

IMPROVED SPECIMEN TRACKING AND COURIER MANAGEMENT

From pick-up to lab delivery, MCE keeps you on time, on budget and on top.

With Medical Courier Elite (MCE), developed by Taylor Data Systems, you can improve the management, security, and tracking of your laboratory's medical specimens through a cloud-based software solution that optimizes the collection process and provides a real-time management platform.

TECHNICAL EXPERTISE AND SUPPORT

MCE helps your lab work smarter and more efficiently by providing you with a comprehensive solution to improve your lab's overall operations while continuing to meet and exceed client expectations.

With a staff that specializes in data collection automation strategies specific to medical labs, the MCE product group is available to provide technical assistance and answers to all your questions, leaving your IT resources to put their focus on other priorities of the business.



KEY PRODUCT FEATURES

- Real-time GPS keeps couriers on track and on time
- Cellular data provides real-time functionality
- Management dashboard enables greater visibility and informed decision making
- Mobile device captures signatures and allows courier to enter site visit notes
- Searchable, electronic logs save time searching for specimens, number of stops, etc.
- Handheld barcode scanners quickly and accurately capture specimen information

KEY BENEFITS

- Courier schedules and routes can be created based on unique needs of your clients
- Direct access to specimen information allows couriers to quickly answer questions
- Delivery verification ensures positive proof of delivery
- Dispatch enables courier to efficiently handle time sensitive pick-ups
- Automated solution improves response time and overall customer service, as well as improves courier accountability and productivity
- Virtually eliminates instances of lost or misplaced specimens

Your MCE subscription is based on the number of devices, not per user, making this a cost-effective solution for small and mid-sized labs.



MCE CLIENT RESULTS

"MCE gives us accountability we didn't have before. No more finger pointing; issues get resolved much more quickly."

- K. Bower, Manager of Logistical Support Services

"With MCE we scan batches into the health information medical database, allowing us to literally pull up every specimen order and track each one from pick up to drop off."

- H. Jordan, Pathology Supervisor

"MCE has dramatically improved the level of patient care. Since we installed MCE four years ago, we've had zero lost specimens."

- M. Wilt, Laboratory Outreach Manager

"Since using MCE, we can satisfy an inquiry or complaint about a missing specimen and prove within a few minutes that our courier handled the pick up or delivery as requested. Prior to using MCE, we didn't have a definitive way of proving one way or the other."

- T. Heffernan, Supervisor of Couriers

"Our couriers were initially resistant; but the first time a doctor's office called to inquire about a lost specimen, they were excited to be able to track it and provide proof that it was picked it up."

- P. Neiderer, Supervisor of Off-Site

RETURN ON INVESTMENT

Customers tell us the biggest advantage of MCE is the ability to quickly track lost specimens, within seconds, and provide courier accountability. This offers greater management visibility and reporting, improves the lab-to-patient relationship and empowers and motivates the workforce.

The ability to track a missing specimen, particularly a critical sample that cannot be replaced, virtually justifies implementing MCE. Based on the number of courier stops, users have reported cost savings over a 12-month period equal to that of the cost of MCE itself.

FEATURES AND BENEFITS

MCE is loaded with time-saving and productivity-boosting features that can greatly improve your specimen collection operations and create an outstanding experience for your clients.

FEATURES	BENEFITS
Barcode Scanning	Eliminates manual tracking of specimens; improves inventory accuracy
Site Visit / Lab Delivery Signature Capture	Validates site visit and delivery/pick-up of specimen
Role-Defined Users	Maintains management controls and security of data from unauthorized users
Auto Synchronization	Ensures no duplication or inaccurate reading of system data
User-Defined Comprehensive Definition	Ability to create customized list of specimens to meet lab requirements
User-Defined Site Visit Notes	Flexibility to create a custom list of site visit notes to meet lab requirements
Specimen Reporting	Variety of reports that utilize filters to easily produce information needed to assist managers
Export Reports to Excel and PDF	Simplify reporting and sharing of data with the ability to export spreadsheets
Lockdown Software for Mobile Devices	Maintain control of what apps a user accesses to prevent misuse and security risks
Route Optimization	Improves courier efficiency by providing best, most efficient routes
Route Management	Ability to edit courier routes means more flexibility to meet special client requests and last-minute changes
Tablet-Friendly	Ability to operate on multiple devices; greater overall user flexibility
Real-Time Management	Information is always current by using cellular data; couriers have the most accurate and relevant information at their fingertips for best possible service for clients
GPS	MCE provides GPS tracking all on one device; simplifies process and ensures efficient route time
Messaging	Communication feature that connects MCE users in real-time
Dispatch	Dispatchers can add stops to in-progress routes, ensuring every required sample is picked up
Remote Device Support	Aids in resolving device/application issues in route, minimizing disruption to courier and customer
Management Dashboard	Simplifies gathering and distribution of data; enables better decision-making capabilities with information readily available in real-time
Location Scanning	Configurable module that allows a courier to scan a location barcode and select which client on the handheld
Client Portal	Your clients can log into MCE to request specimen pick-ups and see status of dispatches. Time savings for your staff, and offers a convenience for your customers.
Bulk Specimens	Ability to track multiple hazmat bags which have been combined in a single bulk specimen bag

**Contact us today
to schedule a live
demo of MCE!**

Take a seat as dispatcher, courier and manager as we take you through the features that have completely revolutionized the way specimen deliveries and pick-ups are made.

877.331.7427 | contact@medicalcourier.com

MCE
Medical Courier Elite®



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