

Sunquest PSC PortalSM

Improve Workflow Efficiencies and Enhance the Patient Experience



Rely on Sunquest Patient Service Center Portal and other Orders, Results and Specimen Coordination solutions to help you respond to market drivers and support overall business growth, with advanced connectivity and features such as:

- Diagnostics CPOE and results review
- Automated test routing and sharing across your enterprise
- Physician office, clinic and nursing home engagement
- Extensive validation including medical necessity and pre-authorization
- Standing orders, future orders, order splitting and routing
- Test utilization management
- Integrated and longitudinal result reports
- Trend analysis
- Auto-printing of requisitions, labels and reports
- Mobile apps for anytime, anywhere result access
- Specimen courier management and CRM tools

The Sunquest Patient Service Center (PSC) Portal, part of the Sunquest Orders, Results and Specimen Coordination solutions, is designed to leverage laboratory value by improving care and reducing costs while working with existing enterprise systems.

Use the Sunquest PSC PortalSM to manage workflows for specimen collection and exams not performed in the physician office, or to enhance the process when versatility and alternative methods of collection are needed, such as at remote draw stations, nursing homes or imaging centers.

Capture Clean Orders, Improve Efficiencies

Prevent missed orders sent from physician offices! Electronic order capture and handling through Sunquest's powerful platform helps deliver clean orders for processing, collection or performance at a PSC or other remote location, regardless of order origination.

- *Input and designate standing and one-time scheduled orders for PSC handling*
- *Conveniently access order information at the PSC when the patient presents*
- *Guard against missed or duplicate draws or exams*
- *Submit an order electronically from an external ordering system, such as an EMR*
- *Automatically print the requisition for the patient annotated with the recommended PSC location name and address, at the physician office*
- *Offer flexibility to the patient to present at any of the lab's remote locations despite the predesignated selection on the requisition*




Use Sunquest PSC Portal to easily retrieve forgotten or misplaced requisitions, or to locate orders without delay if a patient presents at a location other than the designated PSC.

- *Retrieve orders with on-demand patient look up and search queries across all physician offices*
- *Choose input from a variety of patient demographic fields to retrieve correct patient order*
- *Enter new orders or modify existing orders for any physician office site from any PSC, ensuring accurate patient information accompanies the specimen to the lab*
- *Prevent duplicate orders or reduce multiple draws by viewing all orders across sites for one patient*

Elevate Patient Satisfaction

- Create order queues for patients through the check-in process as they present for phlebotomy draws or imaging exams at each PSC site
- Manage patient arrivals and extended wait times, creating efficiencies that respect patients' time and promote a positive impression
- Support better quality care by generating "No show" lists to the physician office or lab for follow up, when a patient does not present for a draw

Achieve a higher level of physician and patient satisfaction, improved workflow efficiencies and reduced specimen collection errors and redundancies with Sunquest PSC Portal.

		
<p>Prevent leakage Route orders placed from EMRs or physician portal, and prevent missing orders</p>	<p>Support patient satisfaction Help reduce wait times and extra needle sticks</p>	<p>Increase revenue Validate for medical necessity and capture complete clean orders</p>

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About Sunquest

Sunquest Information Systems Inc. provides diagnostic informatics solutions to more than 1,700 laboratories. Since 1979, Sunquest has helped laboratories and healthcare organizations across the world enhance efficiency, improve patient care, and optimize financial results. Sunquest's solutions enable world-class lab capabilities, including multi-site, multi-disciplinary support for complex anatomic, molecular and genetic testing, and engagement with physicians and patients outside the hospitals at the point-of-care. Headquartered in Tucson, AZ with offices in Boston, London, Dubai, Bangalore and Brisbane, Sunquest is a global leader in healthcare information technology.