



Customer Success: Scaling System-Wide POC Operations with TELCOR QML®

Renown Health is a growing regional system expanding hospitals and clinics across Nevada. As point of care testing volumes increased, TELCOR QML delivered the automation and workflow clarity needed to scale without adding administrative burden.

- 4 hospitals
- 18 primary care locations
- 12 urgent care locations
- 30 specialty care locations
- 27 diagnostic locations
- 7,500 employees

THE CHALLENGES

Renown's point of care environment relied on:

- Manual spreadsheets to track issues.
- Manual operator file updates creating barriers.
- Cumbersome patient ID error action and resolution.
- Rapid clinic expansion and rising test volumes.

WHY TELCOR

Renown selected TELCOR because the team:

- Understood Renown's system-wide workflows.
- Built a right-sized plan aligned with budget constraints.
- Addressed system transition and downtime concerns.
- Demonstrated a solution tailored to Renown's needs.

IMPLEMENTATION

Process was supportive and flexible allowing Renown to:

- Dedicate only two to four hours weekly to conversion.
- Stabilize rolling go-lives quickly each week.
- Open six new clinics during implementation.
- Continue daily operations without interruption.

SUCSESSES



Automation & Workflow Clarity

- Real-time notes replaced a large manual tracking spreadsheet.
- Staff divided work instantly without duplication.
- Any team member can assist and immediately see progress.



Operator Management Efficiency Using eLearning Interface

- Weekly manual file manipulation eliminated.
- Operator data feeds automatically into QML nightly.
- Support staff no longer manually corrects operator records.



Scalability for Growth

- New clinics added without slowing operations.
- Bottlenecks reduced through predictable workflows.
- Higher test volumes supported without added administrative effort.

“QML eliminated the spreadsheets we previously used to manage issues. Now we can divide work instantly and stay ahead of volume.”

*—Joni Boury
Laboratory Program
Coordinator*

