With more than 20 years of LIS experience, the scalability and flexibility of Orchard’s laboratory information systems facilitates an advanced level of configurability that enables Orchard to support a diverse client base. More than 1,500 laboratories across the country have turned to Orchard Software—including all types and sizes of multi-site and multi-specialty clinics and physician office laboratories, hospitals, regional reference labs, fertility clinics, veterinary labs, university student health services, research laboratories, pain management clinics, and public health organizations.

Decorated Product Suite Empowers Laboratories of All Sizes
Our award-winning laboratory information systems utilize process automation, robust interface and integration tools, and rules-based technology to simplify laboratory workflow and expertly address regulatory and integration issues. Orchard offers the following products:

- **Orchard® Harvest™ LIS** – with a Microbiology module available
- **Orchard® Pathology** – designed for the comprehensive pathology lab
- **Orchard® Copia®** – a SQL-based, Lab/EHR integration engine designed for complex outreach
- **Orchard® Trellis™** – a POC testing management and integration system
- **Orchard® Sequoia™** – an enterprise-class LIS developed to meet the needs of larger laboratories

Goals & Strategic Vision
Orchard’s strategic direction is driven by our customers, our prospective customers, and the future needs we foresee within the healthcare marketplace. Our products constantly evolve, directed by customer input and feedback. At the same time, we look to the future in anticipation, developing our software to support the current trends shaping the diagnostic industry and its role in patient care.

Orchard’s Involvement in Laboratory Industry Standards Development
Orchard is actively involved in the development of universal industry standards that promote interoperability and connectivity. This includes projects aligned with the Office of the National Coordinator for Health Information Technology (ONC HIT), Health Level-7 (HL7), the IVD Industry Connectivity Consortium (IICC), and the Clinical and Laboratory Standards Institute (CLSI).

About Orchard Software
www.orchardsoft.com
(800) 856-1948
Automatic reimbursement screening using integrated ICD-9/ICD-10 support
Rules-based decision-support and error-proofing technology
User-configurable patient report formats
Tools for data mining and business analytics

Simple software for viewing POC orders and results before releasing them to your EHR
Enables the printing of bar code labels at testing locations
Tools for managing your POC testing QC
Cost-effective and easy to use, install, maintain, and upgrade

Orchard’s new enterprise-class LIS built on Microsoft® SQL® Server Enterprise Edition architecture
Single application with a segmental design
Multi-tier structure with web services connectivity for maximum scalability
High-availability and disaster recovery

An all-inclusive CP/AP information system
Designed for clinical, molecular, and anatomic pathology testing and reporting
Consolidated results on a single patient report
Structured data for synoptic reporting
Orchard® Web AP for remote user access

As we prepare for fundamental changes in medicine and look toward the next 10 years of continued growth, being able to work with partners like Orchard that help us maintain operational efficiency is a dynamic asset.

- Dr. Simeon Schwartz, WESTMED Medical Group

Return on Investment
Without a lab system, laboratory testing—from requisition to result—is a labor-intensive, time-consuming process involving a large amount of paper and inviting the possibility of human error. This can lead to incorrect results, reimbursement problems, or delays. Allow Orchard to improve your workflow and support your laboratory’s contribution to the shared savings and patient-centered healthcare model.
Important of Structured Diagnostic Data
Structured diagnostic data, discrete and codified, is essential to the future of healthcare and the development and utilization of personalized medicine. Orchard’s systems store data in discrete fields that enable EHR integration and enhance data mining for evaluations, correlation studies, and analytics, as well as for regulatory and quality assurance reporting.

Provide a Fully Integrated Solution
With Orchard, instrument and system integration provides an automatic and seamless flow of data, allowing your laboratory to improve patient care by reducing errors, saving time, and speeding up the results delivery.

