



Agilent Case Study: Dako Omnis and FISH

Hato Rey Pathology Associates, Inc., San Juan, Puerto Rico, USA

Agilent
Dako

Background

Hato Rey Pathology Associates, Inc. (HRP Labs) is a state-of-the-art, full service laboratory with its primary location in San Juan that serves 13 hospitals, numerous clinics and private medical offices around the island of Puerto Rico. They offer patients fast and high quality diagnostic service, combined with personal consultation with their 19 specialized pathologists.

HRP Labs' first Immunopathology Laboratory is located in one of its three processing locations in the city of Caguas, and headed up by Clinical Lab Director Luis Ferrer Torres, MD, FCAP. The lab was one of the first labs in the world to implement Dako Omnis, with two of the instruments in their busy lab since 2013. An interview was conducted in December 2019 with Dr. Ferrer to find out how the experience with Dako Omnis has been over the last several years.

An easy transition

When HRP Labs decided to be one of the first labs to purchase Dako Omnis, a seamless installation, training and introduction period were vital to ensure a successful transition. The entire process was completed quickly and without complication by the Service and Support team. "The team really went the extra mile, being here as needed and working with me," said Dr. Ferrer. The positive experience they had led them to add a second Dako Omnis instrument and enter into a long-term agreement with Agilent.

Since then, Dako Omnis has proven to be an uncomplicated, fully automated system for the lab staff in their daily work. The intuitive interface guides the user through every step. "Learning how to use the instrument was simple. It's completely automated, very easy to use and easy for us to work with on a daily basis," he said.



Luis Ferrer, MD, FCAP
Clinical Lab Director
Hato Rey Pathology Associates, Inc.
San Juan, PR, USA

Fast, high-quality results for patients

For Dr. Ferrer, his full focus is on the patient. "I am extremely pro-patient," he said. "Everything I do is for them." Dr. Ferrer is focused on ensuring that their lab can provide the best, most cutting-edge diagnosis to patients in Puerto Rico. Urgent patient cases on the island are handled with ease now, thanks to Dako Omnis. Single STAT cases can be loaded at any time, without disturbing workflow or compromising throughput. Dr. Ferrer also appreciates the overnight programming. "Patients need answers within 24 hours, and we can easily do that with this instrument," he said. "The overnight capability is also wonderful. I can leave the lab and have results ready the next morning at 8 a.m. Turnaround time has improved because of this. It is one of the best features."

Dr. Ferrer is also happy with the diagnostic quality they get with Dako Omnis. "We feel comfortable with Dako Omnis. It's all under control with this instrument, and I have full confidence in the results we get," he said. "In addition, the quality of Dako antibodies, reagents and detection systems is impeccable. The patient is waiting for a treatment, so things have to run smoothly, and they do with Dako Omnis."

FISH in a flash

HRP Labs has been running automated FISH on Dako Omnis for the past two years, with great success. "FISH is much more delicate than IHC. Dako Omnis eliminates any human errors in FISH and performs it technically perfect... something that is not possible with manual techniques," said Dr. Ferrer. The lab recently added the new NTRK FISH probe on Dako Omnis, with good results, and is now successfully running 15 FISH probes on the instrument.

Integrating FISH workflows consisting of different sample types, protocols, and demands for quick turnaround times is a challenge for many laboratories. Traditional hybridization assays require overnight probe incubation to ensure optimal hybridization efficiency, but with IQFISH Fast Hybridization Buffer, the hybridization phase of a FISH assay can be completed in 1-2 hours and the entire assay can be completed in a half of a day. This has allowed them to integrate FISH into their IHC workflow and has meant a greatly reduced turnaround time. "The IQFISH Buffer combined with Dako Omnis is fantastic. Our FISH is so much faster now. Our turnaround time is now just two hours, as opposed to six hours as it was previously."

A partnership built on trust

Like any good relationship, the one between Agilent and HRP Labs is built upon teamwork and trust. The Agilent team works hard to ensure that the lab's needs are always met. "The service we receive is excellent. I am grateful to Agilent. They have helped patients in Puerto Rico get the standard of care that they deserve."

The lab also doesn't have to worry about unexpected costs from Agilent, like with other vendors. Their pricing is always transparent and as agreed. "Our invoices are what we expect them to be, and there are no surprises. Our pricing is completely transparent," said Dr. Ferrer.

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Summary

When asked to summarize his experience with Dako Omnis and Agilent, Dr. Ferrer replied, **"This instrument has transformed our lab and the customer service has been wonderful. I would tell other labs to go for it. I fully recommend it."**

For more information on Dako Omnis, please visit www.agilent.com