

Customer Case Study

Clinic: Nadiya Clinic

Country: Ukraine

Name: Dr. Valery Zukin, MD, PhD, MBA

Position: Director

Matcher customer since: April 2017



Why did you want an electronic witnessing system?

At Nadiya we take a serious approach to quality management, and we want the best of everything for our patients, hence why we wanted an electronic witnessing system.

How did you decide on Matcher?

We already had our EMR and just wanted a witnessing system, so we were looking to choose the best and most flexible solution which allowed us to perform our procedures faster, with fewer interruptions. We knew of other clinics who were already using Matcher and had a good experience with it, so for us, it was the obvious choice for our clinic.

What were the main benefits of Matcher?

We looked at other systems but Matcher was the best because it had unlimited labels and witnessing steps – you can witness as many steps as you like. In addition, it has great flexibility with the handheld Pocket Matcher, as it is not limited to the immediate work area.

The Matcher configuration was simple to set up, and we made some adjustments to the standard process maps, to reflect the way that we work,

as well as translating some of Matcher into Ukrainian, as not all of our staff are fluent in English.

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

In fact, it's the electronic witnessing itself that has made the most difference because we don't have to ask anyone else to be a witness. Everyone is more confident to do their job and not as stressed because Matcher takes care of the patient names and details and reduces the risk of making a mistake.

What features in the new version of Matcher v5.2 in comparison to the old version have you found the most exciting?

The new handheld Pocket Matchers are a great advantage of Matcher 5 because all of the procedures can be performed

with handhelds only which can be more convenient in some situations where flexibility is required.

What savings have you seen in your clinic?

I have found that staffing requirements have been reduced because there is no need to ask another colleague to be a witness, so procedures are performed twice as fast, and for a short time an embryologist can be alone in the lab without worrying about who is going to be their witness – now it's Matcher.

How do you find the Service & Support?

It's perfect - The Matcher team respond quickly and are always willing to help which keeps this customer extremely happy!

