

Medical couriers play an equally important behind-the-scenes role that helps save lives every day. A medical courier's essential duty is to efficiently move high-value assets to and from one medical facility to another either for delivery or further processing. There would be severe implications if deliveries failed to arrive at their intended location. In the global healthcare industry, medical couriers need access to tools to alleviate the effort required to ingest, digest and distribute deliveries and pickups.



Healthcare Solution Sheet

CHALLENGES

Real-Time Visibility

Knowing the location of high-value assets helps ensure that the right patient is getting the right procedure, at the right time otherwise it may have devastating clinical and legal consequences. The real-time visibility that medical couriers provide, allows medical professionals access to essential information to track deliveries right down to which desk it has arrived on and when. Tracking tissue samples and connecting data from collection to the medical lab enhances the ability to manage specimens and further aids in providing patient care.

Accountability

From a biopsy procedure to the written pathology report, a specimen may pass through the hands of more than twenty

healthcare professionals in multiple medical facilities. The risk of getting lost is considerable. Some specimens can be repeated, but a greater concern are the specimens that cannot be replaced. Furthermore, the loss of such specimens may delay diagnosis, jeopardize patient care or can even be a source of potential litigation. Medical couriers can significantly reduce these happenings and provide accountability.

Ensure Accuracy and Timeliness

From assets to procedures to specimens to supplies - if it's related to healthcare, the requirement for traceability is essential in the healthcare industry. Medical couriers must ensure accuracy and timeliness with each and every delivery given the high pressure nature of the industry.

BENEFITS

Comprehensive Information

The ShipTrack platform enables the medical couriers to scan each asset out for either pickup or delivery. Once in the ShipTrack system each item and its location is visible until a signed proof of delivery has been obtained. With a variety of customizable scan codes updated by the courier, ShipTrack can provide status updates and automatically report on the location in order to provide medical professionals with immediate and comprehensive information about the delivery.

Real-Time Tracking

With ShipTrack, healthcare professionals waiting for that important high-asset delivery have real-time tracking information accessible through a branded internet portal. When the item arrives, signature capture is collected using the ShipTrack mobile app. A proof of delivery confirmation is then generated, which includes details such as date stamp, delivery address and the name and signature of the person who accepted it. This decreases the risk of high-value assets from

being lost, so that it may be located when needed or if lost, where in the chain of custody it was last reported, so that it may be located quickly.

Increase Efficiency

ShipTrack features including fast, automated scheduling and dispatching capabilities help in the delivery of high-value assets, whether it is a surgical specimen, patient record, live organ transplant or even cord blood. Detailed delivery and pickup information is sent directly to the medical courier's mobile device where they can remotely update the information. With ShipTrack, dispatchers can easily set up, configure and manage multiple medical couriers from one interface. As a result, healthcare service providers that are ShipTrack enabled are able to deliver high-value assets faster and more reliably, streamline operations while efficiencies are increased.

