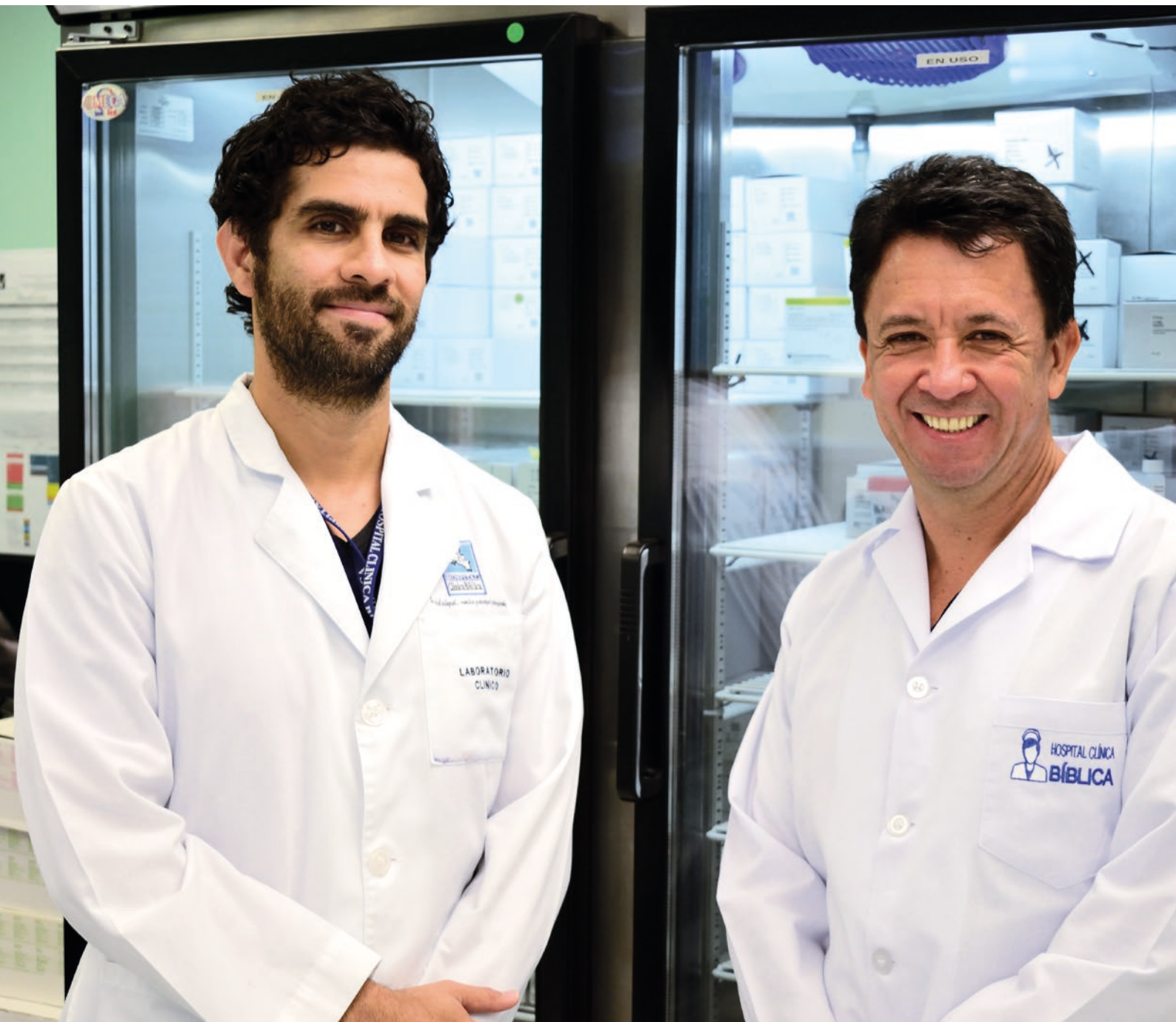


**“Without a doubt,
*the Roche Inventory Solution has
made day-to-day tasks easier.*”**





*Hospital Clínica Bíblica,
Costa Rica*

The facts: Private hospital offering specialized services including maternity, clinical lab, vaccination, pharmacy, preventive care, plus general health services for disadvantaged communities

The people:

Dr. Silvio Espinoza García,
Microbiologist and Laboratory
Immunochemistry Manager

The solution: Roche Inventory
Solution (RIS)

The aim: Save time in
inventory taking and ordering;
automate manual tasks

The outcome: Faster, more
efficient inventory processes

A need for real reliability *and rapid implementation*

Hospital Clínica Bíblica in San José, Costa Rica, is the country's largest private hospital, offering specialized services including maternity, clinical lab, vaccination and pharmacy, as well as general health services for disadvantaged communities. The facility has a significant local and international profile and is recognized as one of the top 10 in Latin America.