Exchange Structured Data Using Industry Standards
Orchard’s systems use Logical Observation Identifiers Names and Codes (LOINC) and/or Systematized Nomenclature of Medicine—Clinical Terms (SNOMED CT) in HL7 messages to facilitate the exchange and pooling of results, and to optimize clinical care, outcomes management, and research.

View a list of Orchard’s host, reference lab, and instrument interfaces at www.orchardsoft.com/interfaces-integration
Rules-based Decision-support Technology

Orchard’s advanced configurable rules improve workflow efficiency and error-proofing by aiding in decision making throughout the total testing process. This ensures the consistent execution of procedures and increases the productivity of your laboratory.

Rules Facilitate Accurate Processing of Lab Orders
Use order entry rules to manage test orders. Split an order into two or more orders based on sample handling requirements, tube types, sample types, testing locations, etc., or when orders need to be deferred because of a batch testing schedule to ensure that no tests are missed and specimen storage requirements are met.

Automatic Label Printing Rules Increase Patient Safety
Bar code label rules can help streamline the processing area of the laboratory by automatically printing labels when certain tests are reflexed or by printing master labels for batch scanning of laboratory requisitions. Additionally, Orchard’s systems implement the Clinical and Laboratory Standards Institute (CLSI) recommended label printing format, AUTO12-A, to comply with industry standards and to reduce errors associated with the lack of bar code label standardization in laboratories.

Enhance Test Utilization
As monitoring test utilization becomes more important, Orchard’s systems’ decision-support rules allow users to work closely with ordering providers to eliminate obsolete testing, avoid unnecessary test combinations, and eliminate non-value added tests, contributing to overall improvements in the quality of patient care.

Develop Sequential Test Protocols with Cross-panel Rules
Cross-panel rules allow rule conditions to be based on results from multiple tests within a panel or order, thereby simultaneously supporting low and high testing cascades that promote the most efficient testing sequences for providers and their patients. This ensures that only necessary testing is performed, eliminating waste and saving healthcare dollars.

Result Auto-verification Maximizes Efficiency
Improve productivity by using Orchard’s result evaluation rules to set up auto-verification of normal results, freeing up valuable tech time to concentrate on other job duties and allowing you to increase productivity without adding FTEs. Depending on your lab menu and patient population, 40% to 80% of results may qualify for auto-verification.

Automate QC with Rules
The rules available in Harvest LIS to set up and monitor quality control save time and enable thorough preparedness for inspection of your laboratory’s QC. Rules are available to automatically order QC when a test is ordered or to stop test approval until QC is ordered or approved, ensuring that no patient results are approved without proper QC.

Rules Enable Multiple Result Delivery Options
Eliminate time-consuming, error-prone manual steps by using Orchard’s systems’ rules for result delivery. Automate the delivery of reports based on many conditions, including the provider, order location, draw location, test location, reporting group, or order priority.

Streamline Billing with CPT Code Rules
Having a billing interface in place can improve coding accuracy and therefore increase reimbursements. Design CPT code rules to automatically consolidate or change billing codes when required by testing rules. For example, users can add required billing modifiers or change a CPT code from a screening code to a diagnostic code based on ICD-9/ICD-10 and insurance carrier.

Use Rules to Schedule Messages that Improve Workflow
Eliminate "sticky notes" with Orchard’s systems’ Message Center—a simple and extremely useful tool that can be utilized to enhance laboratory workflow and facilitate communication. For example, reminder messages can be scheduled for specific workstations interfaced to analyzers on the day and time of a scheduled maintenance or on a linearity testing due date, making it easier for technologists to remember important “to-do” items.
Data Analytics Support Business Intelligence

Orchard knows that one of the most important functions of any laboratory information system is the ability to use the data contained in the system for various reporting needs and quality assurance initiatives. Orchard’s systems provide the ability to easily and efficiently report information on any field in the database via a straightforward graphical user interface built directly into the software.

