

Customer Case Study

Clinic: Kinderwunschzentrum Ludwigsburg

Country: Germany

Name: Simone Koch

Position: Laboratory Director

Matcher customer since: Over 10 yrs



Why did you want an electronic witnessing system?

For the work that we do it's imperative that the systems and process we use are as safe as possible, and it's not always practical to do a 4-eye witness for every step, so using an electronic witnessing system gives us peace of mind that we have as safe a system as possible, both for us and our patients.

How did you decide on Matcher?

Having worked with Matcher at a previous lab, I was already familiar with the system and knew that in comparison to other witnessing systems, it's intuitive, simple to use and easy to configure yourself.

What were the main benefits of Matcher?

Using Matcher has many benefits for us – firstly it makes labelling dishes extremely easy. Previously we were handwriting on dishes and some people's handwriting makes it very hard to read, which is concerning when you're checking the identity. Additionally, the German law requires that we have full traceability of all witnessing steps and we can fully track, audit and report out who has done what.

It records images of every laboratory step and helps us also with the traceability of media and plastic goods.

What features of Matcher have made the most difference to your work and in what way?

We have found the new handheld Pocket Matcher really easy to use and as a result we can have more active workstations than before. We prefer to match with the Pocket matchers because they can be used at any workstation. Also the new cameras read the barcodes much better than the old ones.

We also love the labels for the PCR tubes which makes them much easier to identify than before and the workflow-scheduler gives us a good view over the daily routine.

What savings have you seen in your clinic?

It's predominantly the fact that Matcher offers a safety net, particularly if you are doing up to 20 egg retrievals a day, it means that we can go home with a good feeling and certainty that everything has been done without a fault.

The labelling of the dishes and tubes saves time and in addition, the recording of

batches is very helpful and at the same time you have an overview when a product has expired.

How does Matcher fit with your IT systems?

We use Meditex EMR and Matcher links easily with Meditex for our patient information which avoids the need for us to enter the details twice.

How do you find the Service & Support?

The service team are great and are always on hand to help answer a question and quick to solve any problems.

What do your patients think?

We are very open with our patients about using Matcher as it gives them a feeling of security knowing that we are taking the best possible steps to avoid any kind of error which would be their worst nightmare.

Overall comments

We are very happy with the Matcher system, because it gives us the security in our daily work routine to have done everything right. We couldn't even think about working without Matcher.