

# CLINICAL PATHOLOGY LABORATORIES, INC. AUSTIN, TEXAS

## CUSTOMER PROFILE:

Clinical Pathology Laboratories (CPL) has served the medical community for over fifty years and is an industry leader in quality, customer service and innovation. CPL is proud to be known as the Southwest's largest, full-service independent reference laboratory. All testing is facilitated by a computer system that is fully integrated with a variety of automated testing platforms. The clinical testing operations of CPL offer an extensive in-house test menu with testing being done daily.

## HEALTHCARE INTERFACING CHALLENGES:

- + The laboratory market is very competitive. CPL is committed to build on our current competitive edge in the market by quickly interfacing with a broad range of customers.
- + Demand for electronic interfaces is exploding. The CPL integration platform needed to be very efficient to serve our customers (e.g., hospitals, clinics, laboratories, etc.) productively.
- + CPL needed a balanced approach to interfacing. Essentially, we needed to cost effectively manage the growing number of interfaces with customers while continuing to exceed the laboratory's high quality standards.
- + CPL is growing fast as a result of working successfully with customers and also by acquiring other laboratory facilities. CPL needed an interface engine platform that would enable us to extend our interfacing capabilities to other labs while flexibly meeting the different data specifications from various Electronic Medical Record (EMR) systems.

## CUSTOMER SOLUTION:

- + Implemented NeoIntegrate™ as the interface engine for clinical data exchanges, internally and externally. Internally, NeoIntegrate streamlines data flow between different Laboratory Information Systems (LIS) in various locations. Externally, NeoIntegrate facilitates CPL's electronic data interaction with client applications, such as EMR systems.
- + NeoIntegrate:
  - + Provided the interface engine platform to adapt easily to different EMR data specifications and extend robust integration capabilities to newly acquired labs
  - + Enhanced productivity in building and managing the growing number of HL7 interfaces, leading to increased business
  - + Decreased the cost of testing and final delivery of HL7 interfaces to customers using NeoIntegrate's testing and simulation capability prior to implementation
  - + Reduced the reliance on LIS vendor for interface development, resulting in shorter cycle time to deliver new interfaces
  - + Decreased the number of people involved in building and managing healthcare interfaces, thereby removing resource availability constraints
  - + Integrated effectively with different LIS applications as well as several practice management systems, EMRs, and other healthcare applications as needed
  - + Improved the business case for delivering electronic capability to smaller clinics due to the solution's lower interface implementation cost

## CLINICAL PATHOLOGY LABORATORIES INSIGHTS:

Judy Denney is the CIO for CPL and is a proven leader in driving IT performance to support the critical operations of a reference laboratory. Judy's insights:

*"Clinical Pathology Laboratories built a very successful laboratory in a competitive business by meeting high customer expectations for continuous delivery of on-time, high quality results.*

*Just as CPL earned our customers' trust, NeoTool earned our trust. NeoTool has proven they understand our business, deliver on requirements, solve issues in a timely manner, and provide the most cost-effective and on-time integration solution in the market. The NeoIntegrate solution allows us to have speed and control over our interfaces.*

*With NeoIntegrate, we are able to quickly build quality interfaces for our customers and continue to productively grow our business in a cost-effective manner. NeoIntegrate also places the control of building HL7 interfaces in our hands rather than in the hands of the LIS vendor. The NeoIntegrate solution gives us greater independence and the ability to deliver to our customers on an aggressive time schedule.*

*The proof is in the numbers. With NeoTool's interface engine, CPL successfully delivered 48 interfaces in six months, and it took just two people. That's productivity and results!*

*A core part of our interfacing strategy involves EMRs. To implement this strategy, CPL defined an EMR certification process. Once an EMR system has been certified by CPL, we can build, test, and deploy an interface in 2 weeks or less. Our EMR interfacing process has worked flawlessly with the combination of the CPL EMR certification program and NeoTool's interface engine capabilities.*

*Some of the EMR systems that we have interfaced successfully using NeoTool include: InteGreat, e-MDs, A4 (Allscripts), eClinicalWorks, Orchard, GE Centricity, Greenway, SOAPware, and MediNotes.*

*CPL's interfacing capabilities has been well received by our clinics. Our client feedback has been very positive, and it has removed interfacing as an issue in our client relationships. With NeoTool, we now have 65 clinics in production, delivering results electronically, efficiently and successfully.*

*We are extremely pleased with the results we have seen by using NeoTool's solutions. Their solutions have enhanced our operations and enabled us to continue to exceed our customer expectations.*

*NeoIntegrate is a robust, affordable healthcare interface solution with an experienced team of both interface engineers and clinical personnel standing behind it. That is a winning combination for us."*

## ABOUT NEOTOOL:

NeoTool's healthcare integration solutions empower organizations to develop, test, deploy, and manage data exchanges between healthcare applications and providers. Through software, HL7 training, and consulting, NeoTool is dedicated solely to healthcare application interfacing. NeoTool customers include healthcare providers (e.g., hospitals, imaging centers, labs, and clinics), healthcare software application providers, and medical device manufacturers. [www.neotool.com](http://www.neotool.com)

## ABOUT NEOINTEGRATE:

NeoIntegrate supports the full life-cycle on healthcare interface development.

PHASE	NEOINTEGRATE KEY FEATURES:
Developing Interfaces	<ul style="list-style-type: none"> <li>• Create the business processing rules for the interface including modifying data, logical constructs (if/else, foreach loops), and message distribution</li> <li>• Quickly define where to route message</li> <li>• Enable one to many message routing (e.g., send one message to multiple applications and/or providers)</li> <li>• Convert messages between different versions of HL7</li> </ul>
Testing Interfaces	<ul style="list-style-type: none"> <li>• Validate HL7 message against a selected version (standard or user-modified)</li> <li>• Support iterative process until all message errors are resolved</li> <li>• Support component level testing (i.e., testing occurs independent from an operating interface)</li> <li>• Test interfacing processing rules</li> </ul>
Deploying Interfaces	<ul style="list-style-type: none"> <li>• Easily export interface configuration to established production environment with a single operation</li> <li>• Create a complete backup of interface configuration with a single operation</li> </ul>
Monitoring & Maintaining Interfaces	<ul style="list-style-type: none"> <li>• Support detailed log files – All log files record 24 hours of activity which are archived for user-defined periods of time</li> <li>• Resend messages from archive, if needed</li> <li>• Define critical alert criteria by day, time, event, and severity</li> <li>• Define unique alert configurations on a per interface basis</li> <li>• Monitor status of interface connections – Green, Yellow, Red – for easy viewing</li> </ul>

## CONTACT US

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