Orchard’s Data Analytic Tools Provide Valuable Insights

The numerous monitoring and reporting tools made available by Orchard’s data browsing strengths can generate valuable business and laboratory analytics. For example, monitoring of patient means by analyte to discover shifts between reagent lot numbers or tracking of specific diagnoses or abnormal test results to manage disease populations. Use performance analytics from Orchard’s data browsers to supplement EHR systems that may not be capable of compiling the information.

Reports without Complicated Programming

Having all the data compiled in the LIS in a structured format allows the lab to have its own report-writing tool, eliminating the need for separate data mining programs (e.g., Crystal Reports) or additional IT support to develop lab reports. Using Orchard’s data mining tools, you determine search criteria and view results that match those criteria, compiling data from a multitude of different fields. Report data may be exported to Excel and scheduled to print, fax, or email at the desired time.

Real-time Lab Data Analysis

Monitor the status of the testing process in your lab minute by minute. Set up data mining browsers to update in a real-time scenario, keeping you up to date on order choice statuses, STATs, and turnaround times.

Pre-set Administrative Reports Add Value

Orchard’s systems offer an ever-expanding menu of pre-set report formats available for laboratory documentation and tracking. For inspection readiness, you may use the Test or Order Choice Utilization Reports to determine your test volume. Or select the Provider Utilization Report to track provider statistics such as variations in ordering patterns.

Perform Detailed Queries to Increase Productivity & Quality

Use Orchard’s data mining tools to write detailed queries and save criteria for recurring reports. For example, use the Result Browser to monitor a technologist’s or phlebotomist’s productivity or determine the frequency of each order choice or test. Use the pivot table functionality to see trends and patterns at a glance or format the data into a pie or line graph with one click.

View examples of Orchard’s administrative reports at www.orchardsoft.com/AdminReports

A large menu of pre-set reports (e.g., test utilization, overdue specimen, etc.) is available and easily generated for your laboratory documentation and tracking needs.
Professional Installation Process

We understand that the foundation for long-term customer satisfaction with your Orchard lab system begins with a smooth installation process and complete training. For every installation, a dedicated, professional installation team is available to ensure your thorough understanding of the system and to ensure that your system is working to maximize your laboratory’s productivity.

Customized, Five-step Installation Process
Orchard utilizes a five-step implementation methodology as a guideline for every new installation. We understand that each implementation is different, therefore the installation process is customized to fit the needs of the client while still following the basic structure.

Certified, Professional Installation Teams
Many of Orchard’s Systems Engineers (SEs) are nationally certified laboratory technologists and have laboratory management experience. Additionally, many of our Project Managers (PMs) are certified Project Management Professionals (PMP). Each has been thoroughly trained to enhance your laboratory’s workflow and maximize productivity through your Orchard laboratory system.

Database Team Streamlines Process
In order to streamline the installation process, Orchard’s database team builds your initial database based on information provided prior to installation. Then, in the training class, you have the opportunity to continue to configure your database that will later be installed at your facility. This saves valuable time in the installation process, and you get to learn while using your own data.

Onsite Personalized Training
Because each laboratory is unique, Orchard customizes training to fit the specific needs of your laboratory. No matter how big or how small your installation, Orchard provides each customer with on-site personalized training. Additionally, Orchard provides a System User Training Checklist that you can utilize as a resource when training current and future employees.

Post Install: Advance Care Team (ACT)
After go-live, your facility needs are placed in the hands of an ACT Technician, who will serve as your main point of contact for the initial post go-live phase. The dedicated ACT technician is specifically assigned to your account and has studied the details of your installation, providing you with an advanced level of support that accommodates your specific needs early on in the live environment.

