



brother®  
at your side



brother®  
at your side



## QL-570

The QL-570 prints high quality labels quickly and easily, whether you need just one, or a series of labels. The new slim design looks great on your desk and will soon have your office looking professional and organised.



- Direct thermal print method - means no ink or toner required
- Print multiple label sizes via PC
- Up to 62mm label width
- Up to 68 labels per minute print speed
- A great choice of die cut & continuous labels
- Easy to install label rolls
- USB interface
- Automatic cutter
- 300dpi direct thermal printing

For further information please visit our website

[www.brother.co.uk/labelling](http://www.brother.co.uk/labelling)

Brother UK

Shepley Street, Audenshaw

Manchester, M34 5JD

Telephone: 08444 999 444 Fax: 0870 830 4031



# together

EasyLabeller +  
Library House Surgery

“ Brother’s labelling machine was  
such a time-saving device, every  
member of staff wanted one! ”

PROFESSIONAL,  
ACCURATE  
LABELLING

EASY TO USE,  
SAVING TIME  
IN THE OFFICE

VERSATILE  
PRINTING DIRECT  
FROM YOUR PC

## Customer

Library House Surgery,  
Chorley, Lancashire



## Challenge

Library House Surgery wanted a more efficient solution for preparing forms and labelling sample bottles for their busy clinics.

## Solution

All members of staff were provided with Brother's high speed QL-570 labelling machines with EasyLabeller software.

## Benefit

There has been a noticeable reduction in the time it takes to prepare forms and sample bottles for phlebotomy clinics. There has also been a reduction in errors and rejects from pathological laboratories.

## OVERVIEW OF CUSTOMER AND THEIR CHALLENGES

Providing services for Central Lancashire PCT, the Library House Surgery is a large Group Practice of Eight Partners and three Practice Nurses, serving 16,500 patients in the area. As well as all the regular doctor surgeries held each day, they also run a comprehensive list of special clinics including respiratory, diabetic, hypertension, childhood immunisations, healthwise and well women. All this activity meant that a large number of forms relating to blood tests, samples and requests for scans had to be completed. Blood and sample bottles also had to be accurately labelled with all the patient information. It was an important yet time consuming task. If the labels or forms had any information missing or couldn't be read accurately, it could result in a delay in a patient diagnosis, so accuracy and speed was vital.

In such a large surgery every member of the practice needed the machines in order to be able to perform their jobs quickly, accurately and increase the time they could spend with their patients. Jenny Parry, Practice Manager said, "We were able to demonstrate that if every member of our team had a labelling machine on their desk we could reduce the amount of form filling in by hand, saving our time as well as reducing the number of mistakes and delays of samples getting to the laboratory. Everyone was adamant that they needed a machine of their own. The staff were like children in a sweet shop, they just wanted them and that was that!"

## SOLUTION

Library House Surgery were already using Brother's QL-570 label machines in association with EasyLabeller software in their admin office. The best option was to buy everyone the same machines.

The QL-570 is a slim machine that fits neatly onto a desk and produces high quality labels quickly and easily. The EasyLabeller software works seamlessly with EMIS, to enable the staff to print labels for patient records directly from this clinical system.

The printers use direct thermal printing onto continuous rolls and an automatic cutter. With no ink or toner there's no mess, no waste or need to buy consumables, just the rolls of tape.

“We've considerably reduced the amount of time we spend preparing forms and samples and practically eliminated returns from the pathology labs. We are just so much more efficient and professional now and can spend more time with our patients.”

Jenny Parry, Practice Manager



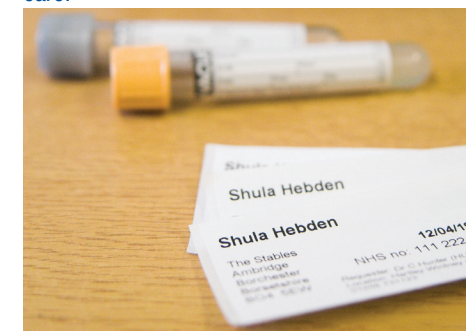
## CONCLUSION

Jenny Parry confirms that all the staff are more than happy now that everyone has their own machine. "They are just so useful in our daily work we just wouldn't be without them now. The machines worked with our old system iSOFT Premiere and since we've moved to EMIS they work with that clinical software just as well. We bring up a patient's details on screen when we are dealing with a patient so if there is a need to fill in a referral form or a blood sample form, all the information can be captured instantly and printed onto a label in seconds. Previously we would either have to go into the main office to get a label printed out or we would have to write it out by hand, which could take some time. All that information is on screen so all we need to do is capture it and hit print, it's easy. And we can print another label for the sample bottle, which is much easier than writing on a bottle label."

One of the most important benefits is the accuracy of using a labelling system. Jenny explains, "With hand written labels and forms there was always the risk of mistakes being made or delays because the labs would have to send back samples due to illegible writing. It is very difficult now to make a mistake. You are capturing the information from the patient

records so if that is accurate, your label will be 100% accurate. It is also done instantly while the patient is there, so we are less likely to make a mistake mixing up sample bottles and forms. The labels are printed clearly and accurately, it's just a much more efficient system."

Jenny also appreciates that the machines are very low maintenance. "The printers do not need ink or toner so I don't have to order or mess around refilling the machines. Even the doctors know how to refill the rolls of labels so everyone is self sufficient using their own machine, which is great, it just cuts down on administrative tasks all round and we can concentrate on patient care."



\* EasyLabeller is distributed by Control IT Ltd.