

ASSIST TRACKING®

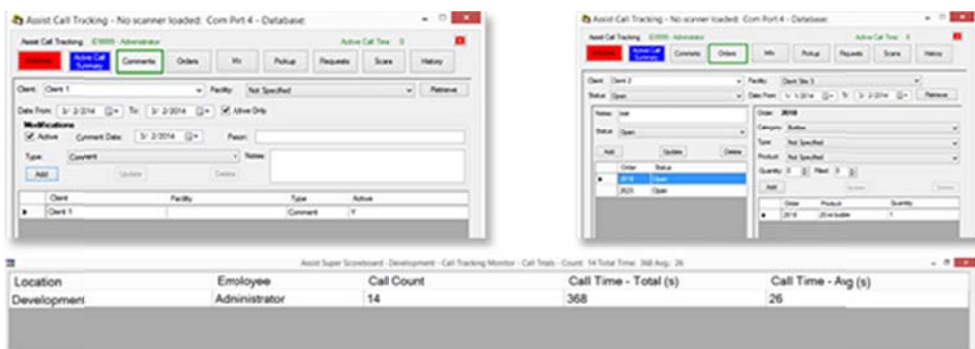
Assist Tracking
Newsletter

March 2014

WHY GAMBLE WITH PATIENT SAFETY?

Featured New Item: Customer Service Application

The customer service application was greatly enhanced in the last month. The various screens have been cleaned up to make them more consistent with one another.



There has also been a call summary pop up screen added that can be generated either by double clicking on the call history after the “End Call” button is pressed or by clicking on the “Active Call Summary” button while the call is active. This provides the customer service representative with an improved capability to communicate with the client as to the items that have been handled.

Scoreboard views and email generation have also been added for all of the transactions that can be created using the customer service module.

For example, scoreboard monitors can be placed in the customer service, the client order fulfillment area, the logistics area, and the main lab area. When a client order comes in for something such as a request to send more specimen bottles, this information can be captured using the customer service module and the order will be shown on the scoreboard in the order fulfillment department as well as in customer service. As the order is filled and the status is adjusted, customer service can see the order disappear from their board and know visually that the order has been handled. This same logic applies to logistics for courier pickup requests and the lab area for items such as rush orders, the warehouse area for requested slide pulls. Any type of request that needs to be captured can be handled in this manner.

Continued on pg 2

Completed Updates

Customer Service Application

Future Updates

Customer Service Phone Switch Interaction

Chemical Storage Tracking

Preventative Maintenance

Read more on pg 3...

Email communications can also now be configured. Comment types can be associated with an email grouping. Logistics requests can also be associated. Rush orders, slide pulls, and all of these types of transactions can individually have addresses associated with them. In an environment where scoreboards are not deployed, the ability to send automated email can greatly enhance the communications capabilities of the facility.

Tracking numbers can be generated for each type of transaction as well so that the customer has a reference number to use when calling back for follow up if necessary.