Orchard Software Implementation Methodology

PLANNING
- Contracts
- Project Planning
- First Call
- Hardware & Networking Call
- First Things First Introduction
- HL7 Integration Introduction

INSTALLATION
- System Hardware & Network
- Production & Test Environments
- Software
- Data
- Remote Training
- Web-based Training

CONFIGURATION
- Interfacing
- System Verification
- On-site Training

VALIDATION
- Integration Validation
- Result Delivery Validation
- Client Training
- Integration Testing

PRODUCTION
- System Go-Live
- Post Install Support
- Ongoing Support
ASCLS P.A.C.E.® Accredited User Training

Orchard knows that the better trained you are on your lab system, the more you can take advantage of each of the features to enhance your laboratory’s productivity. To maximize your use of Orchard’s products, we offer training classes throughout the year at our headquarters in Carmel, Indiana. Several of the classes are accredited through the ASCLS P.A.C.E.® program.

User Training for Every Level

For new users, training classes encompass the concepts and skills required to work with your Orchard Systems Engineer to configure and implement Orchard’s products. During class, you actually begin setting up your system using your own laboratory database. Advanced classes present the newest features in the latest version of the software, how to maintain your system, and tips and tricks on maximizing your use of Orchard’s products to benefit your lab.

eLearning & Virtual Training

To supplement our traditional classroom training and support users who are unable to attend our in-person sessions, we created a blended learning approach. We offer interactive training modules that can be consumed remotely. Each session is focused on a specific component of our system, enabling you to select the topics that are most relevant for your staff. Sessions are available 24/7, so you may view the tutorials at your convenience.

<table>
<thead>
<tr>
<th>Orchard Training Class</th>
<th>P.A.C.E. Hours</th>
<th>Class Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harvest LIS Administrator</td>
<td>19</td>
<td>• For new users prior to install</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Work in your own database</td>
</tr>
<tr>
<td>Harvest LIS Advanced User</td>
<td>30.5</td>
<td>• Learn the latest features</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Meet with development</td>
</tr>
<tr>
<td>Microbiology Module</td>
<td>22.5</td>
<td>• Learn Micro-specific setup and features</td>
</tr>
<tr>
<td>Pathology System Administrator</td>
<td>29.5</td>
<td>• For new users prior to install</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Work in your own database</td>
</tr>
<tr>
<td>Copia System Administrator</td>
<td>N/A</td>
<td>• For new users prior to install</td>
</tr>
<tr>
<td>Copia Integration Training I</td>
<td>N/A</td>
<td>• Learn how to handle your own interface needs</td>
</tr>
<tr>
<td>Copia Integration Training II</td>
<td>N/A</td>
<td>• Builds upon Copia 1 class</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Learn to customize interfaces</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Discuss your current projects</td>
</tr>
</tbody>
</table>

Training classes are offered to enhance your understanding of the features in Orchard’s systems and allow you to maximize the use of Orchard’s products.
Reliable & Complete User Support
Orchard's Technical Support is available via telephone 24/7/365. The Technical Support Center is staffed from 7 A.M. to 7 P.M. Eastern Time, and is on-call during evenings, weekends, and holidays. One-on-one technical assistance from our highly proficient support team is available whenever you need guidance. Also, with any of our support options, software upgrades are included and available as they are released for installation at your convenience.

Multiple Support Options Provide Full System Protection
Orchard offers three support options, so you may choose the option best suited to your organization's needs and budget. Our standard Silver support package provides software upgrades and 24/7/365 telephone technical support. Gold support includes a seat at Orchard's Advanced User Training class for you or a member of your staff, including hotel accommodations, meals, and airfare. Platinum support is our premier level, adding a week-long, on-site visit by one of our Systems Engineers to assist with system expansion, host or instrument interface configuration, system evaluation, additional training, or other specific needs.

Manage Support Tickets Online
In order to maximize your time usage, you may submit support tickets online; we normally contact you within 24 hours of your request. In addition, you have the ability to review your facility's open and closed tickets online.

Request for Modification Process Allows Orchard to Grow with Customers
Because Orchard is interested in continuing to grow with customers and meeting their needs, we offer a request for modification process. Most enhancement requests receive programming attention and are scheduled for release for all customers in the next major version, with no monetary commitment from the requesting user. For unique, custom features, Orchard will contract with you to provide a solution.

