

CLIENT CASE STUDY

Dahl Chase Diagnostic Services

Learn how Dahl Chase Diagnostic Services achieved speed, reliability, and overall efficiency for their pathology lab using Lane's faxing solution.



About Dahl-Chase Diagnostic Services

Dahl-Chase Pathology Associates and Dahl-Chase Diagnostic Services are interconnected organizations dedicated to providing comprehensive anatomic and clinical pathology services.

Located in Bangor, Maine, they serve a diverse client base that includes physicians, hospitals, laboratories, and clinics throughout Maine and across the United States. With more than 40 years in business and a team of 135 employees across three sites, Dahl-Chase has established itself as a leader in the pathology field.

Recently, Dahl-Chase partnered with Versant Diagnostics, a growing national network of anatomic pathologists with a range of subspecialties. This partnership gives them the opportunity to expand their pathology services through Versant's advanced digital infrastructure.

Dahl-Chase became a Lane customer in 2022 during an upgrade of PowerPath, their primary Laboratory Information System (LIS). When asked about the onboarding process and ongoing support, their team described the experience as "excellent, some of the best around!"



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.

Why Dahl Chase Chooses Lane

- ▶ Speed
- ▶ Reliability
- ▶ Excellent Customer Support

By the Numbers

- ▶ 3 Years as a customer
- ▶ 150 total users
- ▶ ~20k faxes sent monthly



Challenges Solved by Lane's Faxing Solutions

Dahl Chase sought a faxing solution that could integrate with their PowerPath laboratory information system (LIS). Their goal was to transition to an internet-based faxing system to overcome the limitations of their existing infrastructure.

Lane's solution addressed their primary challenges with the implementation of Fax 2.0, which allowed Dahl Chase to eliminate all physical fax machines and the plain old telephone service (POTS) lines that supported them. Their problems with slow transmission speeds and the inefficiencies of managing paper-based faxes were no longer an issue with Lane's modern fax technology.

The new system saves the team valuable time. Staff can now send faxes directly from their desktops, removing the need to walk to a central machine. Furthermore, the system's reliability has drastically reduced the time spent resending failed faxes, allowing employees to focus on more critical tasks. The result is a faster, more efficient, and paperless workflow.



Does Dahl Chase Recommend Lane?

When asked if they would recommend Lane, the response was an enthusiastic "Absolutely, it's a fantastic product." The team at Dahl Chase loves their LaneFax solution, and emphasized the positive and transformative impact it has had on their organization.

How Dahl Chase Continues to Leverage Lane's Faxing Solution

The impact of Lane's faxing solution is evident in Dahl Chase's daily operations. With approximately 25 dedicated users sending around 20,000 faxes per month, the system is a critical component of their workflow. When asked about their favorite feature, the team highlighted the speed and reliability of the faxes, which ensures that critical diagnostic information is transmitted promptly and securely.

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.