



Customer Focus

UNIVERSITY HEALTH CARE SYSTEM
Augusta, Georgia

Since 1818, University Hospital has served the medical needs of the Augusta, Georgia community. Today, it is much more than a hospital. It has emerged as a multi-faceted not-for-profit health care system offering a comprehensive and integrated range of health care services in the Central Savannah River Area. As part of the Premier buying group, University Hospital anchors this system as the second largest hospital in Georgia with 612 beds.



President and CEO J. Larry Read has a philosophy that seems to be interwoven into every department of the University Health Care System. "...In everything that I and the staff at University undertake, our first concern should be what is best for the patient, what will result in patient satisfaction and how can we do the best job of providing the best patient care with excellent outcomes and at a competitive price."

The reasons Tess Scott, Laboratory Manager, and her experienced team decided almost two years ago to choose Sebia as their electrophoresis vendor seem to be right in line with this philosophy. Having run several vendor's products both semi-automated and manual

Tess explains, "We were looking for automation with labor savings and standardization of results to improve our level of patient care." When Pam Long, MT(ASCP), Technical Coordinator, saw the Sebia product she was impressed and immediately realized the potential labor savings. "Immunofixations were much more confining with the manual system." Darlene Boyd, MT(ASCP) adds, "Before, you had to stay with the system running proteins, but with Sebia you can just walk-away." "And it is fast!" chimes in Peggy Dicks, MT(ASCP).

Another aspect of the HYDRASYS[®] system is the technologists seem to really enjoy is the way the reagents are provided as liquid concentrates. "(Sebia) reagents are so easy to make up with just water, and you can process 40 fixes before you need to change the stain!" reports Pam. Darlene adds that they don't need their hood any more since supplemental bulk reagents are no longer required. Peggy also finds the densitometer easy to use and really likes the nice and clear 8-1/2 x 11" printouts.

Seven technologists have been cross-trained to run the system since receiving it March of last year. "The system is both reliable and dependable allowing us to have more techs running it. Service and support are good." states Tess. "And we love the (Sebia) office support!" adds Pam.



Peggy Dicks, Darlene Boyd, and Pam Long

This team agrees they are really happy they chose Sebia. Their only regret...they wanted to go to Paris for training!

Clearly Superior...
AUTOMATICALLY BETTER

