

Customer Case Study



Streamlined Workflows Enabled Faster Results—Even with 10% More Volume

A concept designed for performance at Hôpital de la Citadelle

Hôpital de la Citadelle



Liège, Belgium



Hospital Profile

The Citadelle hospital in Liège is one of the largest hospitals in Wallonia, the French speaking part of Belgium. They are located in 3 different sites (Citadelle, Laveu and Herstal).

- Public hospital
- 900 beds
- 40 sampling centers
- 650K samples annually



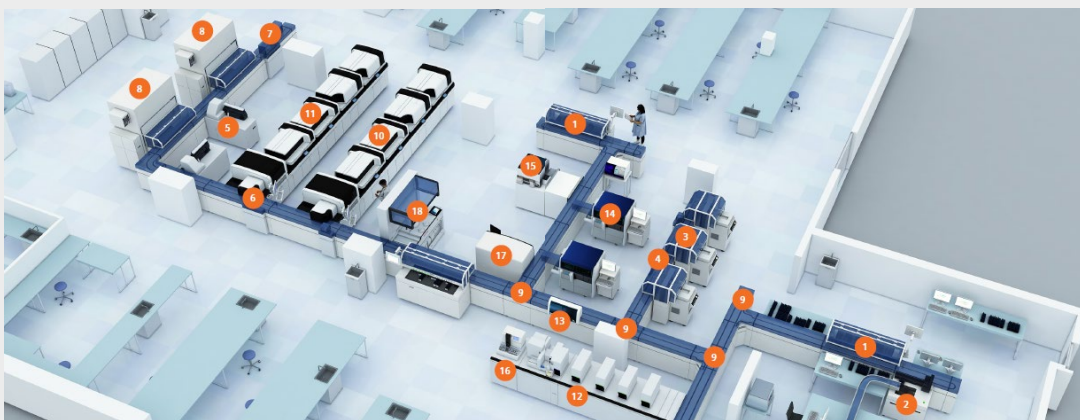
Challenges

- Separate STAT workflow required with legacy solution
- Staff tied up in manual tasks



Risks

- Maintaining separate workflows for routine and STAT samples required additional coordination and manual effort



➤ **Maximum productivity and precision when it matters most**

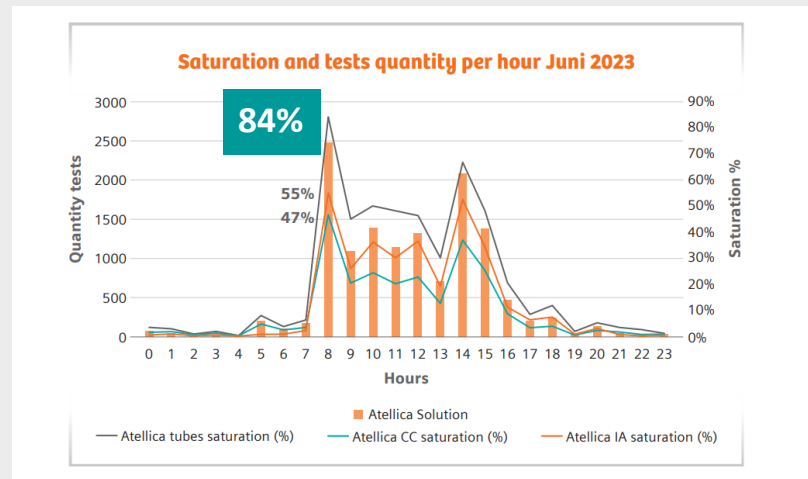
10% Tube Volume Increase—No Impact on Performance, Unlocking Scalable Growth Potential at Hôpital de la Citadelle



Solution

The Siemens Healthineers solution* integrated Atellica Data Manager to:

- ✓ Deliver **faster TAT** by optimizing sample routing
- ✓ **Automate exception handling** for urgent samples, reruns, reflex add-ons, batch testing, dilutions, short samples, sample issues, and QC



Outcomes

- ✓ Even with a 10% increase in tube requests and a 7% rise in test volumes, **Aptio Automation and Atellica Solution sustained peak saturation below 84%**—highlighting their robust capacity to absorb growth without compromising performance.
- ✓ Atellica CH and IM analyzers are **operating at just 47% and 54% of their capacity, respectively**—leaving sufficient headroom for increased throughput and future scalability.

Handled increased tube and test volumes without reaching saturation—demonstrating strong system resilience and capacity.

↑ 10%

Tube requests

↑ 7%

Test requests

84%

of tube saturation

Atellica Solution stayed below capacity even at highest demand.

“It was an absolute requirement that the new solution would render the results with the shortest possible TAT whether it’s urgent or not to avoid having to create a specific urgent sample circuit.”



Dr Jean-Marc Minon
Laboratory Director
Hôpital de la Citadelle

*Aptio Automation + 2 Atellica Solution systems + Atellica Diagnostics IT + various 3rd party analyzers

The statements by Siemens Healthineers' customers described herein are based on results that were achieved in the customer's unique setting. Because there is no "typical" hospital or laboratory and many variables exist (e.g., hospital size, samples mix, case mix, level of IT and/or automation adoption) there can be no guarantee that other customers will achieve the same results.

Product availability varies by country and is subject to varying regulatory requirements. Their future availability cannot be guaranteed. Please contact your local representative for availability.

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