

## Customer Case Study

**Clinic:** The Agora Clinic, Brighton  
**Country:** United Kingdom  
**Name:** Anita Chau MSc  
**Position:** Lab Manager  
**Matcher customer since:** February 2010



### Why did you want an electronic witnessing system?

We originally looked at electronic witnessing systems because we wanted to have full traceability, the ability to work independently and have total certainty that the work we had done was correct, allowing our staff and patients to feel safer and more confident.

### How did you decide on Matcher?

We checked with other clinics and heard some good feedback and reviews about Matcher.

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

In addition to the electronic witnessing component of Matcher we also use Matcher extensively as a lab tool. We use it for stock receipt and management as well as traceability - giving us alerts when a product is about to expire and reporting out the patients who come into contact with certain products.

We also deal with a lot of purchases / suppliers and are very excited about the possibility of using Matcher as a work-tool in this area. For example, the customisable alerting system is amazing – by inputting all our service alert

dates we can receive alerts when service contracts are about to expire.

With the new Matcher5 software we love being able to filter patients by day as this is another way to assess the workload. The interface is also a lot more appealing, although it took a little while to get used to only because there are so many new features.

The hardware is also improved, and the mini Matchers are not only very cute (!), they also work smoothly and save a lot of space. In addition, you don't need to worry about aligning your dish or bringing your tubes towards it, as you can just move the mini Matcher if you need to, and it's much faster.

### What savings have you seen in your clinic?

Depending on the workload and the steps involved, we don't need to have a second witness available which means staff resources are used more efficiently. We can also start a cycle only when we need it and specify the cycle type according to the treatment, so we only pay for what we use.

### How does Matcher fit with your IT systems?

The Matcher system integrates seamlessly with our IT systems,

and the upgrade implementation went well, first time.

### How do you find the Service & Support

The customer service is amazing, and the Matcher team are so helpful. We can't avoid having some questions, but they are always ready to help out and whatever we want to implement is addressed by the Matcher team as they really listen to our requests.

### What else impressed you?

We use Matcher heavily for our audits in terms of witnessing and traceability and it's really helping us out, saving time on the reporting.

### What do your patients think?

We tell patients about Matcher from the beginning of their treatment and people feel much safer, knowing that their patient ID is being traced, that there is an electronic witness and record of it, and they can request those records whenever they need. We are very open about it and it gives them peace of mind.

### Overall comments?

We are delighted with Matcher and the way the system is working and most importantly for us, it's a reliable tool, giving our staff confidence and giving our patients peace of mind.