Copies needed for the recipients (patients, attending physicians, clinics and others) were printed using a standard page format. The biologists then validated and signed the reports individually before they were sent to each addressee.

Realizing that this tedious daily process was forcing the secretaries and biologists to spend too much time printing, validating, sorting, folding and mail metering, Unilab began seeking a solution that would enable it to:

- **Use a document composition tool to improve lab report formatting** (particularly to incorporate scanned signatures into the reports²).
- **Automate** the tasks of processing, sorting, faxing and mailing these documents, replacing all of these manual processes with computer rules.

Solution

In order to address the problem, Unilab opted to implement the Esker DeliveryWare solution in cooperation with Kernel Networks, an IT services company that specializes in optimizing information systems. Today, as soon as the LMS issues a lab report, Esker DeliveryWare:

- **Captures the print file** produced for it
- **Formats the document**, using layout rules that are predefined by Unilab (adds bullets, logos, results tables, changes font, etc.)
- **Makes the document available** to the biologist, who can easily import a scanned signature and validate the reports directly from his/her workstation
- **Automatically sends the report** to all its intended recipients (the patient, attending physicians, clinic, etc.) in accordance with their preferred methods of delivery (made available at the laboratory, sent by mail, fax, etc.), after the biologist has validated it. This is done without any manual intervention. Document content is analyzed by patented DeliveryWare Rules Engine technology.

“In addition to the benefits in terms of productivity and concrete savings, deploying a system like this enables us to improve the quality of the services we provide to our customers. For example, Esker DeliveryWare lets us automatically send an SMS to our patients to inform them that their lab results are ready, or even transmit biological information to anesthesiologists in case of an emergency.

Jean-Michel Paret ▪ Unilab Director

¹ Unilab uses the Open Lab Laboratory Management System for AS/400.

² France law permits medical analysis laboratories equipped with expert validation software to use scanned signatures.

“ This completely automated device saves 3 to 4 hours per biologist and 1 to 2 hours per secretary daily for processing, checking and distributing documents. Thus, I was able to free up 2 out of 4 biologists and assign more important work to the secretaries. Automating to the maximum extent possible means that we are concentrating on the intellectual value of our profession, which is the most important thing for us.

Jean-Michel Paret ■ Unilab Director

In order to standardize media among the group's various laboratories, Unilab is equipped with a production center for printing and folding the lab reports. Unilab plans to deploy an automatic folding system eventually.

Using Esker DeliveryWare, one copy can be routed to the printer at Unilab's production center to be printed, folded and addressed to the attending physician, with a second copy automatically faxed to the clinic, a third copy made available to the patient at the laboratory that took the sample, and so on.

Benefits

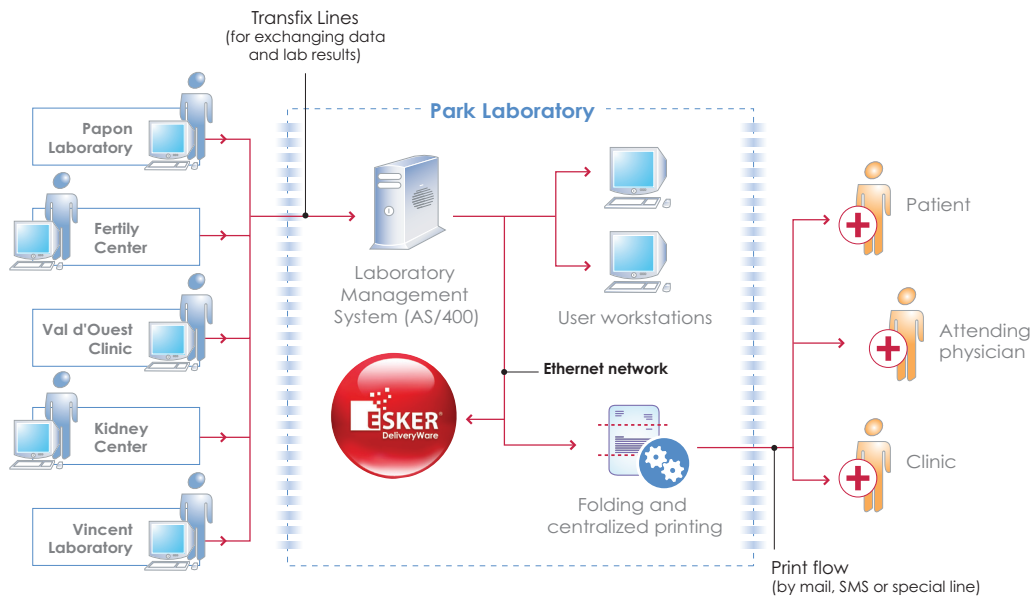
■ **A savings of 3 to 4 hours per day per biologist**

Now, the group's 10 biologists can validate their lab result reports directly from their workstations with a simple click of the mouse. Before, this required one person at each laboratory.

■ **Improved customer service**

The Esker DeliveryWare solution not only enables Unilab to make reports available to patients, physicians and clinics the moment they have been validated; it also allows Unilab to collate reports with supplementary or explanatory documents.

Established in 1974, Unilab is one of Lyon, France's top medical analysis laboratories. It encompasses 4 laboratories (the Park Laboratory, the Vincent Laboratory, the Papon Laboratory and the Fertily Laboratory). The company has 80 employees, including 10 biologists.



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