

# News from

Volume 6, Issue 1. January, 2019



## Welcome 2019! Message from our CEO, Wally Soufi

I'd like to share with you, our valued clients, what we accomplished together in 2018. But before I do, I should mention that your continuing trust in NovoPath solutions and services is a key driver for all of us at NovoPath. Thank you!

We had many achievements this year. Of note, The University of Texas at Houston selected NovoPath to meet its increasing Anatomic Pathology lab needs. In addition, NovoPath received Frost & Sullivan's Technology Leadership Award for 2018. On the platform side, we focused on solutions for Precision Medicine (PM), Clinical Pathology (CP), and Advanced Billing (AB) to help labs expand their services and reduce costs. We also added Optical Character Recognition support to speed up manual accessioning since printed requisitions are still commonplace.

For 2019, we will continue to expand NovoPath's functional and technological advantages while maintaining our stellar personal service and customer care. We also plan to fine-tune the way we inform you of new and existing solutions. In fact, you may have already noticed the new look of NovoPath's website. Lastly, we encourage you to share your constructive feedback – it is important to us. We truly appreciate the work you do to provide excellent patient care and it gives us a great deal of satisfaction to be a part of that care delivery.

## Client Satisfaction Survey

Are you one of NovoPath's satisfied clients? Is there feedback you would like to share with our team? Click the link to take this short survey and provide us your input. **All clients who complete the survey will receive two hours of professional services applicable towards a product purchase or service in 2019.** Of course, we welcome your feedback all year long! However, don't delay in submitting your responses. **To get the two hours of professional service, please submit this survey by March 1<sup>st</sup>.** [2019 NovoPath Survey](#)

## Did You Know?

Does your lab send out tests to LabCorp? Are you looking to integrate the results in NovoPath? We're happy to let our clients know, NovoPath is a certified Electronic Data Interchange vendor with LabCorp. You can include your send out test results on your NovoPath reports to send an integrated report to your clinicians.

Contact your Client Services rep today for help with your electronic interfaces: [clientservices@novopath.com](mailto:clientservices@novopath.com)

## Looking for a Way to Stay Up to Date?

NovoPath offers all clients an opportunity to participate in quarterly webinar sessions. These informative sessions are meant to keep you up to date with the latest features to benefit your team and to add value to your business. All webinars are recorded, and a link is available by email from the Client Services team. The link will take you to NovoPath University and you can select the recordings of choice simply by clicking on the Watch button (photo left). The selection of topics is based on client feedback and current industry happenings.

Do you have suggestions on future topics of interest? Share your input on what webinars you would like to see us present by emailing [clientservices@novopath.com](mailto:clientservices@novopath.com)

Need a new link to access these recordings? Reach out to us and let us know. We'd be glad to send over a refreshed link anytime. We look forward to bringing you more informative webinars this year.

