

opentext™

Success story

MedLabs Diagnostics

Industry

• Healthcare

Solutions

• OpenText™ EMR-Link™



MedLabs Diagnostics strengthens lab outreach

Full service diagnostic lab improves operational efficiencies, reduces operating expenses with OpenText EMR-Link

Results



Reduced rollout to weeks instead of months



Eliminated \$33K in Medicare reimbursement write-offs



Reduced operating expenses by more than \$120K annually

"OpenText EMR-Link is so proactive, letting us know immediately when one of our practices is not downloading lab results at their prescribed rate or not sending orders."

Wajid Ullah

Chief Information Officer
MedLabs



MedLabs Diagnostics (MLD) had more practice electronic health record connectivity projects than its IT team could support. Its clinical customers used numerous EHRs, many of which were relatively new on the market, with varying capabilities to import electronic lab results, create clean and complete lab orders and provide informative lab results to patients.

MLD wanted to offer a lab ordering and reporting system that filled those gaps for their physician clients, regardless of their EHR. MLD already had a solid HL7 interface team, but they realized that many of the problems they faced couldn't be fixed with an HL7 format change. MLD needed a solution to manage interface implementation projects efficiently and predictably. The lab recognized that finding a partner that could deal expertly and effectively with the nuances of the EHRs used by their customers could give them a competitive edge to help grow their business.

After assessing the available outreach and middleware solutions, MLD chose OpenText™ EMR-Link™. Key factors in the decision included OpenText's proven track record with all flavors of EHRs, a strong understanding of EHR workflows, strengths and weaknesses, and a SaaS-based deployment model that is scalable and sustainable.

MLD reduced operating expenses by more than \$120K/year, through:

- Reduced Medicare write-offs. With approximately 75,000 orders processed annually, MLD bills approximately 15,000 (20 percent) to Medicare. Using an industry average of three percent for write-offs related to ABNs (advanced beneficiary notifications) and an average cost of \$75/test, the solution's ability to deliver clean, complete orders saves MLD approximately \$33,500 per year on Medicare tests.

- Reduced IT resources. Through OpenText's ability to deploy new interfaces quickly and cost-effectively, MLD can save the cost of a full-time interface analyst, at about \$80,000/year.
- Connection costs. Setting up a single connection to EMR-Link avoids setting up multiple T1 lines and saves \$7,000 per year.

The OpenText team provided project management services to guide MLD's integration projects, with weekly status reports to keep MLD on top of each practice's go-live schedule. The company realized faster and more predictable interface implementations, completed in weeks instead of months.

Lab operations also improved, especially for sites with full bidirectional orders/results solutions, where orders are checked for medical necessity and requisitions are split based on MLD specimen rules. New practices saw easy adoption due to thorough project plans and OpenText expertise in guiding practices through setup and testing.

Wajid Ullah, chief information officer at MedLabs Diagnostics, summarized the benefits of the new solution and OpenText support: ***"OpenText EMR-Link is so proactive, letting us know immediately when one of our practices is not downloading lab results at their prescribed rate or not sending orders. The OpenText team is extremely responsive—when we have a new practice, we can kick the interface project off quickly."***

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About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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