

Pathology Associates Medical Laboratories

Customer Profile

Pathology Associates Medical Laboratories (PAML) and PACLAB Network Laboratories

Business Problem

PAML and PACLAB needed a fast, efficient and secure way to electronically deliver lab results to ordering physicians.

The Solution

A HealthUnity LabHIN Health Information Network featuring:

- Seamless exchange of data between Lab Information Systems and physician practice EMRs
- Easy to use, thin-client application available for physician practices without an on-site EMR system
- Patient matching MPI & distribution of lab results in an encrypted, privacy aware manner
- Distributed architecture for optimal management of PHI and scalability
- Peer-to-peer communication to minimize performance bottlenecks
- A “productized” solution designed to lower total cost of ownership
- Ability to add new physician practice on average in under one week

Electronic Lab Results Available to HealthUnity Customers

Today, delivery of lab results is predominantly done via fax, courier or mail. This leads to higher operating costs for the lab to procure and maintain the infrastructure needed to run the system. Ordering physician find it difficult to retrieve the results at a later point in time when the patient is in the office. HealthUnity’s solution is unique in its comprehensive approach towards supporting physicians with a single solution that supports those that have an EMR (less than 20% of physicians) as well as those that don’t have an EMR (remaining 80%). By off-loading the burden associated with electronically linking its lab information system to its ordering customers’ myriad physician practice EMRs, Pathology Associates Medical Laboratories (PAML) and PACLAB Network Laboratories can focus on their core business of lab testing. The HealthUnity solution was able to meet PAML’s demanding requirements. The solution that is live today greatly minimizes the turnaround time for the delivery of results, ultimately enabling physicians to provide better and more efficient care for their patients.

Following a comprehensive search, PAML and PACLAB chose HealthUnity® for its LabHIN™ Health Information Network product and have established a technical and business partnership for the electronic delivery of lab results to PAML and PACLAB customers. Under this partnership, laboratory results are delivered electronically via the HealthUnity LabHIN Health Information Network system and viewed using the HealthUnity Client at the physician’s office. This provides quick access not only to results, but also to certain historical records. These results are based on the industry standard ELINCS HL7 format and are delivered into HealthUnity appliances located inside each of the physician clinics. This makes it possible to easily implement full-fidelity integration with existing electronic medical record (EMR) systems and such efforts are currently underway.

Mutual HealthUnity and PAML customers are already taking advantage of the partnership at primary care and specialty practices in Bellevue, WA and are receiving laboratory results electronically. “It makes it so much quicker and easier to receive patient test results and apply the appropriate treatment,” stated Dr. Sumi Pathy, owner of Family Medicine Center. Dr. Romanick, another PAML customer concurred, “Since I am starting a new practice, I wanted to make sure that I could receive information electronically. As a rheumatologist, I do a tremendous

amount of lab work, and having the results delivered through HealthUnity has been really helpful.” Participating physicians, such as Drs. Pathy and Romanick, no longer have to wait for daily faxes or courier drops to review lab results. As soon as PAML’s lab information system generates a new result set, it is sent to the physician’s HealthUnity appliance. The results are sorted by their criticality - giving physicians the ability to focus on the most critical results first. This translates to shorter turnaround times for results and better patient care.

Mark Johnston, Chief Information Officer at PAML, added, “We are excited about working with HealthUnity. We have been very impressed by their technical approach to clinical results delivery and we are encouraged about their ability to provide a community view of clinical information and the delivery of our laboratory information

to electronic health records. Our pilot sites in the Bellevue WA region have been successful and we anticipate broader deployment in that area.”

The PAML/PACLAB agreement is part of HealthUnity’s goal of aligning itself with leading technology and services companies that serve the physician market. As the community of HealthUnity-powered physicians expands, lab results imported into the chart of a patient at one location can be looked up by any of a growing number of physicians in the network. This saves the time and effort involved in requesting and receiving information. All this is done within the bounds of the privacy settings that are set at each practice and can be blocked for each patient if necessary.

PAML is a division of Bourget Health Services, Inc., a subsidiary of Sacred Heart Medical Center, located in Spokane, WA. PAML operates a state-of-the-art, full-service reference laboratory and maintains other laboratory operations throughout the western United States. PAML delivers a wide range of testing services to more than 100 hospitals and hundreds of affiliated physician practices

throughout Washington, Idaho, Montana, Oregon, California, Utah, Wyoming, and Alaska. PACLAB is a partnership between Providence Health System - Washington, Franciscan Health System - West, Overlake Hospital Medical Center, Bourget Health Services, Inc., Pathology Associates Medical Laboratories (PAML), Evergreen Healthcare, and Stevens Healthcare. PAML also serves as the managing partner. PACLAB’s purpose is to apply timely, accurate and comprehensive laboratory services at a community level. PACLAB provides a community choice in an industry dominated by national players.

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Chief Information Officer
PAML