



Super-Specialty Hospital Automates Lab to Eliminate Human Error and Generate Accurate Timely Reports with Attune's Robust LIS

Attune's Cloud based LIS solution and a world-class implementation team helped the hospital automate its lab and integrate its existing HIS seamlessly with Attune's LIS resulting in improved patient outcomes

THE BACKGROUND

The Customer is a Foundation Hospital and Research Center located in Girgaon, Mumbai, India. This Foundation Hospital offers tertiary level healthcare facilities that include cardiology, cardio-thoracic surgery, neurology and neuro-surgery, oncology, urology, nephrology, pediatric and neonatal surgery, gastroenterology, micro-ear surgery, retinal surgery and other services. Over 258 consultants in various areas of specialization drive and manage the hospital assisted by a staff of 1,000, including paramedical and other support. The center also provides free and subsidized out-patient and in-patient treatment to the needy.

THE CHALLENGE

The top management team aspired to offer state-of-the-art technology experience in their hospital to better serve the large volumes of patients they handled on a daily basis and therefore decided to partner with a healthcare IT vendor for implementation of Lab Information System or LIS. However, the challenges were multi fold:

- The Customer started facing multiple problems with both the software and the vendor shortly after the implementation
- The software did not meet with the defined Customer requirements and had too many gaps in functionality leaving the Customer frustrated with the system
- The LIS did not completely integrate with the laboratory devices resulting in creation of manual reports thus opening it to human errors that were potentially life threatening
- To top it the Customer was not receiving adequate or timely support from the vendor with delays and excuses that were exacerbating the situation

The Customer approached Attune in a state of panic and frustration and sought support to implement a robust LIS that met their requirements and fulfilled their objective of high end automation that could put an end to manual reporting and generate accurate, timely reports for better patient outcomes.

THE SOLUTION

- The team at Attune understood the Customer's urgency and worked systematically on implementing Attune's Cloud-based multi tenant architecture LIS solution.
- Attune's team integrated all the devices in the lab thereby effectively removing scope for human errors with results coming directly from the device to the LIS.
- The team then moved on to integrate the Customer's existing Hospital Information System with Attune's LIS seamlessly through the international standard of HL7.



THE RESULT

Attune's LIS solution not only met the Customer requirement, it exceeded their expectation. The Customer was delighted with the timely and pro-active support it got from Attune's implementation team.

Post implementation of Attune's robust LIS, the team completed two phases of incorporating new requirements from the Customer.

The customized Attune HIS implementation helped the Customer by offering:

- Intelligent workflow system that streamlined operations and assisted in feeding and managing Customer data
- Sample and patient identity match with clinical decision support and data trends
- Real time e-worklists that offered instrument interfacing, test validation rules, formula checks thereby eliminating human error
- Automated workflow with definable rules for auto-authorization and co-authorization
- Automated secure publishing of Lab Reports, Commercial Invoices over email, SMS and mobile applications
- Seamless integration with the Customer's existing HIS solution
- A robust software and a reliable IT partner who understood the Customer's needs and worked around it.

To know more about how you can automate your lab in the hospital with the best IT partner available, [click here](#).

About Attune

Attune Technologies is a next-generation healthcare IT company that has pioneered Cloud based products designed to help the entire healthcare ecosystem. Attune's solutions seamlessly integrate Labs, Hospitals, Pharmacies, Blood Banks, Radiology, Medical Devices (IoT), Insurance Companies, and Accounting resulting in increased revenues and operational efficiency. Attune's solutions can be deployed across the spectrum of organizations – starting from single physician clinics to a network of healthcare providers making it the largest Cloud based healthcare IT service provider in the region.

Funded by Norwest Venture Partners and Qualcomm Ventures, Attune is headquartered in Singapore and supports over 10 million patient health records serving 200+ clients spread across 15 countries in the Indian Subcontinent, South East Asia, Middle East and Africa. The company's platform interfaces with over 1100 devices such as lab analyzers and ICU machines to absorb labs into the health network. In interfacing with them, Attune is bringing to life the concept of 'Internet of Things' or a connected universe for the entire healthcare sector.



Singapore

Attune Technologies Pvt Ltd
Blk 71, #03-05
Ayer Rajah Crescent
Singapore 139951
Tel: +65 6776 7819

Dubai

Attune Technologies Middle East DMCC
Unit No. 1808-3, 18th Floor
Mazaya Business Avenue
Diamond Business Centre
BB1 Tower, JLT, Dubai, UAE
P.O. Box 26734
Tel: +971 4 3699013

India

Attune Technologies Pvt Ltd
Astoria Building
114, Mount Road
Guindy, Chennai 600032
Tamil Nadu
Tel: +91 44 4351 2346

Malaysia | Philippines | Vietnam | Bangladesh | Sri Lanka | Mauritius | Indonesia | Nigeria | Kenya | Tanzania | Ghana | Bahrain

