



## Case study: Rigshospitalet

**At Rigshospitalet in Copenhagen, 10,000 samples are sent to different laboratories for analysis every day. Secure handling of samples is vital for the quality of care as well as saving time, money and work.**

Karina Mercebach is in charge of the transport department at Rigshospitalet. This is where the collection and delivery of samples are handled. She tells us that the manual system that was previously in use was inefficient in handling and monitoring the movement of samples.

"It was not possible for us to monitor the samples during transport. Neither could we prove whether or not we had collected and delivered the samples since we did not register our actions" says Karina Mercebach.

If a sample got lost, it was very difficult and time consuming to track it. This naturally affected patient safety, but also gave rise to frustration and conflicts.

"Staff at the transport department were accused of not doing the collections and deliveries on time, and for taking samples to the wrong laboratories etc. And even if this indeed did happen, there was no documentation to fall back upon."

### The errors in handling have decreased

It was obvious that there was an enormous need for a comprehensive system that would allow us to take control over the movement of samples. The solution was SendSuite™ Tracking, and Karina Mercebach feels that the situation has improved significantly since the system was put into place in October 2013.

"Now, everything we do is registered in the system. It is easy to search for samples and also to get detailed reports; showing the volumes that we handle and how good the service we deliver is."

"It is not uncommon for our staff at the care units to call and inquire about samples, for example when an expected sample hasn't turned up. Since the transport staff now scan the bar code of each sample container, both at collection and delivery, the sample can be found quickly."

"We have significantly decreased the time spent on making calls and searching. This is of course good for us, but also for our healthcare staff and the patients. Many samples are urgent and must be analysed quickly."

According to Karina Mercebach, one positive spin off effect of SendSuite™ is that the majority of samples are now correctly labelled when collected.

"We have also done a lot of work preparing the healthcare staff. Since we started using SendSuite™, they have become more meticulous and errors in handling have decreased in general."

### Important to get good support from the system supplier

Many aspects must come together when implementing a completely new system. It is important that the supplier is available at all times to solve problems, help with training etc. Karina Mercebach feels that Pitney Bowes has met the expectations.



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