Vital API
by Operations Manager

Remote Patient Monitoring   Labs

Details

Review Date	06/07/2024
Purchase Date	Q2'23
Implementation Time	4-6 weeks
Product Still in Use	Yes
Purchase Amount	Per lab test
Intent to Renew	100%
Review Source	Vendor

Product Rating

Product Overall	▬▬▬▬▬	5.0
Use Case Fit	▬▬▬▬▬	5.0
Ease of Use	▬▬▬▬▬	5.0
API	▬▬▬▬▬	5.0
Integrations	▬▬▬▬▬	5.0
Support	▬▬▬▬▬	5.0
Value	▬▬▬▬▬	5.0

About the Reviewer

Purchasing Team   User

Implementation Team   Product Oversight

Reviewer Organization

Virtual-First Provider   Men's Health

Reviewer Tech Stack

Tellescope   Salesforce

Other Products Considered

N/A

Summary

- **Product Usage: The product is used for automating diagnostic lab orders, thereby reducing manual work and errors.**

- **Strengths: The product's strengths lie in its automation capabilities, seamless integration with other systems, and efficient customer support.**

- **Weaknesses: From the user's perspective, the product does not seem to have any weaknesses.**

- **Overall Judgment: The user is entirely satisfied with the product and recommends it for those looking to automate diagnostic lab testing.**

Today, we're chatting about Vital and how it's used at your company. Before we begin, could you give a brief overview of the company and your role there?

We specialize in men's and women's healthcare, providing diagnostic lab testing to inform our licensed clinicians in prescribing hormone therapy, peptide medication, weight loss drugs, and supplements. As the operations manager, I oversee both the daily and future operations of our company.

What was the need that drove you to look for something like Vital?

Before Vital, we managed diagnostic lab test orders through our website. We had a manual process involving ordering tests from LabCorp or Quest, notifying patients of appointments and results, tracking results, and scheduling follow-ups. This process was inefficient and prone to errors. We were searching for an automated solution, and we discovered Vital, which met our requirements exactly. No other company offered a comparable service. Now, with Vital, our test orders transfer directly from the website to their system, eliminating the need for manual input and reducing errors. The new process is much more scalable.

How did you find the sales process?

It was very straightforward; they laid out all the details and pricing clearly. They made an effort to align with our existing costs at LabCorp and Quest and tailored their product to our unique needs. The onboarding process went smoothly.

What did the integration and onboarding process look like?

It involved an initial discovery phase. We received documentation, which our developer used to connect our website to Vital's system, and we proceeded from that point.

What are the use cases that you have for Vital now?

Our current use case for Vital involves the automation of diagnostic lab orders. Patients can select either LabCorp or Quest on our website, and their orders are directly processed by Vital. Vital orders lab tests with specific lab markers at selected lab locations and notifies patients via text and email. Once patients complete their tests, Vital's integration with Salesforce triggers the creation of a case for our admin team. This prompts them to contact the patient to schedule a follow-up and provide them with their lab results.

Are there any specific features that stand out for you?

The connected experience, for sure. But Vital also sends results in a raw data file, which allows for automatic uploads to a parser and then directly to the patient. This eliminates the need for manual retrieval from LabCorp or within Vital, paving the way for further automation and new use cases.

What strengths and weaknesses can you call out?

We've talked about their strengths. I really don't see any weaknesses. They've been working with us and even helped develop a specific use case to accommodate our constraints.

How would you characterize the overall reliability of the platform?

Everything has been functioning well so far, without any issues, bugs, or stability concerns.

How would you characterize the documentation and the overall developer experience?

Our developer managed to connect everything seamlessly in just two to three days. It appeared relatively easy and quick from my perspective.

Have you integrated Vital with other elements of your tech stack?

We can order lab tests in Tellescope, and the results feed into the system for patients to access through our Tellescope patient portal.

What was the integration process like?

Tellescope did it for us in just a few days. It seemed quick, easy, and seamless.

How do you feel about the account management team and the support team?

We use a dedicated Slack channel for communication, which ensures any issues or updates are addressed promptly. For example, we've had instances in our LabCorp account where duplicate users created some confusion with the results feed. Vital's team would request clarifications on details like the date of birth or address, and once those were provided, the problems were quickly resolved.

Looking back, do you feel like you've made the right call to go with Vital?

Yes, 100%.

Do you have any advice for someone who is looking for a solution like Vital?

I think if you're looking for a solution that will solve issues in terms of manual work for diagnostic lab testing, then Vital is the answer. It's pretty much a plug-and-play solution that makes everything easy.