

CASE STUDY

Tulsa Medical Laboratory

About Tulsa Medical Laboratory

Tulsa Medical Laboratory (TML) is a leading anatomic pathology group providing services to numerous physicians and clinics in Northeastern Oklahoma since 1968. As a College of American Pathologists (CAP) accredited lab, clients can be assured of exceptional laboratory standards that comply with the highest industry regulations.

With a dedicated team of over 50 laboratory employees, TML specializes in various areas, including pathology, cytopathology, dermatopathology, hematopathology, gastrointestinal pathology, and more. Their pathologists are board certified in anatomic and clinical pathology, providing unparalleled expertise and experience in managing laboratories of all sizes and complexities.

Tulsa Medical Lab's Experience with Lane

Tulsa Medical Lab has been utilizing Lane's services for over eighteen years and has realized a wealth of operational benefits. Lane's efficiency and ease of use has helped their laboratory save time and money, resulting in an overall improvement in healthcare communication workflows. Currently, they have over 35 users and have been utilizing the Passport Communication Center for the last five years.

According to TML, one of Lane's greatest assets is their willingness to recommend new solutions and processes that can enhance operational workflows at the laboratory.

In addition, they express gratitude toward the Lane staff as they are incredibly kind and always very responsive to any questions or requests they may have. The rare faxing issues that they've encountered have been quickly resolved, enabling TML staff to continue their communication processes without significant disruption.



Onboarding with Lane

For TML, Lane's onboarding process was entirely stress-free and straightforward. This was especially noteworthy when Lane brought on Orchard, which was new to their laboratory. However, the organization reports that the transition was seamless thanks to Lane's support.

Furthermore, when TML decided to change LIS systems and bring on Orchard, they immediately informed Lane that they would continue working with them exclusively. This decision was not without success, as Lane willingly worked with Orchard, making the process simple and stress-free.

This level of support and cooperation sets Lane apart from other LIS providers.



The Steadfast Partnership between Tulsa Medical Lab & Lane

TML's daily faxing needs are met with the Lane systems, which are set up to auto-fax providers without interfacing with their system. The capability to provide this service has improved our laboratory's communication with providers, which is heavily relied upon in their industry. Overall, TML deems Lane to be an exceptional service provider.

With dedicated, knowledgeable, and highly responsive staff, Lane is able to meet the organization's ever-changing needs. As a result, they have come to depend on the Lane system and value their partnership. TML expresses that working with Lane has truly been a rewarding experience for their organization.

Conclusion: Tulsa Medical Lab Highly Recommends Lane

Tulsa Medical Lab's partnership with Lane has proven tremendously beneficial, demonstrating that the right service provider can introduce significant workflow efficiencies, improve communication, and provide tailored support to meet dynamic operational needs.

Lane's dedication, expertise, and responsiveness have allowed TML to transition seamlessly to new systems and elevated its service delivery in the healthcare sector. Their true partnership extends beyond service provision to collaborative problem-solving and continuous improvement.

TML's endorsement of Lane underscores their services' quality and ability to exceed client expectations, positioning them as a leading provider in their field.

About Lane

Lane has been at the forefront of messaging communications for over 46 years and is now recognized internationally as a leader in fax integration across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. Lane delivers fax and messaging systems across entire organizations and into consolidated data networks, across one site, many sites or across borders.

For more information on Lane solutions, visit laneds.com.