

# CLIENT CASE STUDY

## How Tulsa Medical Labs Uses Lane & Orchard Software



### About Tulsa Medical Labs & Orchard Software

Tulsa Medical Laboratory, located in Tulsa, Oklahoma, has offered various diagnostic services for over 30 years. With more than 50 employees, the lab performs histopathological evaluations, cytology interpretations, clinical consultations, and other diagnostic services. As the lab expanded over the years, it sought to enhance its laboratory information software capabilities through Orchard Software, an enterprise pathology network that offers various solutions and services.

Orchard Software allowed Tulsa Medical Lab to extend its functionality through system-enhancing integrations and expand its testing capabilities by offering thousands of interfaces. Tulsa Medical Lab then partnered with Lane to execute seamless healthcare data transmission seamlessly and has used our fax messaging technology for over five years. With over 30 Lane users, Tulsa Medical Lab has enjoyed working with Lane while transitioning from using Clinisys (formerly known as Sunquest) to Orchard Software.

### The Transition from Clinisys to Orchard with the Lane System

When Tulsa Medical Lab evaluated laboratory information software solutions, they had many criteria in mind. They needed a system that allowed them to mine data and access discrete data easily. They required a cloud-based solution that would provide them with the tools and options they needed and that would support better workflows. After evaluating various options, they selected Orchard Lab software, which met their needs.

The transition from Clinisys to Orchard with the Lane System was smooth and straightforward. Copath's pathology information system was already integrated with Orchard, and Lane made it easy to switch over. They didn't have to get into the server so they could avoid any potential difficulties. Lane set everything up within just two phone calls, and Tulsa Medical Lab was good to go.



Throughout the process, Lane was responsive and helpful. They answered all of Tulsa Medical Lab's questions and always responded quickly when there was an issue. Their support team was friendly, professional, and knowledgeable. Lane also connected with the Orchard team, ensuring everyone was on the same page. The result was a smooth transition that enabled Tulsa Medical Lab to use Orchard Lab software quickly and efficiently.

Since making the switch, Tulsa Medical Lab has found the Orchard lab software to be effective and efficient with the extension of Lane. They appreciate the range of capabilities it provides and the ease with which they can access and mine data. Overall, Tulsa Medical Lab is extremely satisfied with the transition to Orchard lab software with the Lane System.

## How Tulsa Medical Lab Leverages Lane's Fax Message Tracker with Orchard Software

Without Lane, when faxes failed, there was limited visibility of the reasons behind those failures. When Orchard was introduced, users learned to work within the system. Lane's Message Tracker feature offered visibility on failed faxes and provided the necessary problem-solving tools.

This feature enables users to see whether the lines are busy, timed out or view the overall performance of the faxes. By looking up information, making any necessary changes, and double-checking the accuracy of the fax numbers, Lane's system provides a seamless and productive experience for users.

Tulsa has continued to use Lane's system before, during, and after their change to the Orchard lab software due to its excellent customer service and problem-solving approach. The team uses the fax message tracker on their desktop but would love an integration with Orchard, providing even greater system functionality.

With their services focused on people's pathology reports, a rapid turnaround time is essential, and Lane and Orchard Software offered a time-efficient solution. Overall, it's a system that works for Tulsa Medical Labs, enhancing their laboratory information software and aiding in the overall efficiency of their operations.

### Interesting Stats At-a-Glance

- ▶ Over 30 users
- ▶ Customer of 5+ years
- ▶ Thousands of faxes sent

### Favorite Features

- ▶ Message tracker
- ▶ Support
- ▶ Cloud-based

## Tulsa Medical Lab's Fax Usage

Tulsa Medical Lab leverages Lane's fax technology with Orchard Software to send thousands of pathology reports to patients within 24 hours of the report's release. The lab sends everything through faxing, including molecular results. To ensure efficient document exchange, they have auto faxing set-up, but they can also manually fax when necessary. With Lane's technology, the lab can quickly and easily send reports, allowing for faster diagnosis and treatment.

## How is Support for the Lane & Orchard Systems?

At Tulsa Medical Lab, the Lane and Orchard lab software systems work together seamlessly, and the support provided by the Lane team has been exceptional. Users have been able to learn the system tools with ease, thanks to Lane's helpful support in showing them how to navigate the system. Users particularly love the fax message tracker, which has been installed on their desktop, allowing for quick and efficient tracking of essential messages.

To Tulsa Medical Lab, what's particularly impressive is that support responds promptly, providing documentation and installing the fax message tracker within 30 minutes of receiving the request from Tulsa Medical Lab. Additionally, as support trains users over time, Tulsa Medical Lab has learned how to use the laboratory information software more efficiently. The support team has been willing to help with anything, making it easy for Tulsa Medical Lab to get the information they need when they need it and improve their productivity.

## Does Tulsa Medical Labs Recommend Using Lane with Orchard Software?

Tulsa Medical Labs highly recommends using Lane with Orchard lab software. In fact, they have recommended Lane to other companies due to the excellent service and simplicity of the platform. They particularly like using Lane and would love a direct integration with Orchard. With Lane, Tulsa Medical Labs has experienced a seamless workflow and appreciates the professional and friendly support provided throughout the process.



### 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](https://laneds.com).