

Solving Connectivity Issues

Huntsville Pediatric | Huntsville, AL

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*Robin Riggs
Practice Manager
Huntsville Pediatric Associates*

The Challenge

The physicians of Huntsville Pediatric Associates, located in Huntsville, AL, are dedicated to providing the highest quality pediatric care possible. They offer the benefits of a large office with extended hours and personalized services for the children they serve. Huntsville Pediatric Associates’ seven board certified physicians provide state of the art medical care in a hometown environment. The physicians’ quest for the provision of ongoing, high quality care led them to seek a solution for a challenge they had been facing for some time.

This challenge came in the form of how to overcome the significant amount of time it took to get the CBC results from their analyzer into the patient chart for physician review. This required the lab personnel to manually enter their CBC results into the office’s electronic medical record (EMR) system. The practice was seeking a solution that would let them electronically capture the results from their CBC instrument immediately after analysis. They also wanted their lab personnel to be able to review and transmit the results to their EMR in real time. Not only would this provide faster results to the physicians and enhance their care delivery, it would also eliminate the possibility of data entry errors; therefore, improving patient safety.

The Solution

The solution Huntsville Pediatric Associates chose was Merge Healthcare’s Merge LabAccess™. Merge LabAccess is a state-of-the-art integration software system designed to provide connectivity between clinical instruments and EMRs, practice management systems, and other host systems. Merge LabAccess not only accepts and transmits data, but also provides a user interface, based on industry standard protocols, that allows clients to define tests and reference ranges, approve or reject results and monitor real-time instrument logs. In the event that offline results from manual tests need to be entered, Merge LabAccess provides an intuitive way to manually enter results.

Merge LabAccess offered a simple and cost-effective way for Huntsville Pediatric Associates to maximize the efficiency of their CBC instrument. The system helped the practice optimize their medical device investment by integrating it into their existing information technology network.

Results

It took just one week for Huntsville Pediatric Associates to train their staff, configure their database, go live and see immediate results. “Transmitting results directly from our instrument to the EMR via Merge LabAccess immediately freed up at least one to one and a half hours of our staff’s time each day,” said Robin Riggs, Practice Manager at Huntsville Pediatric Associates. “Using Merge LabAccess has maximized our overall IT investment, made us more efficient and

Transmitting results directly from a CBC instrument into the EMR improves lab efficiency and accuracy in patient records

streamlined our workflow so we can focus our energies on providing more timely care to our patients.”

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About Merge Healthcare

Merge Healthcare is the leading provider of enterprise imaging and interoperability solutions. Merge solutions facilitate the sharing of images to create a more effective and efficient electronic healthcare experience for patients and physicians. Merge provides enterprise imaging solutions for radiology, cardiology and orthopaedics; a suite of products for clinical trials; software for financial and pre-surgical management, and applications that fuel the largest modality vendors in the world. Merge’s products have been used by healthcare providers, vendors and researchers worldwide to improve patient care for more than 20 years. Additional information can be found at www.merge.com.

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