Orchard® Copia® is a SQL-based Lab/EHR integration engine designed for complex outreach business scenarios such as those found in hospitals and independent laboratories serving multiple professional entities. Designed to work with Orchard’s laboratory system, or as an add-on to your existing system, Copia’s Java-based application is a front-end, web-based outreach system designed to increase your lab’s marketability by providing easy access and direct integration to your clients’ EHRs and other information systems.

**Experts in Outreach & EHR Integration**

Today more than ever, EHR connectivity and web-based access for remote order entry and result delivery is a necessary component for success and revenue growth for laboratory outreach service. With Copia’s tools and electronic connectivity, using electronic order entry from and result delivery to your clients’ EHRs, you eliminate paper requisitions, reduce errors, improve efficiency, and increase revenue.

**A Lab Integration Hub**

Bringing Locations & Diagnostics Together

The healthcare arena is undergoing immense change. With the adoption of accountable care, healthcare organizations need to bring multiple healthcare delivery and testing sites together to provide a centralized repository of data that can be remotely accessed. Orchard Copia is a browser-based, central lab hub integration solution that provides EHR connectivity, simplifies order management, and consolidates result delivery—bringing locations and diagnostics together.

**Laboratory Networking Tool**

Orchard Copia is designed for laboratories performing reference work for multiple customers, handling wide access for several separate legal business entities, supporting multiple lab settings, serving as a lab hub integration solution and results repository in a large database, and putting more interfacing capabilities into the hands of the laboratory.

**Improve Access, Link Your Labs, & Keep Your LIS**

Orchard Copia is designed to work with most existing laboratory information systems, allowing your organization to capture the advantages of web-based outreach and EHR integration without investing in a new LIS. For multiple lab locations with disparate LISs, Copia can be used to link different lab systems and create a single database repository for patient results.

Orchard Copia’s web-based integration and outreach capabilities improve EHR integration, test routing and consolidation, lab network efficiency, reimbursement revenue, and remote order entry and result delivery.

**Copia Technology & Scalability**

Orchard Copia is deployed using a Microsoft SQL Server database structure, providing expanded support by offering self-maintenance with the SQL Server AlwaysOn technology. This provides near zero downtime and includes support for structured data. Microsoft SQL Server has provided unprecedented stability and scalability for the Copia application since its inception.
Systems Integration Expertise
Careful programming and a team of interface specialists make Orchard the clear choice for “best-of-breed” integrated systems. Orchard specializes in seamless integration, which makes host system, EHR/HIS, billing, HIE, and reference laboratory interfaces routine, and linking multiple sites possible. Orchard is an expert in information systems integration and has successfully completed thousands of interfaces for our laboratory customers.

Integration with Ease
Orchard Copia integrates seamlessly with all laboratory departments and provides a single electronic patient record for all laboratory results that can be automatically transmitted to any provider’s EHR. Orchard Copia provides strong support for interfacing with other systems as well, such as PMS or billing systems and using HL7 communication standards.

Interface Management: Be Your Own Integration Expert
If you choose, you may handle your own interface needs with the continuing education provided at our Orchard Copia Integration classes. The training classes teach the concepts and skills required to configure and manage interfaces in your Copia system. The class covers HL7 basics, interface configuration, connectivity methods, and management and troubleshooting of interface activity, allowing you to resolve problems more quickly and efficiently.

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 delivery of results.

Advanced Host Integration Capabilities
Because of the differences in how host systems interpret and implement the HL7 standard, Orchard has implemented an interface engine directly in Copia that uses a unique scripting language to effectively re-map data elements in an HL7 message. Orchard Copia’s mapping technology provides the configuration tools needed to change data formats from one system to match those of another—a critical component for smooth integration between systems.

The fact that Orchard allows us to build our own interfaces—that’s a big plus in my mind.

- BJ Moore, Blount Memorial Hospital

Charges Forwarded to Billing Systems Ease Strain on Billing Department
Orchard’s systems automatically screen for payable diagnosis codes at order entry and the rules-based technology determines whether to add or suppress billing/CPT codes or modifiers to reflect the testing performed. Implementation of a billing interface reduces time spent manually entering laboratory charges.
**Orchard Copia Enhances Connectivity**

For laboratories doing outreach or integrating a network of laboratory sites, Orchard® Harvest™ LIS, in conjunction with Copia, offers a web-based solution for remote access and linking multiple sites’ labs under a single laboratory order management and result delivery system. Orchard Copia’s web-based integration and outreach capabilities improve EHR integration, test routing and consolidation, lab network efficiency, reimbursement revenue, and remote order entry and result delivery.

