DATA INNOVATIONS
Simple Ideas, Better Solutions

Webinar Q&A: Simplifying Quality with Thermo LabLink xL

Question 01:	*Do we call Data Innovations or Thermo Fisher Scientific to integrate the two systems?*

Thermo Fisher Scientific provides the services to initially configure the integration between the two systems, so that would the best starting point.

Thermo Sales: 1-800-232-3342

lablink.qap@thermofisher.com

Question 02:	*Who can I contact about our configuration? We have LabLink xL integrated with Instrument Manager (DI) for some time, but occasionally there is data that is not going across to Thermo LabLink? Who do we contact to troubleshoot?*

Either company's' customer service as we have a long partnership, but let's start with LabLink xL technical support and then we can bring in Data Innovations if needed.

Thermo LabLink Support: 1.800.232-3342, Option 2, then Option 1

lablink.qap@thermofisher.com

Question 03:	*What version of Instrument Manager (DI) do I need to have to integrate Instrument Manager and LabLink xL?*

The integration between the two products started with Instrument Manager v8.05. Subsequent versions of Instrument Manager (and LabLink xL) provide more functionality and tighter integration.

Question 04:	*If results are held in Instrument Manager due to a QC failure, can the tech still manually release the results?*

Yes. The technologist would just go into the review screen (Specimen Management Workspace) where the specimens are held, select one or more of the specimens being held and then right-click and select 'Release' or click the 'Release' icon on the menu bar and they will be sent.

Question 05:	*Can you use LabLink xL even if you don't use all Thermo controls?*

Yes, absolutely. With Thermo Scientific MAS Control you are using you will have a broader range of functionality such as peer grouping, lot information updates, etc.
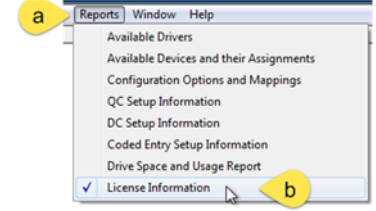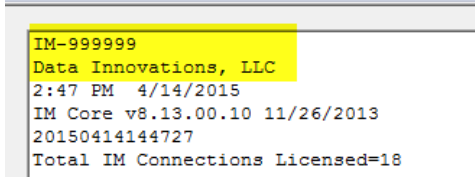
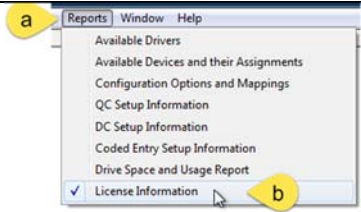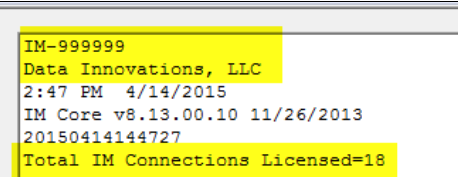| Question 06:	*We have one Instrument Manager system for our three hospital groups. Do we need three connections from Data Innovations?*
No. You just need one connection (Instrument Manager Interface Connection / Part Number: IM-E01) to send QC results from the single Instrument Manager to one or more instances of LabLink xL.	

Question 07:	*How long does the process take to implement?*
Generally speaking, a few hours to a few days.	

Question 08:	*I have an Instrument Manager from an IVD-vendor. Can I use that system to connect to our LabLink xL?*
Most of our business partners that resell or distribute Instrument Manager allow their system to connect to LabLink xL. Contact the vendor that provided the system for details.	

Question 09:	*I did not get my Instrument Manager directly from Data Innovations, how would I go about getting connected?*
Contact the vendor that provided the system for details. If you are unsure whom provided Instrument Manager or who it is licensed to, login to the Instrument Manager and go to the License Report. From the main menu, go Reports → License Information (Figure 01). This will display a License Report (Figure 02). Line one of the report will give you the license number and line two will show you who has licensed the software to contact.	

Figure 1 - Getting the License Information	Figure 2 - License Report

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Question 10:	*I do not have a free connection on my Instrument Manager? How do I get an additional connection?*

If you purchased your Instrument Manager directly from Data Innovations, then you would call +1.802.658.2850 or sales@datainnovations.com and we can provide a quote for an additional connection.

