

“Sunquest has dramatically improved our service at Patient Service Centers. Sunquest offers a lot of advantages to people trying to get into outreach. Today, it is necessary to find a partner who already knows how to do this. You just don’t have time to learn it yourself. It’s best to hire that expertise.” - **Vicky McClain, Administrative Director, Laboratory Services, Huntsville Hospital**

Client Overview:

Huntsville, Alabama - Hospital Health System
Laboratory:

- 29 different EMR suppliers
- More than 100 physician outreach offices
- 8,000 specimens daily for more than 2,000 physicians
- Eight patient service centers
- 4.3 million annual tests
- Lab outreach has contributed more than \$99.5 million to the bottom line

Existing Technology:

- GE Centricity™ HIS

Sunquest Solution:

- **Physician Portal**
- **Patient Service Center Portal**
- **Advanced EMR Connectivity**
- **Sunquest Laboratory™**

Challenge:

Huntsville Hospital Laboratory (HHL) leaders did not want anything to get in the way of an efficient workflow. Orders for lab tests were hard to find in available systems, and patients stood waiting as phlebotomists searched to find a test order. Sometimes orders went missing. Other times they were there but could not be located, and doctors were called unnecessarily.

Randall Henson, HHL’s manager of outreach development and solutions, described the team’s challenge: “The way it used to work is we put our standing orders in an LIS application. Our portal orders and EMR orders came into a different module, and the orders came in under a temporary medical record number (MRN). Once the patient presented we had to take the temporary MRN, merge it to the patient’s permanent MRN, and resend all orders up to our LIS/ HIS. It was a dirty process and left room for error. And it made us look for orders in three different places.”

Solution:

HHL has a great partnership with Sunquest, and together with the Sunquest team worked to implement a project recognizing each system’s strengths. Orders started to route through Sunquest’s front-end platform (Physician Portal, or PSC Portal or Advanced EMR Connectivity) instead of directly into Sunquest’s LIS. Sunquest made it possible to improve workflow by supporting in-depth customization, including automation of steps with the hospital information system (HIS), GE Healthcare’s Centricity and the LIS.

Goals achieved:

- Dramatically improved services at PSCs
- Smooth orders and results interface with LIS and ADT interface with HIS
- Orders and results management with 29 different EMR vendors, used by more than 100 clinics
- Easy access to orders
- Sunquest results portal provides physicians timely and comprehensive report data in easy-to-read formats