**Bi-directional Reference Lab Interfaces Consolidate Results**

Orchard Copia functionality provides a single, high-capacity pipeline for data flow and a single compendium of test options regardless of the performing lab, resulting in a smooth flow of lab data to and from providers. Orchard’s systems compile results from in-house and reference laboratories into a single electronic patient report, eliminating paper storage and simplifying access to historical data.

**Data Analytics Support Business Intelligence**

Orchard knows that one of the most important functions in 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 an easy-to-use graphical user interface built directly into the software.

**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 the 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 into Excel or scheduled to print, fax, or email at the desired time.

Orchard Copia’s advanced data mining capabilities and structured data format allows users to develop a wide range of reports, enabling managers to monitor lab productivity without having to request reports from IT.

[Diagram of Orchard Copia system integration and data flow]
Reference Labs: Provide Value to Your Customers
For independent reference labs in competition with other reference labs, providing the best customer service is paramount to your success and translates into happier clients. Using the data mining capabilities in Copia, clients can track specific client trends and use them to provide the additional support that each client needs. Your lab then becomes equipped to see the needs of the client as they happen and maintain a proactive relationship, responding to issues quickly and leading to increased customer satisfaction.

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. 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.

Copia Allows Advanced SQL Queries
Not only are there built-in reports and data mining tools, but an adjunct benefit is the ability to create SQL queries, useful for more in-depth reports. There are many administrative reports that can provide valuable benchmarking data and key performance indicators to offer insight into future strategic business decisions.

View examples of Orchard’s administrative reports at www.orchardsoft.com/CopiaAdminReports
Streamline Order Entry & Reimbursement Screening

Host system integration and the decision-support technology available in Orchard’s systems help to eliminate errors, increase revenue, and save time during the order process. Eliminate duplicate orders or tests not appropriate for the patient, route tests to outside labs based on reimbursements, automatically add venipuncture charges, and easily schedule courtesy copies of results at the time of order entry.

Centralized, User-configurable Order Entry

With Copia as the central test management system, users place orders in a single order entry window from any web-enabled PC, and Copia handles patient insurance, ICD-9/ICD-10 checking, ABN printing, and lab routing preferences, saving time and maximizing reimbursements. Clients can configure the ordering window to their preferences, including the presentation of clinical questions, most frequently used order choices, container type information, and personalized comments.

Enhanced Adaptability for Remote Label Printing

Orchard Copia incorporates advanced support for remote label printing using the Labeler application to print bar codes of any format to any installed label printer. Labeler generates its own labels and sends them as images to the label printer, allowing the label printer to print bar codes that may not normally be supported by the label printer.

Host Interfaces Increase Reimbursements

Use an interface from Orchard’s systems to your EHR or practice management system to capture real-time updates to patient demographics, patient insurance, and billing records, and clients will never risk losing a reimbursement because a sample was tested at a laboratory not authorized by the patient’s insurance plan.

Simplify Order Routing

Order entry may involve multiple locations for ordering, collecting, processing, and testing. Configure Orchard’s systems to automatically split and route orders during order entry based on your criteria, making test ordering and billing more accurate.

With Copia as the central test management system, orders are placed in a single order entry window, and Copia handles patient insurance, ICD-9/ICD-10 checking, ABN printing, and lab routing preferences, saving time and maximizing reimbursements.
**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 of 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.

**Rules Enable Multiple Result Delivery Options**

Eliminate time-consuming, error-prone manual steps by using Orchard’s systems’ rules for result delivery. You may automate the delivery of reports based on many conditions, including the provider, order location, draw location, test location, reporting group, or order priority.

**Billing Status Rules Improve Reimbursements**

Use billing status rules to define the billing relationship for testing being routed to reference labs via Copia. When determining which billing status to assign (Direct, Client, No Status), Copia uses the default billing status from the rule details. However, exceptions may be set up by order choice, making billing statuses easily configurable and improving reimbursements.

**Column View Rules for Client Preferences**

Orchard Copia’s advanced configurability allows you to set up accounts based on each client’s specific needs. Use column view rules to select the information displayed on a variety of logs (e.g., Change Log, Collect Samples, Collection List, Encounter Search, Lab Orders, etc.) specific to each client’s preference.

**Result Evaluation Rules Streamline Workflow**

Copia evaluates result evaluation rules as results are received from host systems. Use result evaluation rules to append forms or add selected order choices to an order automatically.
**Patient Records**
Create a paperless lab with Orchard’s systems; patient records are electronically filed, easy to access, and readily available to view, print, fax, email, or web-deliver. Eliminate the frustrating, time-consuming task of manually locating and faxing lost or historic patient reports.

**Historical Results at Your Fingertips**
Orchard’s systems simplify searching for historical patient information because all patient data is electronically stored in a consolidated patient record easily retrieved with a variety of search criteria. Using Orchard’s systems’ electronic outreach options, you can give your providers their own direct and secure access to patient records from any web-enabled PC, eliminating phone requests for historical data.