If you have acquired your Instrument Manager from a distributor or reseller, login to the Instrument Manager and go to the License Report. From the main menu, go Reports → License Information (Figure 01). This will display a License Report (Figure 02). Line one of the report will give you the license number and line two will show you whom the system is licensed to. You will need to contact the distributor or reseller for the additional licensing needed.

Figure 3 - Getting the License Information	**Figure 4 - License Report**

Question 11:	*I am having difficulty loading and installing the LabLink driver file on my Instrument Manager system?*

If you are having difficulty putting the LabLink xL driver on the Instrument Manager system and having the Instrument Manager system recognize the driver exists, you can either follow the instructions in the Data Innovations Getting Started Setup Guide (GSSG) or call Data Innovations technical support at +1.802.658-1955 or support@datainnovations.com.

If you have loaded the driver but need assistance with making Instrument Manager and Thermo LabLink xL communicate with each other, Thermo LabLink Support at 1.800.232-3342, Option 2, then Option 1 or lablink.qap@thermofisher.com.

Question 12:	*Does LabLink xL allow comparison of performance of multiple analyzer using the same control?*

Yes, absolutely. You can use the comparison report to compare results of different analyzers or view the instruments online for side by side of the Levey Jennings charts.

Question 13:	*Can LabLink xL capture data from analyzers not connected to Data Innovations?*
Yes, data that is exported from your LIS or instrument and saved electronically, can be automatically uploaded to LabLink xL via the Communicator.	

Question 14:	*Is the Instrument Manager an additional computer placed into the lab, or only a downloaded software piece?*
Yes. Instrument Manager is the number one middleware product for the clinical laboratory. Some customers purchase Instrument Manager to place between their instruments and their LIS to either supplement features the instruments or LIS systems do not have or send information from the instrument to two or more sources such as the LIS and LabLink xL.	

Question 15:	*Does LabLink xL allow for QC review at 2 different levels (bench + QC supervisor for example)?*
Yes. Absolutely. Multi-level review and approve functions exist. Lab tech can review the qc and Lab Supervisor can approve the result.	

Question 16:	*I currently use LabLink xL and a Lab-link for Coagulation testing, two separate submissions of data. It appears that this system would combine both?*
Yes.	

Question 17:	*Is the LabLink xL driver uni-directional or bi-directional?*
Both. It will send your quality control results to Thermo LabLink xL and LabLink xL will send a response to Instrument Manager that we can trigger with options in the driver.	

Question 18:	*We have a Beckman Coulter Remisol system (other middleware) connected to our Instrument Manager system. The Remisol has a few instruments connect to it. Can we send QC results from the instruments interfaced via Remisol to LabLink xL like we do for the instruments that are directly connected to Instrument Manager?*

Yes, if the other middleware is connected to Instrument Manager. We have many customers that have connected their Beckman Remisol, Siemens CentraLink, etc. through Instrument Manager for a variety of reasons. One reason is to supplement the functionality of the other middleware system such as connectivity for electronic reporting of CAP Proficiency Survey results via CAP e*Lab* Solutions Connect™.

You can use the one connection (Instrument Manager Interface Connection / Part Number: IM-E01) to send QC results from the single Instrument Manager to one or more instances of LabLink xL. So that means the control results produced on the instruments connected to Remisol can be sent to LabLink xL just like the quality control results produced on instruments directly connected to Instrument Manager. You can use the bi-directional capabilities of IM with LabLink xL to notify techs via text, email, network messages, etc. that a QC failure has occurred regardless of which middleware is directly controlling the instruments. This gives you the ability to use Thermo LabLink xL across your entire enterprise and leverage the unique capabilities of Instrument Manager.

If your other middleware is not currently interfaced through Instrument Manager and your other middleware system has the ability to transmit results (patients and control results) through more than one port or interface, you can connect Instrument Manager and use Instrument Manager to route your control results to LabLink xL and also notify when a QC failure has occurred.

Question 19:	*Is there a cost for the Cloud Communicator (LabLink xL)?*

Cloud Communicator is the software module that takes your quality control information from Instrument Manager and sends it securely to LabLink xL.

But to answer your question - yes, however we recommend that you speak with your MAS sales representative to determine what your cost will be and if any discounts are applicable.

