

## Case Study

# BioReference Laboratories

### Customer Profile

BioReference Laboratories is a wholly owned subsidiary of OPKO Health, Inc., a multi-national pharmaceutical and diagnostic company. Founded in 1981, BioReference is the third largest full service clinical diagnostic laboratory in the U.S. providing testing and related services to physician offices, clinics, hospitals, long-term care facilities, employers, governmental units and correctional institutions. The company offers a comprehensive test list focusing on molecular diagnostics, anatomical pathology, genetics and women's health. Moreover, through its GeneDx subsidiary, BioReference has an international presence in more than 50 countries around the world. The company services multiple markets through several specialized business units, each with its own dedicated sales team and highly-trained support personnel. These include women's health, oncology, genetics and a lab division focused exclusively on the nation's expanding Spanish-speaking populations.

### Business Challenges

BioReference Laboratories did not initially utilize a third-party background screening provider. They would perform background checks and drug screening in-house, which would lead to a variety of employee relations and compliance issues. As a company who would run over 1,200 background checks per year, BioReference Laboratories needed to have a background screening provider and program in place that enabled them to hire the best field team to represent their organization.

### Solution

Since 2015, Sterling's sales and account teams have worked closely with the HR team to tailor a background check process to fit BioReference Laboratories' various needs. The screening program, including drug screening, verifications, criminal checks and driving record checks, gives the BioReference team peace of mind that they are hiring the best representatives for their company.

### Results

After developing a robust background screening program with Sterling that follows hiring compliance guidelines, BioReference Laboratories has seen a positive difference in the quality of their new hires. They have also found that the employee turnover rate has been reduced because the candidates show more interest in wanting to work for the company. Sterling integrated with BioReference's ATS system reducing the entire hiring process enabling the HR team to streamline the new hire program.



### About

BioReference Laboratories is the third largest clinical laboratory in the US.

**Industry:** Healthcare

**Location:** Elmwood Park, NJ

**Employees:** 2,500-4,999

### Key Features

- Hired more quality candidates with the help of a structured background screening program through Sterling.
- Integration of background screening platform with ADP allows for quicker turn-around time and faster hiring process.

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*From a compliance perspective, we feel more protected by outsourcing our background checks and drug and health screening to Sterling.*

- Robert Jameson,  
Manager HR Analytics &  
System Support