

Meeting Family Care Needs with a Revolutionary CBC Analyzer - Sight OLO®

At Dr. David B. Wheat's family practice, no two days are the same. Patients ranging from two weeks old to 103 years young come through the doors of the Clinton Family Care, experiencing every ailment imaginable. He and his team (including the beloved office dog, Dixie) pride themselves on offering diagnostic services and creating the familial atmosphere that patients need in both good times and bad. Dr. Wheat has turned to the OLO to deliver diagnostic results to his patients in just 15 minutes. The machine has helped the practice slash costs while also improving patient satisfaction, giving Dr. Wheat and his team more time to deliver the services his patients have come to know and trust.

Clinton Family Care Q&A with Dr. David B. Wheat



Family Practice Life

Why don't you give us an overview of Clinton Family Care. When did it start?

I've been a family physician since about 1980. I take care of people from birth to grave, essentially. I delivered quite a few babies during my tenure. I take care of the old, kids, and do sports medicine. I am basically a jack of all trades.

I've been in corporate medicine, sports medicine and the emergency room. Family medicine is truly more of a calling. We take care of patients the way we want to be taken care of. We laugh with our patients, we cry with them, we suffer with them in instances of death. It's a family. While other physicians may be hesitant to engage with patients on that level, I feel that most family physicians share my belief.

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In my family practice here, we've raised two babies - our front office took care of my grandson and one of our nurse's babies until they could walk. My daughter and son have worked here, and my wife is currently the manager of the office. Our dog Dixie works here, too. We consider her to be a therapy dog. Not so much for patients, but for us.

Prioritizing Patient Care

What are some of the types of patients that you typically see and treat?

I see patients everywhere from two weeks old to 103. I see sports medicine, and patients with hypertension, acute illness, and chronic illness. I like to do a lot of different things, and in this case, we have the ability to do it.

As a physician office lab (POL), how does having a CBC analyzer at your practice help you treat patients?

One of the things that we have here is the results, which is important to take care of your patients appropriately. Specifically, the CBC results can really help with diagnosing patients' conditions. We often use the CBC to check for blood loss, anemia, fatigue, elevated white blood count, bowel infections, viral infections and a multitude of other things. A CBC analyzer is handy because you get the results right there and then on the patient's actual clinical conditions beyond symptom presentation. What's more, when the results are available in minutes, we use this information to discuss with the patients during the same appointment and provide treatment recommendations before they leave the office.

Upgrading To Sight OLO

Did you have any problems with the type of equipment you used to perform your CBC test before installing Sight OLO?

We had two Abbott® machines in the past. The maintenance and repair costs are just absolutely exorbitant. We get three different materials for reagent, so we are constantly paying the price for that. Also, we found the servicing support wanting. Those were the main concerns that prompted us to look elsewhere.



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What attracted you to Sight OLO?

Number one, I liked the idea that it is mostly a software machine that takes care of calibration and maintenance without our staff. I also like the idea that the Sight team proactively monitors the performance of the device and addresses any issues over the internet if something goes wrong. It seems great to not have to go through the hassle of waiting for a technician to come by to service the machine!

We typically do between one to five CBCs per day, so a 15-minute turnaround time works well. The compact size also fits well in my lab and the test-kit can be stored without refrigeration and disposed of as regular clinical waste. For a family practice like mine, it's convenient to not have to deal with reagent storage and disposal.

What was the decision to deploy Sight OLO?

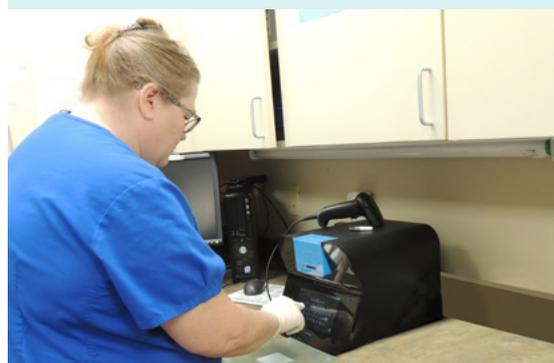
The number one reason to deploy OLO was to reduce overhead cost. With OLO, we do not need to manage all the reagents, diluents and cleaning supplies, in addition to the quality control materials, which can be quite a lot of administrative work for a lean staff like ours. Secondly, OLO can be serviced remotely and does not require maintenance by our staff. With our previous device, we had at least one week per year when the device was out of commission and some unplanned downtime for servicing, which impacted our clinic.

Can you tell me about the installation and training process?

Unpacking OLO and training staff was easy. It is pretty much a plug-and-play type situation. You take it out of the box and you plug it in. I think we spent maybe two hours going over everything and getting all the staff trained. We set up an old computer in the lab and hooked it up with the internet. It's very simple.



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Easier on The Tiniest Patients

Do you do a fingerstick or a venous draw sample for the CBC?

We typically do a venous draw on most of our patients. But with smaller children, the option of a less intimidating fingerstick is really nice. For people with poor veins, OLO's fingerstick method makes it easier for us to obtain a blood sample for CBC.

Can you tell me about your experiences using Sight OLO as a doctor?

I enjoy it. It's simple and easy to use. People want to help. It seems like they're very interested in my practice and in making sure that OLO does its job. Any questions or issues we've had were addressed very quickly. Most importantly, OLO helps me provide the best care possible to my patients.



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“The real value is customer service, and Sight is just exceptional. It's so far beyond anything I've seen in the industry.”





If you're interested in learning more about how OLO can benefit your practice operations, **email us at sales-us@sightdx.com**

For full indications for use and safety information please refer to the Quality and Compliance page at www.sightdx.com

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