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How a Global 1000 IT Consulting Firm Set the Stage for Lab Integration Certification Serving 13 Million Patients

Customer Background

- End-to-end provider of clinical, operational, and financial healthcare solutions.
- Among top 3 in the global IT services provider market.

Business Situation

The IT consulting firm entered into a customer engagement with a practice management and RIS vendor that has an 80% share of the private radiology and medical clinic market in Quebec, Canada. The IT firm was engaged to help the practice management and RIS vendor expand into new markets through new product development, providing expertise on regulatory requirements and certification driven by connectivity requirements.

New product requirements included the ability to connect to four lab providers serving 13 million patients across 211 hospitals and 24,000 physicians in private, group, and hospital practices.

Decision Process

Caristix was engaged to meet project needs related to HL7. In the decision process, Caristix emerged as the only vendor with the ability to provide interface management software that would work with any interface engine technology on the market. “When we looked at other potential partners for this engagement’s HL7 development requirements, Caristix rose to the top of the list. Caristix was the only vendor with both the consulting expertise and software that would help us cover key interface lifecycle needs, including scoping complex lab interfaces and validating connectivity,” said the IT firm’s healthcare Executive Director.

**Connectivity Challenge:
Lab Providers**

Serving 13 million patients across 211 hospitals in a Canadian region.

Solution

Caristix delivered a key piece of the project, both scoping and designing the connectivity architecture required for the new product. Caristix also developed and configured an interface engine for proof-of-concept connectivity for multiple lab interfaces. “Based on our past experience with lab interfaces, the team anticipated that complex interoperability issues around lab values and data types would come up. When you’re dealing with labs, you can get results in thrown at you in plain text, PDFs, and any number of formats. With Caristix on board, we were to tackle these varying formats smoothly and deal with the multiple customizations and variability you find in lab interface structure and content.”

Results

Based on Caristix software and the company’s HL7 expertise, the IT firm successfully delivered the first steps towards vendor certification, laying the groundwork for ongoing product development.

Technology and Services

Caristix used Microsoft BizTalk Service as the interface engine technology in this engagement. The team also used Caristix software during the scoping and validation phases of the connectivity project.

About Caristix

The average US hospital runs up to 100 IT applications. Not a single one of them can share patient information out of the box. So hospitals and vendors turn to data interfaces – 50 to 100 of them in an average hospital. Each interface can take months of painstaking manual work to set up.

Caristix has developed a software suite to automate manual interface work. Our software reads HL7 data and outputs a list of interface requirements. As a result, Caristix software can reduce months of work to a few days. Reduce interface deployment time by 50%, reduce hospital testing time by 75%, and cut interface maintenance time by 90%.

Learn more at www.caristix.com.

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