

The Case for Digitization in Tissue Processing

ARDEM Case Study

Digitizing Utilization Records

A global premier tissue processing company had a major issue: Each unique piece of tissue the company sells is accompanied by an FDA-mandated Tissue Utilization Record, which includes a variety of information related to the tissue and how it is used. These physical cards are essential sources of information that must be stored securely and easily located.

The challenge facing the company, according to its Director of Project Management, was in managing these cards and the relevant information securely and in an accessible way. The often handwritten cards made the internal process of scanning and parsing the data incredibly labor-intensive.

When we started the project, there were 75,000 historical cards that needed to be processed. Cards were being

manually filed and stored, therefore, the decision to digitize the cards was also made.

Helping Deliver a Higher Quality of Service

Recognizing the business need to handle the data entry challenge, the company sought help from ARDEM. They were immediately impressed by the solutions ARDEM put forth. In particular, the Director pointed to the unique dual entry and extensive quality assurance process in which two people enter the same data then programmatically run a character-by-character comparison, looking for any variants in the data.

"A good bit of data on these cards is hand-written, or you are reading off a tiny medical ID sticker" said the representative.

"Some of the bar codes can be blurry, so it's challenging data. Knowing that they performed

dual entry was great and provided a high level of comfort that the data would be accurate."



"...Knowing that they performed dual entry was great and provided a high level of comfort that the data would be accurate," said the representative.

Successful Delivery

After the company contracted ARDEM to enter all the data, the Director noted that even with tens of thousands of cards to work through, ARDEM was able to easily process the backlog within a few months. "It was nothing we could have done ourselves," representative remarked.

With the backlog successfully conquered, it became an ongoing working partnership. She noted that ARDEM is very easy to work with, maintaining total transparency throughout the process and accommodating all security features to ensure that the cards are handled and returned safely and promptly. All card data is purged after being returned to the company. ARDEM is even able to accommodate expedited requests on demand.

"[ARDEM's] team has allowed us to stay up to date on card processing," the representative concluded. "We receive 10,000 to 15,000 cards every month. ARDEM provides an easy way to scale up or down based on volumes. There is no way we can keep up with the higher volumes, so the team has kept us up to date. ... It's been great."

CONTACT US
For a Free Quote



CONTACT US »



ARDEM
incorporated
Success Delivered

Contact: www.ardem.net | 888.359.2679

