

Customer Profile

Alpena delivers lab results directly into patients' EMRs with Infor Cloverleaf.



Facts at a glance

Solution: Healthcare

Products: Infor™ Cloverleaf Integration Engine,

Infor Cloverleaf Secure Courier
Industry: Healthcare/Hospitals and
Health Systems; Laboratory Services

Country: USA

"With Infor Cloverleaf, ARMC has simplified how it delivers healthcare and is better able to meet the challenges of Meaningful Use."

Bryan Dort Senior Systems Architect,
 Alpena Regional Medical Center

Challenges

- Fulfill the requirements of Meaningful Use while facing increasing competition in the lab referral business.
- Improve integration of EMR and Lab systems to eliminate dual patient identification numbers, which require manual matching of records between the two systems.
- Eliminate excess labor costs associated with manual matching of patient records.
- Deliver lab results faster by speeding up matching of patient records and eliminating, on average, 30 minutes of manual matching per lab result.

Benefits

- Created a patient ID matching system using Lawson Cloverleaf Integration Engine and Secure Courier to integrate with Alpena's purchased EMR interface.
- Implemented system on time and on budget.
- Reduced from 40 percent to 15 percent the number of tests and patients that require manual matching.
- Reduced number of resources manually matching patient IDs from 31 to 4, delivering an immediate and sustainable cost savings to Alpena.

About the organization

Alpena Regional Medical Center (ARMC) is a 146-bed acute care facility that also maintains a 24/7, full-service lab. Federally-designated as a rural Regional Referral Center for all of Northeastern Michigan, ARMC provides quality health services and technology to meet thechanging health care needs of the people ofNortheastern Michigan. ARMC routes more than 2,500 lab results per week between two provider clinics with seven locations. To learn more, visit

www.alpenaregionalmedicalcenter.org.

"Since implementing Lawson Cloverleaf, 85 percent of tests and patients are prematched and require no medical record number manipulation."

—Susan Mcconnell, Director of Health Information, Alpena Regional Medical Center

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