



KONICA MINOLTA

SUCCESS STORY

LABORARTZPRAXIS DRES. WALTHER, WEINDEL UND KOLLEGEN

Customer-centric solution opens up new profitable market



SUCCESS STORY
HEALTHCARE

Customer presentation

Laborartzpraxis Dres. Walther, Weindel und Kollegen is a private medical laboratory in Frankfurt/Germany that provides lab services to over 1,000 doctors. The company employs over 100 people who work a two-shift system. There are three different workflows associated with the three different lab services: basic lab (over 200 types of test), microbiological lab and a speciality lab for consultant physicians. A regular delivery service brings blood samples to the lab every day and collects the analysis reports for samples that have already been processed. The analysis results and the associated documentation generate large volumes of printing (250,000 pages per month). Because there are three types of lab, there are also three different sets of documents with three types of order per patient. The printed documents including test results and invoices were handled manually, and the sorting took about three to four hours per day.

The partners running the medical laboratory wanted to make the workflows much more efficient and improve the handling of the large amount of confidential and urgent documentation. Proper sorting is essential to make sure the right results go to the right doctor's practice on time and without delay.

Konica Minolta solution

To make sorting more reliable and efficient, the medical laboratory invested in two bizhub PRO C754s, one bizhub PRO 1052, and two bizhub C284s. These were supplemented with several accessories and PlanetPress to automate the invoice workflow.

This solution came about thanks to a positive reference resulting in IT people from the medical laboratory visiting Konica Minolta's showroom in Frankfurt to hold discussions on the printer needs and take a detailed look at the workflows in the lab. Konica Minolta Germany suggested PlanetPress, and with the data sent by the lab a proof of concept was prepared. During the presentation it became clear that there were more possibilities to optimise the workflow using the bizhub PRO and PlanetPress. A workshop was organised to show how easy sorting and how fast printing could be carried out on a bizhub PRO 1052. The demonstration was so successful that 14 days after testing, the medical lab decided to invest in the solution suggested by Konica Minolta which would save them around three to four hours of manual work per day and reduce the error rate and complaints about improper sorting. As a backup they also invested in two bizhub PRO C754s.

Previous installations

The medical laboratory previously had printers from eight different suppliers in various departments to print out the reports. All of these were removed from the premises when the Konica Minolta system was installed.

Keys for success

The contract was won thanks to an excellent analysis of the needs of the Laborartzpraxis by Konica Minolta, the ability to offer the right mix of products and deliver a total solution at a competitive price satisfying all the client's requirements.

Workflow

Blood is delivered and is then forwarded to the appropriate lab approved to perform the test, in accordance with the test requisition form. The results of the analysis are entered into the lab's administrative system. The lab results are then sorted and delivered to the doctor who requested the test.

PlanetPress extracts the data from the administrative system and produces invoices (based on the customer number), which holds detailed payment instructions. The invoices are printed and automatically sent to doctor, insurance company or the private person directly without any manual intervention.

Improvements and benefits

- Cost savings (three to four hours per day on manual labour)
- Reliability of sorting and invoice printing process using the patient number: no manual intervention
- Substantial savings on costs per printed page

Customer's comment

"We were impressed by the quick understanding of our needs and rapid implementation of the solution," says Sascha Brück, head of controlling, logistic & procurement.