

What Our Customers Say

ePlex® Respiratory Pathogen Panel 2 (RP2) Delivering Rapid, Precise Results to Clinicians

Published September 2020



Graham Regional Medical Center Graham, Texas

- 28-bed hospital
- Serves large geriatric population

The Urgent Need

With three nearby lakes that draw vacationers and four senior residential facilities in town, including one of the few ventilator nursing homes in the state, the small rural hospital west of Dallas typically experiences a flood of patients during the flu season. When COVID-19 surged in Texas – with flu season just around the corner – the hospital sought a rapid testing solution to achieve accurate results for COVID-19 as well as a wide range of other pathogens.

The Solution

Graham chose the GenMark ePlex RP2 Panel, which identifies the cause of common flu-like symptoms (such as fever, cough and body aches) and delivers those results in under two hours. RP2 tests for more than 20 pathogens, including SARS-CoV-2 (the virus responsible for COVID-19), influenza A and B, respiratory syncytial virus (RSV) and rhinovirus.



Teri Robertson, BSMT
Laboratory Director

What drove you to choose a multiplex upper respiratory infection testing system?

Syndromic tests provide peace of mind. You're not second-guessing yourself or spending money for retesting. They also provide results quickly, which is more important today than ever. Since implementing ePlex RP2 Panel, we went from a 7-to-10-day turnaround time to getting results in under two hours. On average, we're running about 20-25 tests a day, which is a lot for our hospital. Now we can get an accurate and precise picture of the disease process going on, which is really critical, especially with our population and nursing home clientele.



What are the benefits of ePlex RP2 Panel?

I see the importance of the RP2 test every day. Medicare reimbursements are going the way of PCR testing and we have to go that way to survive. In addition to that, RP2 helps us manage our bed capacity and resource pool – if an employee starts exhibiting symptoms, we're able to quickly get results and make accurate, informed decisions.

How has implementing the ePlex RP2 Panel impacted patient care?

RP2 ensures we can provide cost-effective, precise, accurate tests for our patients and staff, and everybody feels better knowing we can get expedited test results. We were really excited about getting specimens tested in-house, which reduced patient length-of-stay immediately. We used to have to send many pediatric patients that came to our emergency department to another hospital. Using RP2, we know which patients we can confidently care for and which patients should receive more specialized care elsewhere. For example, if I've got a child who tests positive for rhinovirus and nothing else, I understand why she's got a fever and feel comfortable keeping her here to treat her for that infection.



Is the ePlex RP2 Panel convenient?

It's extremely easy to use, and requires limited hands-on time. The learning curve for installation and training was very short. Everybody feels comfortable using the analyzer – it's the easiest one to use that I've seen. The test cartridge is a lot more contained, there are not as many moving parts. They've got it down to a one-step process.

Can you provide an example of how the ePlex RP2 Panel has helped you better manage care?

As part of our pandemic protocol, we check our healthcare providers' temperatures three times a day, and one of our nurses recently spiked a fever during her shift. We took a sample to run an RP2 test and sent her home. Within two hours, the test result indicated she was negative for COVID-19 but positive for rhinovirus (the common cold), so she was able to come back to work as soon as she recovered. A negative result for COVID-19 alone would not have given us the confidence to bring her back to work without knowing the cause of her fever. RP2 is critical to help us ensure we have staff available to treat patients, especially during the pandemic and the flu season.

Why did you choose the ePlex RP2 Panel over other molecular syndromic tests?

GenMark is very responsive, even to smaller clients like us. They know our limitations and our challenges in caring for our population. GenMark devoted the time I needed, fully explaining the platform. I spoke with other customers in the market and their feedback further convinced me GenMark was the clear choice. GenMark provides excellent day-to-day customer service, which is really important to me, and that value has become even more evident during the pandemic. At one point we needed more QC material to keep us on track with our verification, but our distributors' website said it was backordered. I called GenMark and asked if they could help and the next day, they sent me material I could use to continue my verification testing.

For more information, visit [genmarkdx.com](https://www.genmarkdx.com)



GenMark Diagnostics, Inc.
5964 La Place Court
Carlsbad, CA 92008
USA

GenMark Diagnostics Europe GmbH
Turmstrasse 28
6312 Steinhausen
Switzerland