

Is Your **Logistics Strategy** Helping or Hurting Lab Performance?

When high-quality, last-mile logistics align with your business goals, your lab performs at its best. But how can you tell if your current setup is supporting—or undermining—your success?

Ask these questions to find out.



1 How Are You Measuring Quality?

It's important to partner with a logistics provider that can deliver quality standards that exceed industry norms.

Do you know:

- how many logistics-related errors occur each year?
- if your courier is equipped with the right tools to handle specimens safely, and within the required temperature ranges?

2 What is the True Cost of Your Logistics Program?

If your network isn't optimized or poor courier quality is causing errors, the impact on your bottom line is bigger than you realize.

Do you know:

- how much of your current on-demand use could be moved to cost-efficient scheduled service?
- how much courier errors are costing your lab—including retests, lost physician trust, and patient dissatisfaction?

3 Do You Have Actionable Data?

It's crucial to ensure routes are tailored to your volume needs and service expectations. If you can't see the patterns, you can't optimize, leading to wasted spend.

Do you have the real-time insights you need to:

- right-size staffing based on specimen flow?
- assess STAT/on-demand efficiency to identify potential bottlenecks, reduce turnaround times, and optimize overall service levels?

4 Is Technology Working for You or Holding You Back?

The right technology can make all the difference in streamlining your logistics operations and removing the administrative burden often placed on clinicians.

Does your logistics provider deliver:

- full chain-of-custody visibility?
- real-time tracking to improve quality and accountability?

5 How Reliable is the Customer Service?

Your team needs timely support to ensure patient care is never compromised and clinicians can focus on what's important.

Do you have:

- support available 24/7/365?
- a local team who understands your lab's unique needs?

6 Does Your Team Have the Right Training?

Educating your team on smarter ways to use your logistics network can help manage costs.

Does your courier offer:

- educational resources to help your team choose the most efficient and cost-effective delivery method in real time?
- guidance on matching service levels to specimen urgency?

7 Is Your Logistics Network Built for Agility?

Adaptability is crucial so you can quickly respond to changes in volume, evolving service needs, or unexpected disruptions.

Do you have:

- flexible logistics that scales with demand without sacrificing service quality?
- systems in place to rapidly adjust routes or service levels in response to operational changes?

At MedSpeed,
we believe
logistics
should drive—
not drain—
your lab's
performance.

We help labs across the country turn their logistics from an operational burden into a competitive advantage.

We're ready to
help your lab do
the same.

Let's talk.

sales@medspeed.com

medspeed.com