**Easily Link Documents & Images**
The linking functionality enables you to link files at the patient, order, and order choice levels. Links are convenient for scanning in paper requisitions and ABNs, making systematic storage of documents easy. Also, to enhance proper patient identification, Copia allows you to display patient images throughout the program.

Enhance result interpretation by incorporating color graphs that visually document result trends, highlight abnormal and critical values, display clinical question data, and improve patient education.

www.orchardsoft.com  (800) 856-1948
**Reporting & Result Delivery**

Enhance the value of your laboratory to providers with Orchard’s configurable result delivery options. Numerous configurable options are available that include the ability to send discrete data in a PDF version, allowing the use of graphics to assist the clinician with a speedier diagnosis. Reports can be printed, faxed, emailed, web-delivered, or sent to a host system to meet providers’ individual needs, allowing you to communicate results in a timely and sophisticated manner.

**Customize Appearance & Report Templates**

Orchard Copia makes it easy to customize image, color, and display settings so that you can apply your organization’s logo to the ordering screens and reporting formats. Incorporate color graphs to visually document result trends, highlight abnormal and critical values, and enhance patient education. Additionally, users may graph historical results so that providers can quickly and easily track test changes for patients.

**Consolidated & Consistent Reporting**

Orchard Copia’s configurable report format can combine patient test results from one or more laboratories into a single report, allowing providers to review current and past results both in text and graphic formats. This improves the quality of your reports and facilitates informed decision making.

**Automate Result Delivery to Provider Preferences**

Orchard’s flexible reporting options give you the ability to set up auto-delivered reports and courtesy copies to single or multiple providers in the format each prefers. Depending on your facility needs, there are multiple methods available for report delivery, such as HL7 interface, fax, email, remote access printing, direct printing, inbox, or direct dial, each configurable to your individual client needs.

**Orchard’s Remote Automated Printing Service (ORAPS)**

Orchard’s remote automated printing service allows a network or USB printer on a different network to be used as a deliverable printer for result delivery, requisitions, or labels. ORAPS can also be used to save a PDF of a Copia requisition or lab report.

View examples of Orchard’s patient report formats at www.orchardsoft.com/CopiaPatientReports
**Advanced System Security**

Orchard’s systems’ security features includes the use of Lightweight Directory Access Protocol (LDAP) Authentication, extensive flexible password security options, and detailed role-based security setup options that allow for configurability of security settings by a user. Additionally, all user actions are tracked to ensure appropriate system and data access, including an extensive audit trail of database changes.

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**Role-based Security**

Orchard Copia's role-based security is highly configurable to meet the needs of each of your clients. Assign specific personnel groups a system security setting that is configurable by individual task, ranging from browsing the system to administrative responsibilities. For example, a reference lab may create roles for different clients based on their individual needs.

**Practice- & Location-level Security**

With highly flexible practice- and location-level security options, Copia helps you keep your patient data secure, no matter how complex your setup. In Copia, users are assigned specific roles within the practice that are associated with locations, allowing you to keep each client’s data private and secure. If desired, users may sign in to all locations with a single password.

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**Breakthrough Pathology Laboratories**

(Medical laboratory using Orchard Copia to deliver lab results)

**ABC Medical Practice**

- **ABC Medical West Location**
  - John Anderson, M.D.
  - ABC West Provider
  - Sally Johnson
  - ABC West Nurse

- **ABC Medical East Location**
  - Pat Bolding, M.D.
  - ABC East Provider
  - Mike Smith
  - ABC East Nurse

**XYZ Medical Practice**

- **XYZ Medical North Location**
  - Joseph Blak, M.D.
  - XYZ North Provider
  - Jane Rogers
  - XYZ North Nurse

- **XYZ Medical South Location**
  - Teddy Eastman, M.D.
  - XYZ South Provider
  - Beverly Jackson
  - XYZ South Nurse

In the diagram, Dr. Anderson is assigned to ABC Medical Practice with a security setting that allows him to view all results from his practice, but not results from XYZ Medical Practice. Even when results from both practices are in one database, Copia is able to protect both practices’ data. Orchard Copia provides a vast amount of role-based security options so that regardless of the complexity of your structure, your data is secure.

**Extensive Audit Trail of Database Changes**

Orchard Copia includes a change log that records key changes to the database and provides a complete audit trail, storing alterations of patient demographics, orders, and database tables in an easily accessible format that is both searchable and printable.