Question 20:	*Can Lab Link handle CBC (Complete Blood Count controls) controls?*
Yes.	

Question 21:	*Who will configure the LabLink driver?*
LabLink technical support will configure the driver remotely. Configuration of the LabLink driver and setup of your LabLink account to accept the QC data will be completed remotely. It is recommended that a laboratory IT person be available or on-call to assist if required.	

Question 23:	*Is the transfer of QC data over the web secure?*
Absolutely. We use the same secure level encryption you use when you login to your bank over the internet (Secure-Socket Level 128-bit encryption also known as HTTPS). This protects the quality control data during transfer over the internet. Remember, this is quality control information and no protected health information (PHI) is electronically transferred over the internet connection to LabLink xL.	

Question 24:	*What is the destination or server URL for Thermo LabLink's cloud server?*

https://www.maslablink.com/CloudCommunicator/CloudCommunicatorWS.asmx

Notice the first part of the address is **https://** vs. unsecure communications which is **http://**.

If you need to know the Internet Protocol Address (or IP): 208.89.142.250

Question 25:	*What communication protocol is being used?*
HTTPS (Hypertext Transfer Protocol Secure)	

Question 26:	*If we have one IM on one site, can we connect other instruments from other hospitals via the internet to the IM so that we can take advantage of real time QC evaluation?*
Yes. We have customers that run their laboratories all over the country from a single Instrument Manager system. Once the instruments are connected to Instrument Manager, LabLink xL in combination with Instrument Manager can provide the real-time evaluation presented in the webinar.	

Question 27:	*What would be the reason for a lab network to have multiple instances of Instrument Manager?*
The most common reason is that multiple vendors, instrument, LIS, blood bank and other third-party vendors have provided an Instrument Manager as part of their solution. Some of those customers consolidate to one Instrument Manager and others do not.	

Another common occurrence is a hospital organization will have multiple instances of the same LIS but the LIS does not provide a method of distinguishing specimen 123 from hospital one from specimen 123 from hospital two when they are different patients because each LIS instance uses the same numbering scheme. Instrument Manager has safeguards to protect against but instruments do not. So an organization might have a unique Instrument Manager at each lab site to segment specimens since their LIS cannot.

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Question 28:	*With that international example discussed in the webinar, how does latency effect the lab operations?*

Customers that use a single Instrument Manager across a network, whether the other laboratory is down the street, across the state or in another continent the overall performance is defined by your network latency. Network latency is delays introduced by the network equipment to communicate from one laboratory to another and the internet speed. When we are talking about communication from an instrument to Instrument Manager to LabLink and then back to Instrument Manager we are only talking about less than a few seconds so the impact to the laboratory from a user perspective should be minimal to non-existent unless there are severe network issues.

Question 29:	*My laboratory is in Spain. Is there technical support for Europe?*

Yes. Please contact Simon Hudd (simon.hudd@thermofisher.com) for more details on technical support for Europe (or outside of North America).

Question 30:	*If a lab has an existing DI IM set up and using Bio Rad QC products, what's involved with switching to MAS QC and DI IM? Simple? Complicated?*

The setup and integration with Instrument Manager is very simple and can be accomplished in a few hours. You can use non-Thermo controls within LabLink xL and even run Bio-Rad Unity Real Time concurrently with LabLink xL while you transitioning over.

Thermo sales representative could guide you on the cost and process and your respective contact was defined in the presentation. If you do not have access to that information the Thermo sales information is 1-800-232-3342 or lablink.qap@thermofisher.com.

Question 31:	*I assume the connection is directly between the instruments and Instrument Manager. Would it be possible to go from instruments to LIS system and then to Instrument Manager?*

Perhaps. If you have some or all instruments connected directly to your LIS but want to send QC information to LabLink xL there is a few methods that could be used for those instruments.

If your LIS can send can send results electronically to Instrument Manager or even to a file then Instrument Manager can then send QC results information to LabLink xL which LabLink xL can instantly evaluate your QC results. You could take that one step further and use Notifier in Instrument Manager to automatically notify you if one of more QC results failed so you could take action.

For instruments that are not currently connected to Instrument Manager, Instrument Manager cannot hold specimens after a QC failure since those patient specimens do not run through Instrument Manager.