



OVERVIEW

Sherman Abrams Laboratory is a high-volume clinical lab serving a broad patient population in New York, with complex workflows and strict regulatory obligations. As testing volumes grew and demands from providers and regulators intensified, the lab found itself constrained by outdated LIS software that couldn't keep pace. Manual workarounds, system limitations, and a lack of flexibility were putting pressure on staff and impacting operational efficiency.

It became increasingly clear that their existing system could no longer support the lab's evolving needs - which demanded much more than the several hundreds of tests per day that the lab handled at that time. Sherman began the search for a new solution - one that could adapt and customize tailored workflows, integrate with their instruments, and support ongoing growth and compliance.

THE CHALLENGE

COMPLEX WORKFLOWS & INTEGRATION BOTTLENECKS

Sherman needed to implement strict controls on reflex testing, QC protocols, and user permissions for clinical testing, without sacrificing operational speed. Additionally, Sherman relied on multiple middleware solutions for instrument interfacing, billing, and sample management, creating inefficiencies and technical complications.

SAMPLE TRACKING TRIGGERS MANUAL BOTTLENECKS

Handling multiple tubes per patient with proper labeling and tracking posed operational challenges, as manual tracking and communication with physicians for result reporting led to unnecessary labor and risk of errors.

To top it all, previous legacy LIS updates caused system downtime, frustrating staff, and impacting patient care - combined with New York State's highly rigorous regulations (that require detailed audit trails, double approvals, trace query histories, and transparent reporting for inspections).

IT BECAME CLEAR: SHERMAN NEEDED A FUTURE-READY LIS THAT COULD DO IT ALL - WITHOUT COMPROMISE, AND THEY DECIDED TO CONTACT LABOS.



SOLUTION

LabOS conducted a deep dive to understand Sherman's unique workflows, regulatory pressures, and integration pain points, thereby fully addressing the client's needs. The team then delivered a tailored solution through four focused action points:

SEAMLESS INTEGRATION & AUTOMATION

LabOS eliminated Sherman's reliance on middleware by directly integrating instruments, billing, EMRs, and storage. Automated sample location printing sped up bench work and significantly reduced manual labor.

FLEXIBLE PHYSICIAN COMMUNICATION

LabOS enabled result delivery via fax, email, or PDF, tailored to physician preferences. Built-in alerts for critical results improved communication speed and accuracy.

"LabOS' transparency and audit trails are unmatched, and with labor savings - our ROI is clear.

LabOS truly understands our needs and delivers without compromise - it's clear that it was developed by laboratory personnel for laboratory personnel, and I don't think there's any other system that can say that."

Josh Reifer,
Chief Operating Officer,
Sherman Abrams Laboratory

TAILORED WORKFLOW CONTROLS

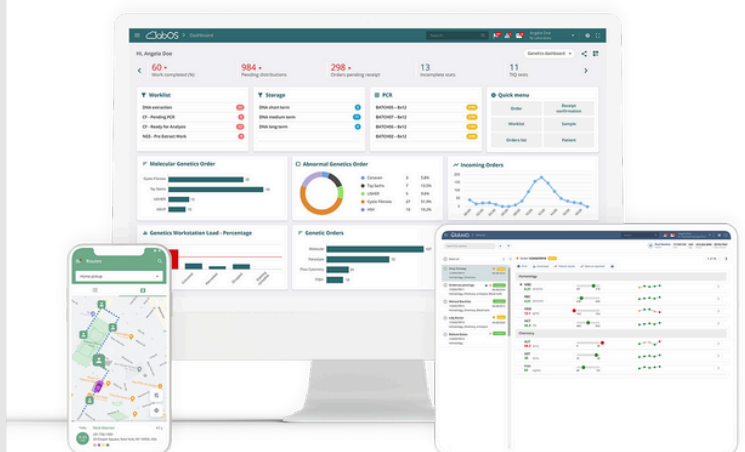
To support Sherman's clinical demands, LabOS implemented strict permission structures so only authorized staff could release or validate results.

Reflex testing and QC freeze rules were automated to minimize human error and support compliance.

CLEAR REGULATORY COMPLIANCE FEATURES

LabOS' unified system enhanced collaboration between departments, ensuring seamless data flow, including an improved billing procedure.

LabOS' automated workflows addressed staffing shortages and provided greater operational flexibility.



THE OUTCOME

The results were truly undeniable. By automating workflows and integrating previously separate systems, the lab saved the equivalent of six to eight full-time employees' worth of labor each year.

LabOS's ability to directly accept a wide variety of instrument data feeds without relying on middleware significantly reduced system failures and the need for ongoing maintenance. This streamlined setup also accelerated the lab's readiness for regulatory inspections, cutting the time and effort required to prepare. Furthermore, improvements in sample processing accuracy and tailored physician communication enhanced the overall quality of patient care, ensuring timely and reliable delivery of critical results. These efficiencies also freed up valuable resources that allowed the laboratory to focus on continuous improvement and innovation.

Ultimately, LabOS empowered Sherman Abrams Laboratory to operate more smoothly, confidently, and competitively in a demanding healthcare environment.

MEASURABLE SUCCESS

- Sherman Abrams Laboratory saved an estimated **6 to 8 full-time employees (FTEs)** annually through workflow automation and integration efficiencies.
- Growing from several hundreds of samples per day to **processing 15,000 tubes daily** - with only two IT support staff managing the entire LIS.
- Direct acceptance of diverse instrument data feeds **within weeks** (including ASTM, HL7, XSL, Excel, and Word protocols) without middleware reduced system failures and maintenance, in addition to cost savings.
- Sherman's team gained easy, flexible tools to run **automated reports and track daily lab operations** - spotting issues quickly without relying on programmers, unlike other systems.
- **Regulatory inspection readiness** was accelerated with transparent audit trails that track every step - from receipt to final result - enabling quick, clear responses to inspectors and compliance
- Automated sample location printing streamlined workbench handling, **saving significant staff time.**

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.

