

Diagnostic Labs finds competitive advantage with FileBound.

Diagnostic Laboratories and Radiology, located in Glendale, CA, offers a comprehensive range of Laboratory, Radiology, EKG and Ultrasound services to Skilled Nursing Facilities, Healthcare Facilities, Physicians, and Correctional Institutions nationwide. Their more than 600 employees process more than 40,000 lab requests per day.

The Problem

There are many inherent challenges in processing and managing the volume of requests and documents that Diagnostic Labs has to deal with daily. Document control and security are paramount to their success. They also are challenged to stay competitive by controlling operational costs.



The only way to successfully overcome these challenges was to improve the processes and systems that drive their business. These improvements needed to take advantage of technologies that would automate processes to gain control and scalability while at the same time reducing costs.

The Solution

Diagnostic Labs found the solution they were looking for in FileBound. By deploying the integrated workflow capabilities, they were able to automate the lab request processes. Incoming documents are captured upon entering the process and uploaded into FileBound. Once stored on the system, the automated workflow is initiated to complete the process. This automation reduced errors, created accountability, provided scalability and reduced operational costs.

Bottom Line

FileBound has improved the efficiency of the lab order process through workflow automation which reduces cycle times, errors and costs.

Industry

- Healthcare

Application

- Lab order processing

The Problem

- Scalability
- Control
- Costs

The Solution

- FileBound Document Management Solution with Workflow

The Benefit

- Shorter cycle time
- Reduced errors
- Cost Containment

Find | Control | Optimize | Protect