

Case Study:

How OnPage Allows Elucigene Labs to Regulate Lab Temps



OnPage improves lab conditions for Elucigene

Elucigene Labs uses monitoring systems to control the temperature of its labs as temperature plays a critical role when analyzing and working with biological materials. For example, temperature stability is necessary during in vitro fertilization. In vitro exposure to anomalous temperatures affects gamete competency, embryo development, and offspring survival.



**Loud, Distinguishable
High-Priority Alerts**



**Visibility into
Audit Trails**



**Robust On-Call
Management**

Challenges

Elucigene's lab technicians faced challenges with maintaining optimal conditions and avoiding unnecessary exposure of gametes and embryos to detrimental conditions. To combat this, the team employed a monitoring system to report any critical changes in temperature.

However, to alert changes to the technicians, the monitoring system would deliver email notifications that often slipped through the cracks.

Even if the technicians diligently monitored their emails, the notifications were not distinct from the rest of the clutter in their inboxes, so it was not hard to miss an alert.

So, the team searched for a solution that ensured lab technicians were always immediately aware of critical condition changes.

Solution

With OnPage, lab technicians are always immediately mobilized to critical lab condition fluctuations.

Their new workflow with OnPage

- When conditions drastically fluctuate, the monitoring system triggers an OnPage alert.
- OnPage will refer to the on-call schedule and deliver a loud, distinguishable mobile alert, that even bypasses the silent switch, to the on-duty lab technician.
- The lab technician then has the ability to forward the alert to their team, enabling seamless chat collaboration right from the OnPage app.
- Lastly, the team can refer back to the audit trails to ensure accountability and determine the viability of their samples.

Results



Lab technicians receive high-priority alerts right to their phones for immediate mobilization to critical temperature changes.



Enhanced accountability through time-stamped message audit trails, enabling visibility into Sent, Delivered, and Read receipts.



Effectively use OnPage's on-call scheduling capabilities to accurately deliver critical messages.



Access to secure chat features right on the app, allowing teams to collaborate more efficiently.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.