



CUSTOMER SPOTLIGHT:

Mako Medical Laboratories

In the summer of 2014 a small toxicology startup lab in Raleigh, NC put their trust in ApolloLIMS, and the CCS team, to help with the inception and eventual expansion of their lab. That lab is Mako Medical, and today they are one of the fastest growing laboratories in the United States.

Starting out with only a urine toxicology test menu, Mako now also offers Pharmacogenetics (PGx), Next Gen Sequencing (specifically for women's health), cancer testing and oral fluid toxicology. This year, they have outgrown their space in Raleigh and opened a second lab in Albuquerque, NM. Now servicing eight states, Mako's specialty testing areas include general practice, pain management, substance abuse and mental health. We were able to sit down with Josh Arant and Chad Price, co-founders of Mako Medical, to discuss the lab's journey to success and how ApolloLIMS has helped along the way.

Mako Medical prides itself on their skilled, sophisticated testing methods, automation and quick turnaround time.

"ApolloLIMS has helped bring a superior level of automation to Mako," noted Arant. "By using ApolloLIMS' Instrument and HL7 interfaces our workflow is completely streamlined."

Utilizing over 30 of these interfaces (including instrument, robotics, HL7 and billing) and the Web Outreach Portal, Mako has become a well-oiled machine clients can count on for their testing needs. Mako recently adopted ApolloLIMS' Auto-Verification tool to decrease their turn-around time even more.

Mako stands out from the competition by offering customized reporting to their clients. "The CCS team has been very successful with tailoring the reports exactly to our client's needs," mentioned Price. "It has been great to be able to have multiple reports set up in Apollo." These custom reports allow Mako to showcase the test results in an aesthetically pleasing way to their clients while still providing a comprehensive, easy to read report.

"We are grateful the CCS team has been so flexible with our needs," said Price. "The customization of features and processes in the LIMS have helped us along the way and continue to allow us to grow at a fast pace."

"I would recommend ApolloLIMS to labs currently searching for a LIMS," added Arant. "The team is nimble and customer centric."



For more information on Mako Medical Laboratories please visit makomedical.com.

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