The hospital's clinical laboratory is in continuous operation, offering a 24-hour service with three rolling shifts. It's supported by a dedicated IT service. This team had designed its own software solution to handle inventory management: a significant task given the lab's variety and volume of stock, and the frequency with which staff placed orders. However, over time, everyone from technicians to management recognized that the existing tool left room for improvement, and the lab manager began exploring new opportunities.

A glimpse of the Roche Inventory Solution (RIS) at the American College of Cardiology conference put the hospital on the path to RIS, which is now in place. This delivers superior control of laboratory inventory, while minimizing the impact on day-to-day work for staff.

The biochemical lab at Hospital Clínica Bíblica has a long-standing commercial and scientific partnership with Roche and relies on Roche's high-traffic analysis platforms. Dr. Silvio Espinoza García, the laboratory's Immunochemistry Manager, says the relationship with Roche has always been strong. Following his initial interest in RIS, Roche collaborated closely with lab management and the hospital's IT department to explain how the solution worked and, crucially, to support rapid implementation.

"We were always looking to achieve full implementation in a short period of time," Dr. Espinoza recalls. "We could see that RIS responded directly to our inventory management needs, because it presented an easy way of controlling our store rooms, managing expiry dates, making online purchases more efficient, and also gave us full control over inventory. That was a financial requirement that was important for us as a lab."



Dr. Espinoza (seated) and Dr. Rodrigo Cruz Jiménez, Laboratory Manager, input data in the RIS system



**Dr. Silvio Espinoza
García in the lab**

To support smooth implementation, a multidisciplinary team was formed, including the hospital's IT department, representatives from Roche's Technical Support, global support from Switzerland, Roche Customer Service and the software team. After a brief induction and training process for staff, RIS was ready to go. "It was an expedited process – very short," Dr. Espinoza says. "Our commercial and scientific partnership with Roche made the implementation process a swift and short one."

An easy-to-use tool built around the lab's needs

From very early on, it was clear that the new system was simple to use: the handheld barcode scanner was intuitive and practical, and employees reported no interruptions to their regular working routines. Putting the technician's need for simplicity and ease-of-use at the center of the project has resulted in rapid staff uptake.

"An important characteristic of RIS is its practicality. We use a handheld scanner to monitor all outbound products leaving the store rooms," explains Dr. Espinoza. "This method makes the task easy to perform and has meant our users were quick to adopt it."

He continues: "We prefer a barcode system to identify products. All Roche products have the required information stored within their barcode. Processing this information digitally makes physical inventory management much easier. This is one of the basic and critical reasons we were inclined to use RIS."

The fact that staff were not required to alter the way they worked was a major advantage. "We didn't have to adapt to RIS; on the contrary, it adapted to us. Our processes had been matured and developed by experienced staff over time and we didn't have to modify them."

Reaping the benefits of improved inventory management

Today, Clínica Bíblica is seeing clear improvements in how it manages its inventory. The recognized challenge of handling, stocking, restocking and accounting for a large quantity of products has finally been addressed in a systematic way.

Both for administrators managing the laboratory and for technicians scanning Roche products as they are used, RIS has provided the visibility and control that make the inventory management aspects of their job simpler.

"Without a doubt, RIS has made day-to-day tasks easier," says Dr. Espinoza. "RIS has solved a deficiency that for years generated problems that weren't compatible with our auditing process. Now, we've shortened deliveries, made our store rooms more efficient, and have better control of invoicing. In addition, users have welcomed it into their normal workflow."

"[Our] commercial and scientific partnership with Roche made the implementation process a swift and short one."

*Dr. Silvio Espinoza García,
Immunochemistry Manager,
Hospital Clínica Bíblica*

Reduce complexity

Intuitive, automated inventory administration; simple integration of third-party inventory items; no need for RFID tags or WiFi coverage

Gain control

Configure multiple sites and segments; define and adjust minimum and maximum inventory levels; manage product expiration

Do more with less

Simplify lab management; eliminate manual stock taking; leverage existing infrastructure – no need for RFID workarounds

Elevate the value of your decisions

Increase confidence in managing stock; gain insights into consumption and identify patterns; integrate with Excel for further reporting and analysis



Since implementing RIS, Dr. Espinoza and his colleagues have intuitive and practical support for their inventory control

“We didn’t have to adapt to the RIS system – on the contrary, it adapted to our processes.”

*Dr. Silvio Espinoza García,
Immunochemistry Manager, Hospital Clínica Bíblica*