

Leading US Laboratory

An application to order, view, share and analyze Lab
Results

Case Study

The Challenge

- ▶ Need of an application to enable physicians and staff to order, manage, analyze and store test results and reports.
- ▶ System was lagging in performance, and it took users around 2 minutes to place an order.
- ▶ Lacked a user-friendly experience to place order, update test results and view reports.
- ▶ Users were unable to pull out reports on demand basis as they were not stored in a centralized repository.
- ▶ Maintaining the application was a huge effort.

Our Solutions

- ▶ SfB Chatbot
- ▶ Improved Performance by implementing Apache Solr Indexing and Apache CDN to reduce request time.
- ▶ Developed single, streamlined, and user-friendly order screen.
- ▶ Instant communication on critical, time-sensitive lab results to users.
- ▶ View Graphical Representations to help recognize patterns.
- ▶ Designed and Developed Enterprise Application using Oracle SOA Architecture.

Outcomes

- ▶ Improved Performance
- ▶ Provided users with the ability to select patient information, ICD 10 diagnostic codes and, period of tests while creating orders.
- ▶ Enabled preparing Test results along with color-coding based on the severity of product lines.
- ▶ Provided the ability to automatically print lab result reports on-schedule and customize for specific workflow needs.
- ▶ One-point access for multiple labs to view lab reports.

Implementation Highlights:

- ▶ 85% Reduction in time to place an order
- ▶ 1 TB Data Volume
- ▶ Supported 2,000+ Concurrent Users
- ▶ Graphical Representation to help recognize Patterns