Completed Updates: Check out the latest features added to Assist Tracking

- **Doctor Module** – Added logic to support the display of open orders when Assist is being used to order recuts, special stains, etc. A button on the screen can be timer based to check on the status of objects and displays the count of open orders. The doctor can then click this button to see the details of what is open. If the timer is on, it will refresh the counts on this button and reflect it as red or green to indicate if open orders exist.
- **Web Site – Comment Type Maintenance** – Extended this screen to handle notification types. This allows for email to be generated from the call tracking module if it is used when a comment of that type is entered by customer service.
- **Web Site – Request Type Maintenance** – Extended this screen to handle notification types. This allows for email to be generated from the call tracking module if it is used when a request is generated for this type by the customer service department.
- **Call Tracking Module** – Extended this software to support email functionality.
- **Web Site – Courier Stop Request Status Maintenance** – Created this screen to allow for the maintenance of courier stop request status. This data reflects that status of a specific courier stop request from a client. This is used on the courier stop request table when a client has been entered using the customer service/Call tracking module to request a specimen pickup. This entity represents all of the possible status values for a requested stop.
- **Web Site – Special Request Filter Maintenance** – This screen was created to allow for the maintenance of special request filters. When the customer service/call tracking module is used, special requests can be entered when they occur during a client call (i.e. slide pull request, rush case request, etc.). These requests can be shown on the Assist scoreboard, which might be placed in various spots throughout the facility. Using this filter screen, the machine names to which specific special requests should be sent (via the scoreboard) can be controlled. For example, slide pull requests would only show up on the scoreboard in the warehouse area. Rush cases would be directed to the accessioning area. This screen allows for the specification of the routing of the scoreboards to these areas for special requests.
- **Distribution Module** – Modified this module to show the specimen type if it was specified at any point during the data collection process.
- **Distribution Module** – Modified the “batch load” process to allow for the filtering of the types of batches that are shown. If multiple types of batches are used within the various Assist modules (i.e. Grossing, accessioning, etc.) then this flag cuts down on the clutter of their being other types of batches shown that are not relevant. This flag was added to the actual configuration.
- **Distribution Module** – Provided the ability to tracking shipment information such as tracking numbers when something is shipped via Fedex, UPS, etc. This mimics the feature for this that was added to the accessioning module.
- **Distribution Module** – When the flag was on to check for an already distributed requisition before processing again, a “false positive” was being generated if block warehousing was being done and the block got filed before the requisitions/slides were scanned. This was corrected by checking to see if the distribution record that was generating the positive was actually for a block.

- **Warehouse Module** – Modified the section of the module to include an object type into the distribution table when a distribution record was generated as part of an inbound/store scan. Also made sure on a block scan that the cassette field was filled.
- **Distribution Module** – Put the concept of slide trays into the distribution module. If slide tray logic is turned on, then the tray to which the slides are being placed can be scanned. This will associate the slides with the tray. The scanning of the tray the next time will flush the tray number from being associated with the tray. This can be done automatically or the end user can be prompted depending on what makes sense for the laboratory work flow.
- **Print Center Module** – Added the slide tray label print screen. This allows for the printing of bar codes to go on slide trays if this type of tracking is being done within the lab. These bar codes will also be capable of being printed from inside the distribution module. This is needed with the new Assist Batch Tracker routine.
- **Assist Batch Tracker** – This new module of Assist allows for the tracking of batches of objects through the lab or once they have left the lab. The two initial types of batches that are planned for relate to distribution of objects. Manifests and slide trays are the starting point. This would be relevant where doctors check out a slide tray in a “distribution desk” environment where the distribution group does not necessarily know which doctor will pick up a slide tray but rather distribute to a room or area. The second would be for use within the courier module. This would allow for the scanning of manifests and/or slide books between facilities or when couriers hand off the objects in transit.
- **Printer Center Module** – Manifest Label Print – Added a screen to manually print manifest bar code labels. This would only be used if bar codes are being placed on manifests and for some reason, the one that prints “automatically” via the distribution module is not scannable. This screen provides the ability to produce a sticker and then apply to the manifest.

Future Updates: Check out the new features coming soon

There are many significant changes and enhancements to the various Assist modules currently underway. Some of the featured modifications currently in progress include the following:

- **Customer Service Phone Switch Interaction** – Modifications to the customer service/call tracking module to react to phone calls coming into a customer service representative phone. This allows for “screen pop” of the customer that is calling as the phone call is received.
- **Chemical Storage Tracking** – Additional functionality is being added to allow for the tracking and specification of detailed information regarding the chemicals that are stored in the laboratory. To begin with, this will show what chemicals are resident in the facility, but will be expanded over the coming months to include the tracking of inventory levels, MSDS paperwork, etc.
- **Preventative Maintenance** – The preventative maintenance module will be extended in the future to handle the needs of the labs.



If you have any questions or would like to schedule upgrades, please contact your Assist Tracking support team at Support@AssistTracking.com.

As always, please submit any questions or comments to the above mailbox and we will address your items as quickly as possible.