

Skedulo for Labs & Diagnostic Imaging

Flexible, Powerful Scheduling for Mobile & Fixed Location Operations

Laboratory and diagnostic imaging operations regularly deal with time-sensitive specimens, an evolving set of safety protocols and regulations, and staff shortages – all while balancing a heavy workload and striving for high-quality client service to stand out in a competitive field.

The **Skedulo Deskless Productivity Cloud** helps labs and diagnostic imaging operations greatly simplify and proactively manage scheduling and staff utilization, equip employees with an intuitive app to help them perform their day-to-day operations, provide actionable analytics on their workforce, and reduce costs.

Book appointments against capacity

With Skedulo, clients are empowered to book appointments directly via a web-based portal. Capacity-based appointment booking flexes with the dynamic nature of your appointments and available staff.

Match the right staff member to the work

Matching the appropriate staff member to the appropriate client (and site, for multi-site operations) is critical. Skedulo simplifies the process in one convenient system, enabling you to:

- View and manage your service workload in an intuitive user interface,
- Automatically match the appropriate, properly certified staff member to your service workloads based on attributes and skills, and
- Optimize scheduling for maximum resource utilization and service efficiency

Make life easier for your staff

Laboratory and diagnostic imaging staff are valuable resources and the challenge to attract and retain skilled team members is considerable. The Skedulo mobile app provides your staff with an intuitive resource around the clock, enabling them to:

- View and manage their schedules as well as submit availability and unavailability requests
- Plan their day and navigate to work sites
- Deliver services while centrally tracking key information, and
- Communicate in real-time through a centralized in-app messaging center

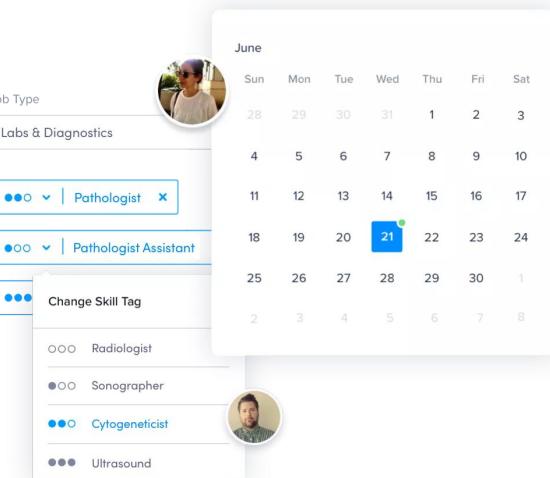
Mitigate Risk for Staff & Clients

Now more than ever, protecting both staff and clients is critical – and Skedulo keeps everyone safe through pre-appointment risk assessments, contactless signatures, and facilitating low- or no-contact interactions.

"I was blown away by the capability of the Skedulo team to quickly give us a solution we've been able to use for all our testing events. To date, we have now scheduled over 100,000 appointments in less than three months."

"At the height, we had 17 facilities running at the same time, and were managing hundreds of employees. Before Skedulo, it was very challenging to determine what staffing levels were needed. Now I can scale resources up and down based on what the data shows."

BioReference **Susan Aveta**
 LABORATORIES
 an **OPKO** Health Company Vice President of Phlebotomy, BioReference Labs



Improve client service while reducing no-shows

In addition to empowering clients to self-book appointments, Skedulo balances appointments to accelerate service execution and can even deliver pre-appointment surveys and convey appointment details, removing guesswork while eliminating missed appointments and ensuring a smooth client experience. In fact, Solace Pediatric Home Healthcare used Skedulo to reduce patient no-shows by 84%.

Connected and HIPAA-compliant platform

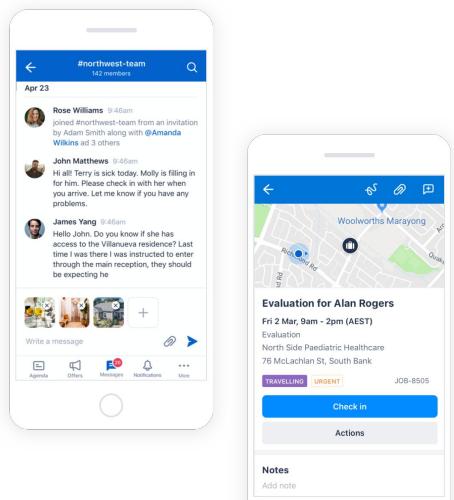
The Skedulo mobile app is HIPAA-compliant, so your team remains informed while keeping your client and patient information secure. Skedulo can integrate with other systems with our Lens API, so your data is connected to all your critical systems.

