



**Sam Terese,**  
Chief Operating Officer,  
Alverno Clinical Laboratories

- 600+ active customers.
- Nursing homes
- Physician Offices
- Research
- Wellness Facilities
- Immediate Care Facilities
- Urgent Care Facilities

#### OUTREACH VOLUME

- 10-15% growth per year since 2003

## BUSINESS CASE STUDY

ALVERNO CLINICAL LABORATORIES, HAMMOND, IN

Sam Terese is the Chief Operating Officer of Alverno Clinical Laboratories. Alverno is a full service, community based, medical laboratory servicing 28 hospitals and a large outreach business. They are a joint venture of the Sisters of St. Francis Health Services of IN., Resurrection Health Care of Chicago, IL and Provena Health of IL. This makes Alverno one of the largest cooperative of hospitals functioning with an integrated delivery system in their Midwest region.

***“The product is very reliable; I can’t recall the last time CareEvolve was down.”***

Alverno purchased CareEvolve in 2003, making them one of CareEvolve’s first customers. Since 2003 the CareEvolve web portal has been a critical part of the Outreach offering. *“CareEvolve is easy for the clients to use; it is functional and does the job for which it is intended. At the end of the day that is what is important. The product is very reliable; I can’t recall the last time CareEvolve was down.”*

***“Outreach partners (like CareEvolve) are an extension of our laboratory. We must be able to respond to our clients’ ever changing and evolving needs.”***

The ease of connectivity is a real advantage for their operations. Approximately 25% of their outreach clients do electronic ordering. Some of their larger clients have recently introduced wellness programs and CareEvolve is the connectivity link between their lab and the client’s Wellness software. *“Outreach partners are an extension of our laboratory. We must be able to respond to our clients’ ever changing and evolving needs.” Like many COOs, Sam is under pressure to grow the outreach business and, in CareEvolve, he has a willing, responsive, reliable and responsible outreach business development partner.*

***“It is a great reflection on the company that if we need something resolved we can make one phone call and it will be done.”***

Sam likes that CareEvolve is small enough that he can speak to the president, and large enough to provide support and responsiveness. *“It is a great reflection on the company that if we need something resolved we can make one phone call and it will be done. Never underestimate good old-fashioned customer service as a benefit!”*