



**SHAMIR
MEDICAL
CENTER**



OVERVIEW

The Shamir Medical Center, also known as “Assaf HaRofeh Hospital”, is one of Israel’s leading healthcare providers, operating a diverse range of laboratory services, including Chemistry, Hematology, Microbiology, Blood Bank, and Pathology.

The hospital not only serves its internal departments but also extends its services to external entities, such as geriatric and psychiatric hospitals, with over 2700 samples recorded daily.

The laboratory division faced specific challenges in communication, operational efficiency, and service delivery, particularly after the COVID-19 pandemic.

THE CHALLENGE

DAILY MISCOMMUNICATIONS

The laboratory division at Shamir Medical Center was confronted with multiple operational hurdles, primarily the challenge of ensuring seamless communication between different hospital branches and external facilities, such as community clinics, private physicians, other hospitals (and regional clinics), and more.

The division required a more comprehensive and reliable laboratory information system (LIS) to address delays and errors that were common with the existing systems.

GROWING TESTS VOLUME

Another critical challenge was the need to implement an LIS capable of handling and managing a large volume of tests, in a variety of efficient workflows, while maintaining accuracy and fast turnarounds. The Division’s stakeholders needed advanced overviews and reports to maximize their team’s efforts to provide top-of-the-line and patient-centric work.



www.labos.co



info@labos.co

SOLUTION

LabOS provided a comprehensive solution tailored to the hospital's unique needs; Implementing new dashboards and workflows proved to be successful right away, as the laboratories were able to streamline their various operations quickly.

COVID19 SCALING

As soon as the COVID-19 crisis began, the hospital and LabOS' team developed a testing system designed to process thousands of tests daily, built from the ground up, under extreme circumstances. LabOS developed specific workflows that could bridge communication gaps between the patients, the hospital, the Ministry of Health, and of course, the various mobile testing centers, spread around the country.

ON-THE-SPOT OUTCOMES

- from 2018 to 2024, there was a 22% increase in the number of tests performed by the hospital, using LabOS
- 14% improvement in the number of samples tested

CHEMISTRY EXPANSION

In addition, LabOS's implementation in the Chemistry laboratory was notably smooth, with a clear focus on streamlining processes and improving communication within and across hospital departments. The platform also introduced features such as advanced backup processes to prevent downtime and enhanced support services, which proved effective and service-oriented, even during the initial implementation phase.



"Implementing LabOS was smooth, and our staff is excited to work with such a comprehensive platform. We are very pleased with LabOS' support and willingness to customize the platform to our needs. Specifically, we are now able to better manage and control our operations, with useful statistics, and we see the benefits in our billing process as well."

Dr. Patricia Benveniste-Levkovitz,
Deputy Manager, Laboratories Division,
Shamir Medical Center



THE OUTCOME

The introduction of LabOS significantly advanced the daily operations of the Shamir Medical Center's laboratories. The hospital has seen notable improvements in operational efficiency, with fewer delays and errors compared to previous systems. Laboratory staff have adapted well to the new system, and internal satisfaction levels are high.

The hospital's ability to manage large volumes of samples and tests, particularly in the context of COVID-19, has been greatly enhanced – from less than 16M tests performed in 2018, to over 21M in 2024, with a daily average of over 10,000 test distributions at the end of 2024. Additionally, the platform's ability to streamline the billing process has brought about tangible improvements in financial operations. Stakeholders were now able to extract valuable insights from operational data, improving decision-making and resource allocation.

Moving forward, the Shamir Medical Center is excited about future collaborations with LabOS, including integrating LabMD to further optimize lab operations and provide additional services. By addressing key challenges such as communication gaps and system inefficiencies, LabOS has not only improved day-to-day workflow but also positioned the hospital for future growth and collaboration in the healthcare sector.

PROVEN RESULTS

LabOS has played a pivotal role in modernizing the laboratory operations at the Shamir Medical Center, on the one hand and providing the technological innovation that allows for a better patient-centric approach, on the other.

- In 2024, Shamir Medical Center's laboratories handled over 2700 samples per day and 83,000 per month, demonstrating a 14% improvement rate
- Distribution grew significantly, to over 420,000 monthly tests in 2024
- 22% rise in tests performed, to over 21M
- 14% rise in samples tested, to over 1.4M

LabOS delivers a scalable, AI-driven, and tailor-made Laboratory Information System (LIS) designed to streamline operations, ensure regulatory compliance, and maximize ROI for medical laboratories. Hundreds of clients worldwide chose LabOS' SaaS platform to maximize their growth through automated, agile, and scalable solutions that drive efficiency and innovation.