The Skedulo Deskless Productivity Cloud

The Skedulo Deskless Productivity Cloud delivers mobile workforce management and field service capabilities for labs and diagnostic imaging operations across four functional areas: Manage, Engage, Analyze, and Configure & Extend.

Manage

- Intelligently manage the schedules of your deskless workforce on one central platform
- From phlebotomists to diagnostic imaging technicians, Skedulo uses an optimization engine to automatically match the right resource with the right job, every time
- Skedulo automatically adjusts based on real-time availability in the event of last minute cancellations or staff issues



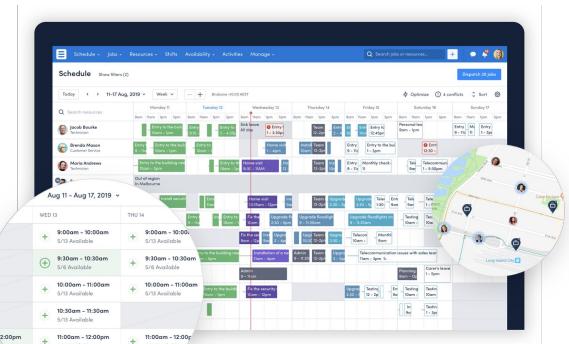
Analyze

- Gain a clear and deep understanding of your end-to-end operation and measure how effective and efficient your work resources are in real-time
- Increase workforce utilization by analyzing scheduling patterns to intelligently improve service delivery
- Extract insights to build new, innovative business models and workflows



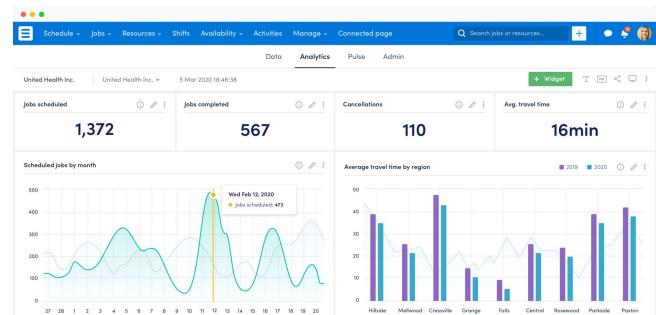
Founded in 2013, Skedulo is headquartered in San Francisco with offices in Australia, Vietnam, and the United Kingdom. Skedulo's leading Deskless Productivity Cloud solution powered by AI and machine learning empowers organizations to manage, engage and analyze their deskless workforce, supporting the 80% of global workers who don't work in a traditional office setting. Skedulo's platform helps enterprises intelligently manage, schedule, dispatch, and support deskless workers on the go, whether they are in fixed location facilities or mobile field workers on the frontline. Skedulo has enabled hundreds of organizations, including the State of California, the American Red Cross, and DHL, to seamlessly schedule and service millions of appointments worldwide. The company has secured over \$40 million in funding to date, led by Microsoft's venture firm M12, Costanoa Ventures, and Blackbird.

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Engage

- Skedulo empowers frontline workers with a responsive app to complete work, deliver services, track details, and be as productive as they can
- Communicate and collaborate in real-time using integrated messaging for employees and customers
- And because remote work can mean remote locations with little connectivity, the Skedulo app works seamlessly online and offline



Configure & Extend

- Skedulo is a highly extensible, flexible, and configurable platform to connect with your existing technology ecosystem
- Scale to meet complex use cases and high volumes of appointments across multiple sites, job and resource types, and more
- Protect data with security capabilities including data encryption in flight and at rest as well as support for single sign-on, two-factor authentication, and user roles and permissions

skedulo.com