

LIFESCIENCES

SAMEDAY

CASE STUDY | Medical

PROBLEM:

North Carolina Eye Bank is dedicated to helping people see clearly by providing eye tissue for transplant and research across the United States and around the world. Employees of North Carolina Eye Bank take great care and must move quickly and efficiently whenever the gracious and thoughtful gift of donation occurs. After the eye tissue is recovered, the donor's cornea tissue is carefully evaluated and screened to make sure that the tissue meets the standards for transplant. The donor's medical records are thoroughly screened and multiple blood tests are performed to assure the donor's corneas are safe for transplant. Only after a complete review of all final test results can the cornea be deemed suitable and released for transplant.

The shortest time frame from donor death to transplant is crucial to protect the viability of the cornea and improve the recipient's result. Employees of North Carolina Eye Bank were encumbered with scheduling logistics (finding flights, completing paperwork, etc.) which took time and focus away from their mission – providing quality, timely tissue donations to patients in need.

SOLUTION:

North Carolina Eye Bank's increasing workload, combined with the need to keep operational costs down, demanded critical thinking and problem solving with the help of DHL Same Day. DHL Same Day now coordinates all steps in the shipping process (paperwork, pickups, delivery, etc.) and provides a true one-stop-shop. Most recently, employee productivity increased through the use of DHL Same Day's Email Order Placement solution. (DHL Same Day provides state-of-the-art tools and technology solutions such as Email Order Placement, Web Order Entry and Pre-loaded Receiver Databases.) DHL Same Day and North Carolina Eye Bank continue to meet quarterly, working together to review and fine-tune processes. DHL Same Day knows that optimizing operations by even a small percentage increases the success rate of transplant surgeries.

RESULT:

North Carolina Eye Bank is now able to ship three corneas in the amount of time it took to ship one cornea previously. DHL Same Day eliminated redundancy and improved efficiency, traceability and deliverability.

North Carolina Eye Bank's reaction? *"We use DHL Same Day on average three times a day. DHL Same Day can pick up a cornea at night and get it to its destination faster than others. The value is incredible. As a non-profit, we needed an affordable solution and DHL Same Day is able to provide that for us. They are always working with us to improve our processes. Account management is reliable and accessible. Every shipment is important to us and they treat it that way."*



Client Info:

North Carolina Eye Bank

The mission of North Carolina Eye Bank is to recover, process and distribute ocular tissue for the restoration of sight through corneal transplantation and related medical therapy and research.

Web: www.nceyebank.org

About DHL Same Day:

A subsidiary of DHL Express, DHL Same Day has more than 30 years of experience in Next Flight Out, Hand Carry, Charter and Dedicated Drive delivery. Its global network provides superior service and local knowledge necessary to satisfy emergency shipping requirements.

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