



CLIENT CASE STUDY

Adventist Healthcare



About Adventist Healthcare

Adventist Healthcare, based in Gaithersburg, Maryland, is an esteemed not-for-profit healthcare organization serving the community for over a century. With over 6,000 dedicated employees, they provide exceptional healthcare services to more than 400,000 people annually.

Adventist Healthcare offers a comprehensive range of healthcare services, including emergency, urgent care, rehabilitation, psychiatric and behavioral health, and community hospitals. They provide an extensive hospital system in the Maryland area, with several facilities, including White Oak Medical Center, Shady Grove Hospital, Fort Washington Hospital/Medical Center, and an emergency center in Germantown.

Adventist Healthcare has been a loyal customer of Lane's for more than 15 years, and this case study will dive deeper into their successful partnership and the solutions that Lane has provided for them.

Why Adventist Healthcare Chose Lane as Its Fax Provider for Labs

Adventist Healthcare chose Lane as its dedicated fax provider for lab results and communications due to its proven experience and competence in premier faxing software. With the need for a reliable fax system in conjunction with the Sunquest (now Clinisys) lab system, Lane was recommended to Adventist Healthcare.

Currently, Adventist Healthcare is utilizing Lane's services across all its facilities, and their support staff includes four dedicated individuals managing the system.

Clinicians and lab personnel across all facilities using Lane and faxing total approximately 120. These users send around 300 faxes daily, totaling about 9,000 monthly.

As for the onboarding process, the implementation of the Lane system went smoothly thanks to its responsive support team and knowledgeable fax experts. Additionally, the upgrade of their fax system in Apri included a brand-new server setup that continues to further streamline fax communications across the organization.



Challenges Solved by Lane's Fax Solutions

Adventist Healthcare faced numerous challenges in efficiently communicating and transferring critical medical data and orders to the appropriate clinicians, labs, and customers while ensuring its operations met strict HIPAA compliance standards. The organization also had to ensure the system was reliable, safe, and secure.

Lane's fax solutions, Passport and Fax 2.0, helped Adventist Healthcare solve these challenges by streamlining communication and order transfer processes and ensuring they meet HIPAA compliance standards. With Lane's fax solutions, the organization significantly improved its lab systems and expedited the transfer of orders to the appropriate clinicians.

Adventist Healthcare was impressed by the ease of use and reliability of Lane's fax solutions and noted that they experience very few issues and rarely have to contact support. They also highlighted the critical role that Lane's fax solutions have played in ensuring they feel secure while meeting HIPAA standards and that they impressively save on paper and its associated costs.

Adventist Healthcare mentioned that they hope to benefit from additional functionalities in Lane's solutions that they have yet to leverage. As they continue to grow and expand, they look forward to the ongoing partnership with Lane and utilizing more of Lane's advanced faxing capabilities.

Interesting Stats At-a-Glance

- ▶ 120+ users across all facilities
- ▶ 15+ years as a customer
- ▶ More than 300 faxes sent out daily
9,000 monthly

Favorite Features

- ▶ Reporting
- ▶ User-friendliness
- ▶ HIPAA Compliance





Adventist Healthcare Realizes Benefits like Cost Savings & Increased Efficiency

For any healthcare organization, saving time and money while maintaining optimal patient care is always paramount. Before Lane, Adventist Healthcare used a traditional fax machine with paper, which was time-consuming and costly. However, Lane's digital fax system has helped them get results delivered faster, saving them valuable time and resources.

One of the things that Adventist Healthcare loves about Lane's fax solutions is the reporting feature. With this feature, they can easily see within the application what faxes are going through and which ones have failed. They can also know if there is a wrong phone number or if the system is dialing an analog line. This makes it easy for them to keep track of their faxes and ensures that they're always aware of any issues that may arise.

Additionally, Adventist Healthcare appreciates the straightforwardness of the system. With the screens in a central location, they can quickly log in and immediately see what's happening with their faxes. They also have onboarding streamlined for new team members, simplifying the process of getting everyone up to speed with the system.

Overall, Lane's robust digital fax system has become an integral part of their operations, ensuring they can always get their work done without interruption.



Does CompuNet Recommend Lane?

Adventist Healthcare has been utilizing Lane's software for well over a decade with outstanding results. Offering remarkable performance and reliability, the system has worked flawlessly and provided efficient and reliable upgrade solutions.

The expert support team handling the upgrades has proven knowledgeable and effective in providing continuous support. With only a handful of issues reported, it is evident that Adventist Healthcare confidently recommends Lane's software to other organizations.

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.