



Allscripts Lab™

A comprehensive set of tools that helps you manage your laboratory operations while maintaining the balance of patient and financial health

Allscripts Lab™

Raising the bar on lab performance

The clinical laboratory is the hub of your organization. After all, laboratory results come into play in approximately 70% of all medical decisions. Keeping your lab humming with vital information for patient diagnosis and treatment is a key to better care.

But in today's healthcare environment of too few clinicians, too many regulations, decreasing reimbursements and increasing competition, we have all had to shift the focus to better finances. Isn't it time to get back to the business of better care? Can't we raise the bar and do it all? To maintain the balance of patient care with the financial health of the hospital, laboratories like yours must deliver a new level of competency, efficiency and strategic value. We can show you how.

Our laboratory information solution represents the latest technology in enterprise-wide lab solutions. Developed for laboratories by laboratory professionals, Allscripts Lab™ is a flexible software solution that works for all laboratory environments—hospital, reference, hybrid, outreach, forensic and industrial—and is fully adaptable to any healthcare setting, from single to multiple facilities, and to each individual facility's specific workflow requirements. Best of all, we're already certified for Stage 2 Meaningful Use, so that you'll be positioned to get the EHR incentives you deserve.



Our Allscripts Lab solution helps automate the entire process—specimen ordering and routing, medical necessity checking, specimen collection, and results reporting and tracking—helping to increase productivity so technologists can focus on more important issues, like addressing critical or questionable values.

In addition to process improvements, our solution helps your lab monitor test status, accelerate results turnaround times, improve physician satisfaction and increase revenue, all while complying with regulations such as public health agency reporting. When it comes to laboratory performance, we can help you raise the bar for better health of both your patients and your business.

Results you can count on

We understand your market and the pressures on your lab

The flexibility and expandability built into Allscripts Lab helps your organization overcome the challenges facing laboratories now and in the future.

Personnel shortages

Qualified laboratory personnel are in short supply. Fewer schools offer laboratory medicine curricula, fewer students choose it as a career and the pool of technologists is growing older.

Allscripts Lab helps you operate effectively and efficiently with convenient workflow tools for your laboratory personnel to decrease unnecessary clerical work as they increase accuracy and consistency. Bar coding, systematic auto-verification of results, reporting and data capture for statistical analysis may improve workflow, while quality management tools help promote accuracy and precision in patient results.

Regulations and revenue

With the right information technology tools such as our user-defined data tables, your laboratory can make quick and painless updates to adapt to any laboratory process, legislative, regulatory and reimbursement changes; avoid exposure to regulatory fraud; support compliance; and optimize the revenue cycle.

Allscripts Lab checks for medical necessity and duplicate orders systematically. It produces advanced beneficiary notifications and facilitates compliance with regulatory and HIPAA requirements.

Additionally, Allscripts Lab assists you in complying with your state's requirements governing the reporting of communicable diseases to public health agencies. Our solution provides user-defined tools that allow you to define the criteria for the specific public health agencies in your location and automate some specific processes.

Our solution also helps you produce clean claims and enhance your operating revenue by monitoring test procedures, matching tests with correct customers, analyzing payer-specific charge processing criteria—including unlimited test pricing configurations—and producing an accurate charge.

Physician satisfaction and market share

You can give your laboratory a competitive advantage with the comprehensive Allscripts Lab toolset that provides quick results turnaround based on your physicians' unique needs. Expert rules allow physician or provider-specific reflex testing that automatically orders a necessary follow-up procedure. Auto-verification helps eliminate the time of manually reviewing test results and makes them immediately available to the clinician.

Patient safety

Most laboratory errors are pre-analytic in nature. These include either a mislabeled laboratory specimen or a misidentified patient. Allscripts Lab helps your caregivers improve patient care. The phlebotomy portable device allows laboratory or nursing personnel to use handheld, bar-code readers for positive patient identification and bedside production of specimen labels to help eliminate mislabeling and misidentification. This feature is also available on a permanent or portable workstation.

Concurrent and historical inpatient and outpatient records connect systematically, for delta checking across patient encounters, regardless of location or patient type, which helps provide an added safety check and additional clinical information to laboratory personnel and the caregiver.

System functions

A comprehensive toolset to help you manage your laboratory operations

Although results vary by organization, Allscripts Lab helps customers gain many benefits, including:

- Competitive growth in the outreach market through more personalized reporting when and where you need it
- Reductions or reassignment of staff as a result of improved workflow
- Reductions in result turnaround time
- Improved financial performance through cost consolidation and reduced accounts receivable collection times
- Elimination of duplicate tests, unauthorized tests and retesting
- Greater customer satisfaction by meeting individual needs

What's the how behind the wow? It's all in our tools.

