Beyond test results

How a connected LIS supports POL operations, longitudinal visibility, and coordinated follow-up

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Executive Summary

Physician office laboratories (POLs) are expanding in-house testing to support preventive screening, chronic disease management, and timely access to clinical information.[1] As testing programs evolve, practices may need to coordinate additional analyzers, point-of-care testing (POCT) devices, workflows, validation activities, reporting requirements, and laboratory information without adding avoidable complexity.

A connected laboratory information system (LIS) provides an information foundation for managing these demands. By connecting supported analyzers, systems, workflows, and patient records through configured interfaces, an LIS can help authorized users access current and historical testing information within established laboratory and clinical processes.

The value extends beyond handling additional test volume. Connected information can give laboratory teams greater operational visibility, help clinicians review results in context, and support more coordinated follow-up for screening, chronic disease management, and other recurring testing needs.

For many POLs, connected laboratory information can also support continuity of care by making relevant testing information available across recurring patient encounters. When clinicians can access current and historical laboratory information within established workflows, practices may be better positioned to support ongoing monitoring, preventive screening initiatives, and coordinated follow-up activities.

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This white paper is intended for POL laboratory leaders, practice administrators, operational leaders, physician owners, IT stakeholders, and others involved in evaluating laboratory workflows and information systems.

From an individual result to connected clinical context, the value of a laboratory result depends partly on how readily it can be reviewed, understood in context, and incorporated into the next appropriate step. When orders, instrument data, results, and patient information move through disconnected systems, staff may need to perform additional administrative work before clinicians can access the information they need.

Integration between the LIS, electronic health records (EHRs), and other healthcare information systems can help keep laboratory results connected to patient records and established clinical workflows. Depending on available interfaces and configuration, clinicians may be able to access current and historical testing information alongside other relevant patient data.

Connected laboratory information can provide useful context beyond an individual result while supporting established clinical review and follow-up processes.

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1 Supporting changing testing needs without multiplying manual processes

Adding in-house testing can introduce new analyzers, interfaces, workflows, validation activities, reporting requirements, and compliance responsibilities. Even a small practice may face increasing operational complexity when supporting multiple clinicians, locations, testing workflows, analyzers, and data sources.[2]

A connected LIS can provide a configurable foundation for managing this change. Rather than creating separate processes for each new analyzer or testing service, practices can evaluate how orders, testing information, results, reporting, and oversight can operate within established workflows.

When supported by connected systems and appropriately configured workflows, automation and electronic data exchange may reduce reliance on selected manual steps and help maintain consistency as testing environments evolve. This can be particularly valuable for POL teams managing specimen processing, testing, result management, documentation, quality activities, and clinician support across multiple workflows. Outcomes will depend on implementation, interfaces, governance, workflow design, and staff adoption.

Decisions about performing additional tests in-house should continue to reflect clinical requirements, test volume, staffing, financial considerations, regulatory obligations, and operational readiness. When these considerations are addressed within a connected information environment, practices can evaluate how evolving testing services may remain integrated with established clinical workflows and ongoing patient management.

A connected LIS can help POLs add testing services while supporting consistent workflows, visibility, and operational control.

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2 Supporting quality and compliance

As testing expands, consistent processes and accessible records become increasingly important. New analyzers and workflows may introduce variation when documentation, quality activities, validation records, and operational procedures are managed separately.

Depending on solution capabilities, connected laboratory workflows may provide a more consistent way to manage applicable laboratory records and monitor testing activities. Centralized access can also help authorized staff locate information for internal reviews, audits, or inspections.

Technology can support documentation and quality-management processes, but it does not establish or guarantee compliance. Each laboratory remains responsible for validating its systems and processes, and for meeting applicable regulatory, accreditation, quality, and documentation requirements. Consistent, accessible laboratory information can also support established testing and reporting processes while helping authorized users locate the information needed for appropriate clinical review and follow-up.

