

“Even though our lab was local, the turnaround time wasn’t any better than what my peers were seeing with their laboratory service providers, so we started to investigate other labs.”

Karen Craig, RN - Administrator, Union City Renal Center

About Union City Renal Center

An independent facility, Union City Renal Center in New Jersey provides hemo dialysis services to approximately 100 patients. “Not being part of a chain makes it easier for us to do things for our patients,” said administrator Karen Craig. With the majority of the patients and staff being Hispanic, many of the cultural aspects of their heritage, including a strong family orientation, permeate the facility, something Ms. Craig is proud of.

Enough is Enough

Missing or questionable results from their previous provider made prescribing treatment difficult and consumed a lot of staff time. “One month *all* the patients’ aluminums were significantly higher than the previous month and then went back to normal the following month. When I called the lab, they couldn’t give me a reason.” “Another time, I couldn’t find a test result and the lab indicated it was a data transfer problem with my EMR system. But after further investigation, they admitted they had lost the specimen.”

Why Satellite?

After looking at three other ESRD specific laboratories, Satellite was their final choice. “Satellite’s LabCheck was the easiest system to use and made ordering supplies or tests, patient management, reports - all of it, very simple. We manage everything on the Web with LabCheck.” Satellite also had a solid reputation. “When I checked with my colleagues,” said Ms. Craig, “they all loved Satellite.”

Turnaround Time

“Turnaround time is excellent. We have a 4 p.m. scheduled pick-up with FedEx. Monday’s results are posted on LabCheck by Wednesday morning when I come in. And it’s much easier to find results with LabCheck.” Ms. Craig continued, “Though LabCheck automatically transfers results into our EMR system, I find it easier to use LabCheck, especially for reports,” continued Ms. Craig.

Flexible Reporting, Graphical Representation

Ms. Craig has found reporting with LabCheck, either using standard ones or creating her own, is much less time consuming. She has also found the graphical representations of data to be powerful. “With color charts and graphs automatically created for me, I can give my CEO a better understanding of our performance and it doesn’t take any of my time to create it.”

Streamlined Process

“We no longer have to deal with paper requisitions. Bar-coded tube labels are printed from orders in LabCheck and it’s FedEx picking up instead of the local lab.” Ms. Craig and her staff have found Satellite’s client services always helpful. “We’re very happy with the customer service. One day we had a problem printing labels that couldn’t be resolved on the first call we placed but Satellite had their technical services people call us back right away and they resolved our problem.” What about training new people? “Someone is always available to train new staff and answer any questions existing staff might have. Satellite has helped make my staff’s job easier,” concluded Ms. Craig.

Summary

Satellite’s strong reputation and Web-based LabCheck sealed the deal for Union City Renal Center in switching from their local lab. Turnaround time concerns were unfounded, ordering and reporting was easy and Ms. Craig and her staff are able to, once again, rely on accurate, quality test results when prescribing patient treatments.