Smart quality management —

Enables accurate laboratory data and helps increase personnel efficiencies. Expert rules are tied to the actual work process and support quality assurance and quality control measures. User-defined criteria can include comparisons with previous results, results from other tests or methods, data from analyzers, quality control results, maintenance activities and more.

Expert technology — Supports laboratory policies and practices, assisting the user with the right tool



to confirm that analytical criteria are applied. The expert analysis, performed with or without user intervention, helps ensure that established policies and procedures are followed.

Expert microbiology — Uses “decision-tree” logic to perform systematic phrase and microbiology result entry. A laboratory can customize the system to work interactively with the microbiologist, prompting him or her for the appropriate information based on various chemical reactions, organism type, organism identification and the laboratory’s required information and process flow.

Enhanced service offerings — Enables users to operate reference laboratories or outreach services as profitable businesses, taking advantage of client-specific features and management reporting while providing customized service and pricing schemas.

Typical system users include:

- Clinical laboratory scientists: To optimize workflow and manage the production of laboratory results
- Phlebotomists/Nurses: To organize and track specimen collection and help ensure accurate patient identification
- Laboratory directors/supervisors: To monitor workload, staffing, turnaround time and quality assurance and to maximize organizational effectiveness
- Pathologists: For timely access to laboratory data for decision support and clinical consultation

Specimen management — Offers extensive ordering and tracking tools for single entity, multi-site and multi-laboratory processing. Handheld point-of-care workstations along with bar-code specimen collection labels help confirm positive patient identification, data collection and specimen reporting.

Result entry — Helps improve productivity and eliminate errors by entering and releasing results in one step. Automated verification can greatly enhance turnaround times, while making results available without human intervention.

Patient reporting — Formats are tailored to suit any need. Reports are generated to meet the laboratory's schedule, prioritized and sorted with summarized alert values. Autodial and autofax feature provide immediate reporting of critical results.

Management reporting tools — Provides decision support tools and scorecards to quickly measure the laboratory's performance, integrating clinical and operational data into visual intuitive displays to monitor laboratory initiatives, optimize performance and enhance regulatory compliance.

The screenshot shows the Horizon Lab interface with three main sections: Collection, Transport, and Completion. Each section contains a table of patient orders with columns for Patient ID, Name, SF, Accession, Test, Collected, Priority, Status, and Received.

Collection: (9)							
Patient ID	Name	SF	Accession	Test	Collected	Priority	Status
A00007779	ROGERS, CATHERIN	ED	C100094	BMP	06/03/2013 11:30	STAT	Call List
A00007625	WATSON, FAITH		H100066	PT	06/03/2013 11:30	STAT	Call List
A00009597	BURKE, CONNOR		C100085	GLU	06/03/2013 11:50	STAT	Call List
A00009578	HUMER, CLAIRE		B100006	IMDRBC	06/03/2013 11:50	STAT	Call List
A00009557	HORTON, ROBERT		H100068	CBC	06/03/2013 12:15	STAT	Call List
				ESR	06/03/2013 12:15	STAT	Call List
A00006891	JACQUOT, LINSEY		H100067	CBC	06/03/2013 12:15	STAT	Call List
			C100086	Cardiac	06/03/2013 12:15	STAT	Call List
			C100088	BMP	06/03/2013 12:15	STAT	Call List

Transport: (6)							
Patient ID	Name	SF	Accession	Test	Collected	Priority	Status
A00006599	CONLEY, CODY	ED	R100008	Lead	06/01/2013 12:15	Routine	Intransit
A00006667	FALCONE, MICHAEL		R100007	ComStar	06/03/2013 12:15	Routine	Intransit
A00000171	MCNALLY, MADELINE		R100009	Thiamin	06/02/2013 12:30	Routine	Intransit
A00006404	SHOEMAKER, DORIS		R100010	PTH	06/02/2013 12:32	Routine	Intransit
A00006912	FERRY, PATRICK		R100012	Lead	06/03/2013 12:49	Routine	Intransit
A00006791	LOWRY, AMBER D		R100011	EEE PCR	06/03/2013 12:48	Routine	Intransit

Completion: (7)							
Patient ID	Name	SF	Accession	Test	Collected	Priority	Status
A00007688	GRIGG, STEPHANIE	ED	H100011	CBC	06/03/2013 10:14	STAT	Received
A00009460	HARRIS, ROBYNN		C100096	Lytes	06/03/2013 10:15	STAT	Received
A00009598	BARKER, SADIE		C100097	GLU	06/03/2013 10:30	STAT	Received
A00008379	MCCOY, RUTHANNE		C100098	BMP	06/03/2013 10:31	STAT	Received
A00000054	WRIGHT, MICHELLE		H100072	CBC	06/03/2013 10:39	STAT	Received
A00007674	MCSARRAM, MARTIN		C100099	K	06/03/2013 10:40	STAT	Received
A00006631	RUBENSTEIN, MARY ELIZABETH		C100100	Lytes	06/03/2013 10:47	STAT	Received

Allscripts Lab order monitor screen: A real-time updated tool that is easily configured “on-the-fly” to determine how specimens are moving to and through the laboratory.

