



Streamlining Staff Dispatch & Requisitions

Customer Success Story
American Health Associates

American Health Associates Streamlines Staff Dispatch and Requisitions with Qliq

SITUATION

American Health Associates is one of the country's largest clinical laboratory organizations servicing the long-term care industry, with staff touching over 3,500 nursing homes across the Eastern United States. American Health has a remote team of phlebotomists who visit these facilities regularly to collect and process specimens for patients.

BACKGROUND

Staff members were dispatched manually by telephone and relied heavily on fax machines to process requisitions and other paperwork. While adequate, neither of these processes were efficient means of facilitating the organization's mission. Telephone dispatch required an increase in staff as well as tied up phone lines. And, since many nursing homes are located a great distance from American Health's fifteen lab facilities, they have been required to contract with many local hospitals to process specimens on site. This meant that the faxing of vital documentation was at the mercy of the hosting facility and prone to availability and receiving issues.

ASSESSMENT

Shane McDonald, Director of IT for American Health Associates, felt that a better solution was out there, one that would provide his dispatch team with an easy, trackable messaging solution that would streamline scheduling and allow for more reliable means of team communication and document sharing.

After reviewing several vendors, Shane and his team went with QliqSOFT's secure texting platform as well as Snap Sign for document capture, thanks in part to the solution's ease of setup, no-nonsense contracting process, and stellar support team.

Today, phlebotomists working across the state of

Florida receive their assignments directly from American Health's dispatch team using the Qliq app, allowing them to reply easily. Additionally, instead of faxing, they now rely on QliqSOFT's Snap & Sign feature to take pictures of requisitions that can then be sent instantly to the home office or uploaded to directly to American Health's Electronic Medical Record.

"Getting those requisitions to us has increased a great deal since we started using Qliq."

Zak Buckelew
*Operations Manager
American Health Associates*



RECOMMENDATION

Zak Buckelew, Operations Manager, has seen a vast improvement in the dispatch process as well as increased compliance in sharing requisition documents between phlebotomists in the field and his office.

"Once they draw the specimens, they have to send the requisition to us," said Buckelew. "Now they snap a picture and send it from our phone. Getting those requisitions to us has increased a great deal since we started using Qliq."

Since implementing QliqSOFT's solution across their organization, American Health Associate's user count has grown to over 300 individuals who send an average of 465,000 messages per week.

For more information about QliqSOFT and its suite of secure texting and clinical collaboration solutions, visit us online at ww.QliqSOFT.com or call (866) 295-0451.

9:41 <Back Fill & Sign Done

Text **Draw** **Check** **Circle** **Initial** **Sign** **Date**

Transfer of Hospice Providers

Beneficiary Information*

Name: Angie Smith	Date of Birth: 1-15-54
Current Address: 123 Main Street Tupelo, MS	Medicaid ID Number: 12345678
Contact Number: 123-456-7890	Medicare Number: 87654321
	Social Security Number: 123-12-1234
Name of Guardian/Legal Representative: Joel Smith	
Name of Beneficiary's Attending Physician: Maggie Doyle	

*The above named beneficiary requests that the designation of their current hospice provider be changed.

Transferring From:

Effective Date of Transfer: October 9, 2019	Current Election Period Number: 8654
Current Hospice Provider Name: Hospice of Tupelo	Current Hospice NPI Number: 56797542
Current Hospice Address: 467 Hwy 78	Current Hospice Medicaid Provider Number: 56892345
	Current Hospice Contact Number: 654-467-4578

Transferring To:

Receiving Hospice Name: Hope Hospice	Election Period Number: 3578
Receiving Hospice Address: 467 Memorial Hwy	Begin & End Dates of Election Period: 10-9-2019
Receiving Hospice Contact Number: 134-345-5567	Receiving Hospice NPI Number: 467899
Receiving Hospice Medical Director: Kate Johnson	Receiving Hospice Medicaid Provider Number: 39754
	Receiving Hospice Interdisciplinary Group Physician:

As a beneficiary of hospice services and signing below, I understand that I may change hospice providers once during an election period. I also understand that this request for change in hospice providers is not a revocation of the remainder of my current election period benefit.

Signature of Beneficiary or Guardian/Legal Representative: _____ Date: _____

Signature of Transferring Facility Staff: _____ Date: _____