Connected records and consistent workflows can support quality management, documentation, and preparation for inspections.

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3 Turning laboratory data into operational insight

Laboratory information has value beyond an individual result. When data from connected workflows are available through appropriate reporting and analytics capabilities, POL leaders may gain greater visibility into how laboratory services operate.

Depending on available capabilities, configuration, and data quality, measures such as test volume, turnaround time, workflow status, and analyzer utilization may inform discussions about staffing, resource allocation, process changes, and future testing needs.

Reports and analytics do not replace operational or clinical judgement. Their value depends on the completeness and quality of the underlying data, the measures selected, and how the practice interprets and applies the information. Used appropriately, these insights can help POL leaders evaluate whether laboratory resources and workflows continue to support testing access, recurring testing needs, and established follow-up processes as patient and practice needs evolve.

Appropriate use of connected laboratory data can support more informed operational planning.

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4 What POL leaders should evaluate

A connected LIS strategy should begin with the practice's operational, clinical, technical, and regulatory requirements. Before selecting or expanding an LIS, POL leaders should assess whether the solution can support both current needs and anticipated changes in testing operations.

Key evaluation areas include:

- Compatibility with relevant analyzers, EHRs, and other authorized systems
- Support for existing laboratory workflows and planned testing services
- Opportunities to reduce duplicate data entry and unnecessary manual handoffs
- Access to current and historical laboratory information across workflows
- Reporting, monitoring, and operational-visibility requirements
- Documentation, validation, security, and quality-management needs
- Implementation, training, support, and change-management considerations
- Scalability and configuration options appropriate to the practice

As testing programs evolve, laboratory leaders should regularly evaluate whether information systems continue to support operational requirements, laboratory workflows, and appropriate access to relevant testing information. A structured review of these factors can help inform future technology and workflow decisions while keeping laboratory operations connected to the practice’s broader care objectives.

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About Clinisys™ Orchard®

Clinisys™ Orchard® is a web-based LIS designed to support connected testing operations across POLs and other laboratory settings. With capabilities to support workflow management, analyzer connectivity, EHR integration, POCT programs, reporting, and data visibility, Clinisys™ helps laboratories manage testing activities, maintain consistent processes, and keep laboratory information accessible throughout the testing lifecycle.

Clinisys also provides implementation, training, and support services to help organizations configure and use the solution in alignment with their operational requirements.

Learn how a connected LIS can help support your POL's current workflows and evolving testing needs.

Book a demo ↗

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Helping enable healthier
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Clinisys™ History

For more than 45 years, Clinisys™ has continuously evolved how laboratories operate—supporting over 7,000 laboratories across 42 countries in delivering critical insights that help enable healthier and safer communities around the world.

Clinisys serves laboratories across healthcare, scientific, life sciences, and public health testing—where precision, reliability, and adaptability are essential to improving outcomes, quality of life, and protecting public safety.

Scaling with the laboratory

As laboratory environments have grown more complex, Clinisys has expanded its platform to support increasingly interconnected, data-driven operations across industries and geographies. Today, laboratories rely on Clinisys to manage not only workflows and data, but also the growing need for coordination across systems, stakeholders, and processes.

Driving continuous innovation

Clinisys has consistently advanced laboratory informatics by rethinking how systems are built and evolve—moving beyond static implementations toward platforms that can adapt alongside changing scientific, operational, and regulatory demands.

This evolution reflects a broader shift in the industry: from systems designed to manage laboratories, to platforms designed to help labs continuously improve how they operate.

Looking to the future

Today, Clinisys is extending this vision through cloud-based, scalable, SaaS platforms that enable laboratories to operate beyond physical boundaries—connecting workflows, data, and decision-making across environments.

By incorporating advanced data capabilities and intelligent orchestration, Clinisys is helping laboratories move toward more adaptive, insight-driven operations—where systems evolve in step with the needs of the laboratory.

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