

CLIENT CASE STUDY

Large Metropolitan Hospital in Ontario, Canada



About Lane's Client

Lane's client is a large metropolitan hospital located in Ontario, Canada, equipped with 1200 beds. The hospital specializes in cancer, maternal health and newborns, critical care medicine, and brain sciences.

The hospital has been a devoted customer of Lane's services since 2006 and initially approached Lane for assistance in finding a fax solution that integrated with Sunquest (now known as Clinisys). Before Lane's involvement, the hospital was using manual faxing and printing of reports.

Challenges Solved for By Lane's Fax Solutions

Lane's fax solutions have been instrumental in helping the hospital solve several pressing challenges. One such challenge was the need for a quick and easy way to deal with small clients to get results. With Lane's faxing solution, our client could seamlessly transmit important test results to patients, saving both time and resources.

Furthermore, our client faced the issue of system downtime, which would slow down the communication process. Fortunately, Lane's faxing solution was an effective on-the-fly solution to set up necessary faxes during planned or unplanned downtime, helping avoid any communication disruption.

Our client also noted that Lane's fax solutions helped with vital communication, streamlining the process and reducing potential errors. They have expressed that they could never go back to manual faxing and couldn't function without a faxing solution like Lane – it saves tremendous time.



How Lane Has Drastically Improved the Hospital's Operations

Lane has provided an easy and effective way for the hospital to disseminate lab reports to external clients without interfacing with their respective systems. This service has not only saved time for both the hospital and the clients, but it has also resulted in significant cost savings.

During the COVID-19 pandemic, the hospital also needed a quick solution to promptly provide retirement homes with screening reports. Lane provided a reliable and secure way to fax these reports to retirement homes through Sunquest/ Clinisys. With Lane, reports were automatically sent out every hour, making it possible for the hospital to notify clients of positive COVID tests within an hour.

This service profoundly impacted the hospital's operations, allowing them to provide quick turnaround times for lab reports and timely COVID-19 screening results to clients. It has significantly reduced the need for manual processes and improved efficiency for the hospital and external clients.

Overall, Lane has become a critical piece of the hospital's communication strategy, and our client is pleased with the service's reliability and effectiveness. Lane has enabled the hospital to streamline processes and save time and money while improving communication and services to external clients.

Interesting Stats At-a-Glance

- ▶ 60 Lane users
- ▶ 17 years as a customer

Favorite Features

- ▶ Fax message tracker
- ▶ Integration with Clinisys
- ▶ Troubleshooting capabilities



Onboarding & Support with Lane

The onboarding process with Lane was a streamlined process for the hospital, with virtually no problems. Previously, they were using PCs instead of a server, making backup procedures to a USB drive challenging. However, Lane's IT team helped the hospital migrate to a server, streamlining the entire process and making it significantly more straightforward. Lane also helped the hospital set up Passport fax messaging solutions on their server.

The support team at Lane has been exceptional, providing timely and effective resolution to any issues that may arise. Lane's robust support system uses screen share to enable fluid communication during troubleshooting procedures. The hospital has been particularly impressed with Lane's support team's speed and personalized responses.

Overall, the hospital staff has nothing but positive things to say about Lane's support – they have been friendly, professional, and, most importantly, helpful.



Does the Metropolitan Hospital Recommend Lane?

The metropolitan hospital highly recommends Lane for its comprehensive, reliable, and efficient fax solutions. Lane's services have materially improved the hospital's operations by reducing manual procedures, saving considerable time, and driving cost efficiencies. The hospital particularly appreciates the robust support system that Lane provides.

Fast, professional, and personalized responses and the ability to offer prompt solutions to challenges have made Lane an invaluable part of the hospital's communication strategy. According to the hospital, it's without hesitation that they highly recommend Lane to any organization seeking to enhance their communication processes and overall operational efficiency.

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.