The screenshot shows the McKesson Performance Analytics dashboard with a 6-month scorecard for various laboratory metrics. The scorecard includes a table with columns for Measure, 5 Previous Months (Mar 2009, Apr 2009, May 2009, Jun 2009, Jul 2009), Current Month, Target, and Achievement.

Measure	5 Previous Months					Current Month	Target	Achievement
	Mar 2009	Apr 2009	May 2009	Jun 2009	Jul 2009			
Laboratory Turnaround Time								
Ordered to Collected	11	10	10	12	12	10	15	0.07 ✓
Collected to Received	52	51	50	55	62	62	60	0.07 ✓
Received to Final	123	125	143	97	119	121	60	3.02 ✗
Emergency Room Turnaround Times								
CBC	13	13	13	14	14	13	15	0.87 ✓
Basic Metabolic Profile	26	27	26	25	27	26	25	1.04 ✗
Triglycerides	93	191	106	92	95	106	40	2.65 ✗
Collection Errors								
Clotted Specimens	0.00%	0.00%	0.16%	0.22%	0.15%	0.00%	0.1	0.90 ✓
Unlabeled Specimens	0.39%	0.35%	0.35%	0.32%	0.32%	0.39%	0.1	3.90 ✗
Quantity Not Sufficient	0.08%	0.10%	0.16%	0.24%	0.13%	0.09%	0.1	0.90 ✓
Contaminated Specimen	0.12%	0.12%	0.16%	0.12%	0.08%	0.12%	0.1	1.20 ✗
Rejected: Too Old	0.22%	0.33%	0.16%	0.30%	0.23%	0.21%	0.1	2.10 ✗
Laboratory Errors								
Pre-Analytic Errors	0.05%	0.17%	0.05%	0.05%	0.09%	0.05%	1	0.05 ✓
Analytic Errors	0.09%	0.09%	0.06%	0.16%	0.06%	0.09%	1	0.09 ✓
Post-Analytic Errors	0.06%	0.09%	0.02%	0.02%	0.03%	0.05%	1	0.05 ✓

Allscripts Lab Analytics™: Quickly measure your lab's performance of key metrics with the graphical scorecard that includes drill-down capabilities and intuitive displays.



Allscripts Lab can help accommodate future growth and new challenges as your laboratory moves into full enterprise computing.

Technology upgrades

Allscripts is a leading provider of open systems, platform independence and user customization. Major functions are divided into modular components, allowing for technology upgrades and preventing obsolescence. Allscripts Lab can accommodate future growth and new challenges as your laboratory moves into full enterprise computing.

Implementation and training

We provide comprehensive planning, training and implementation. Our experienced laboratory professionals are familiar with the challenges your laboratory faces, so they are well-suited to walk you through each stage of the implementation. Allscripts Lab allows you to define a single test code regardless of the types of instruments you have or the number of sites where that test is performed.

Customer support services

Online and toll-free telephone access to our support experts and our on-line knowledge base are available 24x7 for mission-critical products like Allscripts Lab. Multiple Allscripts IT support centers, including our laboratory center, are certified under the prestigious and rigorous Service Capability and Performance (SCP) program, which sets the standard for excellence in delivering service and support to customers.

Contact us

If you are seeking to improve communication across the care continuum, automate your workflow or improve your laboratory's operational efficiency, it's time to tap into the power of Allscripts laboratory information solutions. Contact your account executive or visit us at www.allscripts.com.

Allscripts Lab™ helps us all

The question isn't who needs Allscripts Lab; it's who doesn't? Here's how our laboratory information solution helps each of your constituents:

- The patient, whose treatment is enhanced because caregivers receive accurate and timely laboratory information
- The physician, who is satisfied because of rapid access to accurate and precise laboratory information that supports the diagnosis and treatment of patients
- The infection control officer, who can view epidemiology reports to help quickly spot hospital-acquired infections and track antimicrobial resistance patterns
- The laboratory associate, who can process more patient samples efficiently with expert tools that assist the technologist with his or her daily workload
- The pharmacist, who has timely laboratory data to assist in appropriate dosing of patient medications
- The nurse, who delivers better care with complete, consistent, legible reports or online laboratory result information
- The CMO, who sees the organization's commitment to quality healthcare through the use of leading technologies
- The CEO and CFO, who understand the laboratory's role in increasing revenue by expanding the laboratory's outreach business
- The board of directors, which is assured that the investment in quality, efficiency and productivity provide a rapid return on investment

Visit us at www.allscripts.com or call us at 1.800.334.8534 for more information.



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