SILVER
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to the Orchard Resource Center (ORC)
- Access to Orchard's online forums

GOLD
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to the Orchard Resource Center (ORC)
- Access to Orchard's online forums
- One seat for an Orchard Harvest LIS Advanced User Training Course at no additional charge

PLATINUM
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to the Orchard Resource Center (ORC)
- Access to Orchard's online forums
- One seat for an Orchard Harvest LIS Advanced User Training Course at no additional charge
- One scheduled, week-long visit from an Orchard Systems Engineer at your facility for designated tasks
Orchard's annual User Group & Symposium combines sessions to keep laboratorians up to date on relevant healthcare changes, with in-depth information on how to maximize the use of Orchard's products.

**User Group & Symposium Provides Networking Opportunities**

Orchard's annual User Group & Symposium for current and prospective users offers an opportunity to meet key Orchard employees, network, and share ideas with other users, and is offered at no charge. Keynote speakers and numerous breakout sessions provide attendees with ample opportunity to learn more in-depth information about Orchard Software and our products, as well as how important changes in healthcare are impacting laboratory medicine.

**Orchard Resource Center Offers Abundant Resources**

We want to make the information that is most relevant to you easy to access. The Orchard Resource Center (ORC) at [orc.orchardsoft.com](http://orc.orchardsoft.com) is a robust knowledge base containing the latest product, company, and industry news and customized features tailored to your account. Additionally, the ORC offers an expanded section that includes hundreds of helpful articles, an online user forum, newsletters, and blog posts to provide you with answers, ideas, and tips to ensure you are supported in every way.
Below are anonymous Orchard customer quotes from the KLAS research:

“We feel Orchard continues to provide tremendous support and service. They have a deep industry knowledge and a great vision. They definitely know where the industry is going and what they have to do to provide enhancements to keep our system at a state-of-the-art level. The management at Orchard manages to stay ahead of the technology curve.

- Manager

One thing I love about Orchard is that they are very knowledgeable about laboratory systems. They understand us and what we are trying to do here. They stay up to date on the latest technology, practices, and the like. Instead of our clinic conforming to their program, they create the LIS around the top-end laboratory practices.

- Manager

Orchard has really wonderful people to work with. They are professional and responsive. The management staff is end-user driven, and this filters down through the ranks. Orchard has maintained their high-quality service even though they have grown, and that is because they care.

- Manager

We are quite pleased with Orchard’s ability to improve and enhance their software. In addition, the company continues to be fantastic to work with. They are very professional and treat us as a valuable installed site.

- Director

Orchard is looking forward to making their product better with new technology. I have liked any new system that they have shown me. This is the best system I have worked with. I have used four other systems and this is without a doubt the best one. I honestly can’t think of anything that I would add on or improve. Harvest LIS can graph things for me and do reports for me that are above and beyond even our hospital’s IT capabilities.

- Manager

They have a great management team. We can get a hold of them directly. They are helpful and they solve problems. It really is refreshing to work with them, and I don’t say that lightly.

- CIO

Orchard is an excellent company to work with. They are always polite, knowledgeable, and efficient in answering our questions and working on any issues. They give our clinic great flexibility so we can do what we need to do. Also, they don’t push their updates on us; instead, they allow us to complete the updates when we are ready and when it will benefit us. So there is great flexibility on our end. The product and company are amazing.

- Manager

Customer support and sales are top of the line at Orchard. Even as the company has grown, they have continued to give us the feeling that they are our local hometown business and that we are their priority.

- Director
From the seeds sown in our first installation in 1993, Orchard Software continues to grow and develop a comprehensive suite of lab information system solutions that empower the lab. Simply said, we are the best, and that is why laboratories of all shapes and sizes are harvesting the power of Orchard.