

Wheel Case Study

Large-scale diagnostic solution scales test volume
by over 800% in 6 months with Wheel

wheel

Large-scale Diagnostic Solution

Rapid scale: 800% increase in test volume in 6 months

CONFIDENTIAL CLIENT PROFILE

- Nationwide specialty lab providing large scale, point-of-care diagnostic solutions for healthcare and consumer-facing clients
- Pride themselves on integrity and clinical applicability and appropriateness of lab testing
- Required a tech-enabled clinician network to achieve scale

CLIENT PROBLEM

- Existing prescriptive authority partner was slow to respond and inflexible
- New client opportunities required clinical oversight implementation within days, not months
- Stakeholders realized current partnership was biased and unresponsive to their needs

WHEEL APPROACH

- Offered a simple, FHIR API integration for rapid launch
- Sourced the right mix of clinicians on an ongoing basis for continuous, scalable coverage
- Provided a white-labeled care team, with clinicians trained in client's brand, technology, and protocols

RESULTS

- Increased test volume by more than **800% over 6 months**
- Achieved **100% adherence** to client's clinical quality metrics and consult SLAs

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WHAT'S NEXT?

- With the power of Wheel, this client is able to serve large scale testing programs with very little implementation and time to deployment. Next, the company is embarking on in-home, on-demand diagnostic services with clinical support from Wheel.

“When we found Wheel it was like a breath of fresh air. Your clinicians are amazing with our customers, and we’re confident they’ll have consistently great experiences. Communication is also important, and Wheel is always available to assist with our needs. We’re just so happy.”

- Sr. Director of D2C Services - National Lab Company