

## MCE - System Requirements



### **MCE - A CLOUD-BASED SYSTEM REQUIRING LITTLE TO NO IT INVOLVEMENT**

MCE is a cloud-based software and mobile application solution for specimen tracking and medical courier management. With a focus on laboratory outreach, MCE allows labs to electronically provide proof-of-delivery and chain-of-custody for the specimens and supplies your couriers are responsible for picking up and delivering. It also provides managers the ability to more efficiently route, track and dispatch couriers.

MCE's support team is responsible for development, implementation, and support of MCE and requires little to no IT involvement to implement or operate. Furthermore, MCE does not collect or transmit any PHI or other information required for HIPAA compliance.

#### **MCE's Administrative Software:**

One of the greatest aspects of MCE is there is no software to install on your computers. From an administrative standpoint, only a web browser is needed to begin using MCE's Lab Management portal. MCE utilizes secure connections between your browser and our cloud solution, so your data is encrypted while in motion. MCE has no dependency on your internal network or server resources, which is a tremendous benefit to your IT department.

#### **MCE's Mobile Device & App for Couriers:**

For couriers, MCE's purpose-built mobile computers have durability specs and features that consumer devices cannot offer. Our devices are similar to smartphones that have been encapsulated in a rugged case and has an embedded high-performance barcode scanner. MCE devices also have user-replaceable batteries and accessories that are not available with consumer devices. If your couriers have cell phones, you could replace those with MCE devices.

MCE's mobile app works through cellular connection and will be installed on all mobile devices by MCE before delivery to your team. The mobile app is used for couriers to track specimens and supplies, view scheduled routes, receive dispatches, and more. The app also communicates back to your administrative site so that managers can see what is happening in the field in real-time. GPS tracking of courier locations, route status, and dispatch acknowledgment are a few features that report back to administrators.

#### **MCE Barcoding Options for Specimen Tracking:**

MCE is capable of uniquely tracking patient specimens from pick-up to delivery through the utilization of barcodes and the courier's mobile device. Barcodes allow MCE and your lab to uniquely identify a patient specimen without collecting PHI. Scanning individually barcoded hazmat bags is the best way to ensure patient specimens are not lost. However, not all labs want to use barcodes, and MCE has the flexibility to track specimens without the use of barcodes.

If your lab would like to use the barcoding option but do not have barcodes on your hazmat bags or the requisitions, MCE can help. MCE has the capability of printing batches of custom barcoded stickers and ship them to you in small rolls to place on specimen bags. Additionally, we have a great partner that can custom produce hazmat bags that have preprinted serialized barcodes.

### **MCE Support, Training, and Setup:**

MCE is your first line of support: training, handhelds, website, complete turnkey support. We setup the mobile devices with MCE and ship them to you ready to activate with your chosen cellular provider. We provide you with detailed instructions on what SIM to acquire and how to insert the SIM into the device. During the preparation phase we will schedule several one-hour training sessions on operation of the Lab Management Portal and ultimately courier training on the use of the MCE Mobile App.

Since we are your first line of support, there is little to no impact to your IT staff. We support lab administrative staff who use the MCE website and the couriers using the mobile devices in the field. We employ a Mobile Device Manager (MDM) that allows us to support the courier in the field. As long as the device is on the cellular data network then we can see the health and state of the devices and can remotely control the device for troubleshooting. So, if a courier is in the field needs assistance they can call us from the MCE mobile device, and we can do a remote session and see exactly what the courier sees.

### **Mobile Service Contracts:**

One important factor is support of the mobile device. If a consumer device is damaged, the only recourse is to replace it. Our enterprise devices are protected with a service contract, which provides repair if damaged or replaced if beyond repair. For example, if a device gets run over by a vehicle, which has happened numerous times over the years, and is destroyed, under the service contract the device is repaired or replaced.

### **Application Programming Interfaces:**

MCE has a suite of Application Programming Interfaces (APIs) that some of our customers leverage from within their internal systems. Our APIs provide a secure mechanism for your systems to integrate tightly with MCE. For example, we have a customer that uses Salesforce. They use Salesforce within the context of MCE in two ways. They manage “their” customer sites in Salesforce and those updates are transmitted to MCE in real-time. They also perform dispatches from within Salesforce. The Salesforce user will get a call from a customer needing a specimen picked up today or some day in the future. The Salesforce user may not know anything about routes, so when they submit the dispatch into Salesforce it is automatically sent to MCE and is queued-up for one of your MCE Dispatchers to place on a route. The MCE Dispatcher will see an alert on their screen that someone has issued a dispatch. They have our toolset to determine the best route to dispatch it to and does it.

### **MCE Updates and Enhancements:**

MCE remains in a state of continuous improvement. When we identify new technology that can provide MCE, and ultimately our customers, benefits, we work these improvements into our product. Furthermore, most features in MCE are driven from customer requests. We take customer ideas, new feature requests, or requests for improvements to existing features very seriously and often implement them into MCE.

In short, we do all the heavy lifting for implementation and day-to-day support. You simply focus on what you do best, which is serve your customers. We are very proud of MCE and especially in our tremendously talented staff.