



HealthLine Utilizes SILEX Print Servers to Speed Lab Results to Doctors with Remote Reporting

When HealthLine Clinical Laboratories, Inc. of Burbank, California needed to increase the turn around time of test results for doctors, they looked to SILEX to help in creating an online reporting system that automatically pushes pending and final lab results directly to printers in doctor's offices.

The Remote Reporting system utilizes a SILEX 3100 print server attached to a Samsung ML1750 printer. When a doctor orders, for example, blood tests on a patient, the blood sample is sent to HealthLine labs for testing. Once processed, the results are saved on HealthLine's secure server. The SILEX 3100 checks the server for results, and when pending and final results are available, they are automatically printed out on the doctor's secure printer.

"The system gives doctors as near to real-time results as possible," said Suren Avunjian, senior network engineer for HealthLine. "Doctors don't like to work with email and want a hard copy print out of the results to go over with patients and to keep on file. The SILEX 3100 allows this to happen."

HealthLine Case Study Summary	
The HealthLine Challenge	HealthLine needed a strong technology partner and print server partner to develop technology to speed access to lab results for doctors.
The Solution	SILEX TECHNOLOGY provided its 3100 print server along with research and development resources to create Remote Reporting.
Business Value	With Remote Reporting, HealthLine is able to help physicians provide patient care in a speedy and secure way by automating lab results. Using SILEX print servers allows HealthLine to provide physicians with near real-time lab results and can provide this to other labs across the country.

HealthLine Clinical Laboratories, the largest and fastest growing private clinical laboratory in California, provides laboratory services designed with medical efficiency in mind. They continually work toward building the latest in clinical laboratory technology to provide physicians with the most efficient diagnostic laboratory procedures in time frames designed to save the medical practitioner time, allow them to bolster their productivity and enhance the efficiency of their practice.

Healthline contracts with participating doctor's to provide lab results. Once contracts have been reached, Avunjian and his team install and support the Remote Reporting system.

"What's nice about Remote Reporting is that the doctor does not need a computer," said Avunjian. "The SILEX 3100 print server and the printer are placed in a secure section of the office in order to provide complete privacy of the results and is the only interface with our servers. The doctor's account is kept on

the print server, which checks in with our servers every 20 minutes. When the results are ready they are automatically printed out.”

Privacy with Service: A Growing and Important Attribute

In order to increase security, patient privacy, and comply with the Health Insurance Portability and Accountability Act of 1996 (HIPPA), HealthLine is continuing its work with SILEX to provide an even better Remote Reporting system.

“We’re working with SILEX to become completely HIPPA compliant while at the same time increasing overall service to our doctor customers,” said Avunjian.

The next version of the system, available during the next few months, will achieve HIPPA compliancy by sending the lab results in an XLM format.

“Basically, the information is encrypted for security between our servers and the doctor’s printer,” said Avunjian. “Additionally, after the SILEX 3100 sends the information to the printer it will send an acknowledgement back to our servers insuring that we know the results have not only been sent, but received and printed as well.

Partnership: SILEX and HealthLine

SILEX and HealthLine have worked hand-in-hand to develop Remote Reporting designed to enhance patient care through speedier and more efficient communication between lab and doctors.

“The system we have designed and continue to work to improve is a great system - one that we can provide to other clinical labs as well,” said Avunjian. “There are other systems out there, but they are very difficult to use and to support - they are not reliable.

“We’ve also used different print servers in the past that were very undependable. We are very pleased with SILEX’s print servers. They are extremely reliable and easy to support, and we couldn’t ask for a better development partner. SILEX has been more than willing to provide their technology for the benefit of our customers even to the point of customizing it.”

When the new version of Remote Reporting is complete, HealthLine plans to roll it out to all of its current accounts and customers. Additionally, it plans sell the system to other laboratories across the country.

SILEX TECHNOLOGY manufactures and distributes a full line of print servers through its network of resellers and system integrators.