

# LabReach

## Order comms for remote requesters

### For Laboratories



Hospitals and GPs have long benefited from investment in automated order communications solutions to deliver safe, efficient test processing. However, many remote services and clinics still rely on paper submissions to the lab with their cumbersome, error-prone, time-delay risks. These paper forms often cause a disproportionate, resource-heavy workload in the lab.

### Eliminating manual, paper-based test ordering

At X-Lab our purpose is to help you eliminate manual, paper-based pathology test ordering and results reporting. We enable digital communications with your requesters to reduce your workload and ensure safe, accurate submission, tracking and delivery of test results. LabReach, our web-based, order communications solution allows you to extend the benefits of electronic requesting to remote services and clinics that do not have access to a digital ordering system.

As the foundational solution for the NHS Test and Trace, where we processed over 500 million tests during the pandemic, X-Lab has an excellent pedigree in delivering lab interoperability. LabReach now brings this expertise to your remote requesters.

### Growing your automated network



Some of our extensive network of Labgnostic customers have already seized the import of LabReach and we are currently working with Sexual Health, Occupational Health, and Sports clinics. X-Lab is looking to expand this range even further and significant interest has already been registered from mental health, screening clinics, cancer clinics and private providers. If you wish to extend your reach to more requesters and automate those who are still using paper forms, call us today.

### Data visibility reduces tracking calls



Ordering of multi-specimen tests from requesters will be via a web-based order portal. Tests sent and results received notifications give complete visibility of the test journey. So, mental health nurses, screening services or clinic staff will no longer need to make time-consuming calls to the lab for updates, as tracking data will be at their fingertips.

### Pre-coded IDs reduce specimen reception times



Tests from requesters will already be pre-coded to your LIMS, to reduce risks of transcription errors in the lab. Pre-coding also enables pass-through barcoding to dramatically reduce specimen reception time. Electronic requesting avoids errors and time wasted from poorly written submissions and indecipherable handwriting.

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#### PDS integration for data accuracy

In addition to automated specimen IDs, the synchronisation with the NHS Personal Demographic Service (PDS) at the requester end, ensures speedy and accurate input of the latest patient details. This ensures the right patient gets the right results, without delay.



#### Maintaining patient privacy

In some instances, patient data may need to remain private, such as with occupational health clinics. LabReach results will only be visible to the original requesting organisation, avoiding any privacy issues.



#### Speeding Turnaround Times (TaTs)

Whilst paper-based requests may only form a small proportion of lab tests their manual, time-consuming workload is hugely disproportionate. LabReach not only increases lab productivity by eliminating data re-entry at specimen reception, enabling pass-through barcoding, and reducing external chasing calls, but also speeds overall TaTs.

### Using the existing connectivity for rapid deployment

X-Lab supports 95% of the UK's NHS laboratories. LabReach will utilise this existing Labgnostic network to ensure the speedy connection of new requesters to their chosen lab. Labgnostic as you know, eliminates paper-referrals, and gives true lab-to-lab interoperability. LabReach utilises these proven workflow and interoperability skills to deliver safe and efficient order comms to remote requesters.

#### About X-Lab

X-Lab is the 14th largest supplier to the NHS with 95% penetration of the UK labs interoperability market. X-Lab, and its international brand Labgnostic, now have operations in the UK, Ireland, USA and Australia. The company services the lab-to-lab interoperability market, the remote order comms market and facilitates quality assurance and proficiency testing for EQA/PT providers worldwide.

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