NICL Improves Customer Satisfaction with Netlims

Exceptional functionality helps NICL automate processes and improve customer satisfaction

About NICL Laboratories

NICL Laboratories is a leader in laboratory services, providing diagnostic testing to physician practices, long-term care facilities, research institutions, and wellness organizations since 1977.

The Challenge

NICL is dedicated to providing the highest quality reporting and superior service to its clients. To consistently deliver on this promise, NICL understood it needed a LIS that would do much more than keep their customers’ compliant. The ability to dependably automate, organize, and keep track of data was paramount to meeting its internal business goals. Beyond tactical needs such as creating printed requisitions in advance, allowing clients to include variations in weekly standing orders, and...
consistently reducing errors to ensure testing accuracy, NICL wanted a system that would enable smooth operation of its facilities.

As technology advanced, the list of needs from a LIS was long and continued to grow. NICL wasn’t willing to compromise on any of the specialized services they were currently providing their customers in care homes or hospitals. Some of these initial features included infection surveillance reports, prescheduled order systems, and report distribution directly to pharmacies and patient wards.

3 year search for a new system

Within this context, NICL engaged in a three-year search for the best LIS system suited for its unique needs. NICL understood that the switching cost between information systems was very high, and so it conducted thorough due diligence, ultimately assessing all well-known commercial LIS providers, and even going so far as to interview providers’ clients for candid feedback. Ultimately, NICL found that most LIS providers did not have the functionality needed for its long-term care facilities. Netlims, however, offered a system with features that matched NICL’s needs, and also offered excellent partnership and customer service. NICL also interviewed a host of Netlims customers to get feedback on its performance record. After this exhaustive search, NICL comfortably entered into a partnership with Netlims for all of its LIS needs.

The Solution

The implementation of Netlims was rapid and resulted in NICL being operational within six months. The smooth implementation was due largely to NICL’s deep understanding of all stakeholders needs and Netlims’ boutique approach to client service – operating with dedication, urgency, and flexibility. This enabled NICL to get its LIS system perfectly catered to it’s individual business needs.

Netlims offered far and away more functionality than NICL’s previous LIS system. There were several functions that significantly improved
operational efficiency, including the ability to distribute results to a particular floor of a facility according to room number, saving time and increasing the speed with which results were delivered. Netlims also added reporting functionality, particularly facility timed reports, that enabled NICL to automate several processes. One important way this came to life was via scheduling prothrombin time and Clozaril CBC reports for automatic delivery to pharmacies at the time of their choosing, which saved NICL from manually pulling this information. Netlims’ reporting functionalities also allowed automatic consolidation of various consecutive reports, as well as the automation of patients’ cumulative result distribution, an option to which NICL clients were accustomed.

“The Netlims implementation team was outstanding”

Outcome

Netlims’ advanced functionalities include its highly customizable reporting and distribution features, which have enabled NICL employees and clients to automate many tedious processes that they previously had to carry out manually. This automation certainly led NICL to achieve significant savings in time and money, and very importantly, meet its goals of delivering clients accurate and timely results with excellence. In a recent routine laboratory inspection by the College of American Pathologists (CAP), peer auditors commended Netlims for being user-friendly and also for being rated so highly by the end-user.

About Netlims:

Netlims is an end-to-end, cloud-based laboratory information system (LIS) provider. Its flagship product – LabOS, is web based and comes with an open API. LabOS can receive orders from external electronic systems, and can integrate with medical devices and instrumentation including point-of-care and telehealth data integration. It significantly improves workflow by automating lab processes, and offers clinical decision support using advanced algorithms.