



Medical Testing Lab Conquers Compliance with Secure Document Management



The Challenge

When the lab opened its doors in 2016, the businesses operated primarily with physical documents. As the small business grew, the handful of employees were becoming overwhelmed with the amount of documentation that needed to be created, and with the work to make sure they were consistently compliant with HIPAA, in case they were audited by the state health department.

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Overview

Sabine Mueller is a medical laboratory scientist and manager at MyTest Diagnostics in Fort Myers, Florida. This clinical lab provides several different medical tests for a variety of conditions

and diagnostics. The facility prides itself on providing fast and affordable pricing for tests for patients, with or without insurance. As such, MyTest

Diagnostics requires meticulous documentation of protected health information (PHI) that must remain secure by the highest standards of HIPAA.

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The Solution

Sabine has 30 years of experience working in the lab testing industry, so she's become aware of what people like and dislike. A lot of times, patients are unhappy with the amount of time it takes to process paperwork — whether it's to sort out their insurance or to get their results to their physicians. Sabine wanted a system that wasn't just HIPAA secured, but also fast, reliable, easy-to-use, and affordable. eFileCabinet turned out to be that solution.



The Results

Sabine was particularly won over, not just by the system, but by the quality of service she received when looking into it. She was looking for specific qualities and features in a system and needed straight answers from the representatives she talked with.

"I'm very picky. I don't want to talk to a good salesperson, I want to talk with an honest salesperson."

When Sabine spoke with an eFileCabinet representative, at first she said she was skeptical about what the software was capable of. However, as the rep shared their screen and walked her through the system in a live demo, she found that it had everything she needed.

HIPAA requires facilities to share PHI through a secure platform, backed by encryption. eFileCabinet features secure file-sharing that's protected by bank-level encryption.

With the PHI and compliance easily handled with eFileCabinet, Sabine says she can put more effort to accommodate her patients on a more personal level, and take more time to deliver the best results possible.