

Inbound Clinical Laboratory Interface



Background

As an accident of history, the client had relationships with three very different boutique laboratories. When the client decided to change its Laboratory Information System (LIS), they discovered that this relationship with quasi-satellite labs was not supported by the standard system and so they turned to M+H for a custom solution.

Business Challenge

The challenge was to bridge the two very different sides of the equation: the client's standard LIS with the boutique laboratories' complete lack of an information system. Any solution would have to do the following:

- accept orders from the LIS, to be shown to the boutiques
- initiate orders on behalf of the boutiques when needed
- accept results from the boutiques, to be posted on the LIS

Solution

The solution was highly vertical:

1. an interface to the client's authentication system
2. a database of orders and results
3. bi-directional interfaces to the LIS to populate the database
4. a web UI to the database

Results

There were many positive results:

- the boutiques were given an app to support their process
- the client no longer had to manually enter the results
- the clinical community saw their results rapidly
- there was less opportunity for error