**Secure Access to Results 24/7**

Configure Copia to automatically notify your providers by email when new results are available. Various security settings provide the necessary flexibility for secure access while maintaining HIPAA compliance, including use of the industry’s highest level of data encryption to protect from unauthorized use.
Maximum Configurability & Advanced Monitoring Tools

The range of flexibility and configurability found in Copia is remarkable and allows users to significantly customize features for each individual client as well as internally. Additionally, Copia has a plethora of tools to manage and monitor lab tasks and administrative duties. Orchard Copia’s winning combination of unequaled configurability and advanced management tools to allow real-time monitoring of outreach activities enables laboratories performing outreach services to consistently meet their clients’ needs. With features ranging from configurable layout templates to user defined fields, Copia’s in the business of putting you in control of your system and enhancing your laboratory outreach opportunities.

Layout Templates & User Defined Fields

Configurable layout templates are used to customize report headers, bodies, order choice information, and footers, as well as requisitions, collection lists, manifests, customer versions of the Order Patient Samples page or the Demographics page, blank patient requisitions, and form letters. Orchard Copia’s user defined fields are used to create custom fields with predefined values that users may include on the Order Patient Samples page.

Customize the Appearance

Easy-to-customize image, color, and display settings are available, allowing you to apply your organization’s branding to the application. Define logos for sign-in pages, reports, and program menu displays.

Highly configurable layout templates are available to customize reports, requisitions, collection lists, manifests, customer versions of the order screen/demographics page, blank patient requisitions, and form letters.
Create Event Notifications
Create custom system event notifications based on system, interfaces, patients, orders, order choices, or users that send alerts via fax, email, inter-system, or to a manually entered address. Event notifications can be used for a multitude of purposes, from alerts regarding the receipt of critical results to changes in patient demographics.

Track User Actions & Change Logs
Effortlessly track and record changes made to order choices, orders, patients, samples, or users with Copia’s user actions and change logs.

Each user action, from signing in to viewing patient charts, is tracked by the change logs or viewer actions logs, available for review or export.

Monitor Interfaces
Diagnostic tools to closely monitor interface activity are directly built into Copia’s system. The interface monitoring capabilities allow users to see active and inactive host interfaces and the number of messages that are received, pending, unmatched, and delivered. They also display message statuses for non-HL7 interfaces (email, fax, and printing).
Outreach Tools: Client Services Module

As a provider of laboratory outreach services, delivering excellent customer service is paramount to keeping clients satisfied. Orchard Copia provides the best outreach support tools, offering the fully-integrated Client Services module that is beneficial in tracking and organizing your clients, providing collection lists, and monitoring inventories.

Efficiently Monitor Client Activities

Efficiently monitoring client activities is essential to laboratories that provide outreach services. The Client Services module, an optional add-on to the main Copia outreach solution, enables users to track inbound calls, collect data, monitor supplies provided to clients, run reports, and schedule phlebotomy and courier routes.

Organize Client Information Easily & Efficiently

Users can search for a client quickly using a variety of criteria. Once the client record is found, easily perform common tasks, such as view collection lists, create manifests, review pending orders, and access patient results. The module has a track call history feature where users can enter notes, a call summary, a description of a resolution, priority, or any other necessary documentation, because—as you know—in every first-rate laboratory, documentation is the key to compliance.

Maintain Inventory Control

The Client Services module helps maintain regulatory compliance by managing client supply inventories in detail. The system tracks supplies so that users only distribute the appropriate amount of supplies to each client, and it maintains a complete inventory and record of supply fulfillment. The Client Services module also allows your customers access to order their own supplies.

Configurable Reports Available

Easy access to Copia’s versatile data mining tools provides prompt access to essential reporting. Administrators can create report templates and run reports detailing client calls, supply orders, courier routes, and any other outreach data available in the Client Services module.

The Client Services module is an optional add-on to the main Copia outreach solution that is used to proficiently track and organize your clients’ needs.
The Client Services module is used to manage client supply inventories in detail, ensuring appropriate distribution of supplies and maintaining a complete inventory of client orders and supply fulfillment.
Mobile Access
Orchard Copia's Mobile module provides on-the-go access to allow providers to retrieve patient data remotely. Using the Mobile module, users can access Copia from any supported mobile device, providing web access to patient results and other Copia features.

Patient Portal
Available with the Mobile module, Copia's Patient Portal allows patients to sign in to the system via the web and view a PDF of their laboratory report. This makes it easier for patients, wherever they are, to monitor their own results and progress. For laboratories that need to allow patients direct access to their results to comply with the Patient Access Rule, Copia's Mobile module and Patient Portal allow access in a secure and compliant manner.

Accessible from any supported mobile device, Copia's add-on Mobile module allows providers remote access to patient data and other Copia features, making result review convenient from any web-enabled location.

Available with the Mobile module, Copia's Patient Portal allows patients to sign in to the system and view their laboratory report, enabling patients the ability to monitor their own results and progress.
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.