

# ORCHARD SOFTWARE

*More than 25 Years Dedicated to Laboratories*



# ABOUT ORCHARD SOFTWARE

...Comprehensive Software Solutions for Labs of all Shapes & Sizes

## Highly Configurable & Flexible Software

- ✓ Decorated product suite empowers laboratories
- ✓ Decision-support for the total testing process
- ✓ Advanced data analytic tools
- ✓ Real-time review of laboratory status



## Steadfast Focus on Customers

- ✓ Superior support
- ✓ Collaborative installations
- ✓ Comprehensive training resources
- ✓ Best in KLAS



## Systems Integration Expertise

- ✓ Fully integrated solution
- ✓ Structured diagnostic data



## Highly Configurable & Flexible Software

With more than 25 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, toxicology and pain management clinics, and public health organizations.

“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, from KLAS interview*

## ✓ Decorated product suite empowers laboratories

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.



Seamless integration for instrument, EHR/HIS, billing, and reference laboratory interfaces

Rules-based decision support and error-proofing technology

User-configurable patient report formats

Tools for data mining and business analytics



Integrates POCT results into your EHR

Eases POCT oversight for POC Coordinators

Information dashboard keeps you informed of POCT status

Tracks training and certification dates for all testing personnel



Enterprise-class LIS utilizing Microsoft® SQL® Server architecture

Single application with a segmental design

Tested & proven Interface Engine provides seamless interoperability

Analytics to support business intelligence & population health management



An all-inclusive CP/AP information system

Consolidated results on a single patient report

Structured data for synoptic reporting

Orchard® Web AP for remote user access



A lab system integration hub bringing locations and diagnostic data together

Electronic integration to your clients' EHRs

Web-based access for clients without an EHR

Training and tools to implement your own EHR interfaces



## ✓ **Decision-support for the total testing process**

Orchard's advanced configurable rules improve workflow efficiency and error-proofing by aiding in decision-making throughout the total testing process. Rules help to ensure consistent execution of procedures and increase laboratory productivity. Orchard's systems sophisticated rules and audit tools can automate proper billing, ensuring the best reimbursement in an evolving healthcare environment.



## ✓ **Advanced data analytic tools**

Orchard is dedicated to storing data in a structured format to support advanced data analytics. Report data can be exported into Excel, scheduled to print, fax, or email at the desired time.

## ✓ **Real-time review of laboratory status**

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

“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, from KLAS interview*

## Steadfast Focus on Customers

Throughout our 25 years of LIS innovation, Orchard's strategic direction has been 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. We look to the future in anticipation, developing our software to support the current trends shaping the diagnostic industry and its role in improving patient care.

### ✓ Superior support

- One-on-one technical assistance from our highly proficient support team in Carmel, Indiana, is available 24/7/365 whenever you need guidance.
- Several levels of support are available giving you the option to select the one best suited to your organization's needs and budget.
- With all of our support options, software upgrades are included.

### ✓ Collaborative installations

The foundation for long-term customer satisfaction begins with a smooth implementation process.

Orchard realizes the uniqueness of each laboratory; therefore, installations are tailored, not "vanilla." As such, the installation process is configured to fit your needs, while still following a five-step implementation methodology as a guideline.

## SILVER

- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)

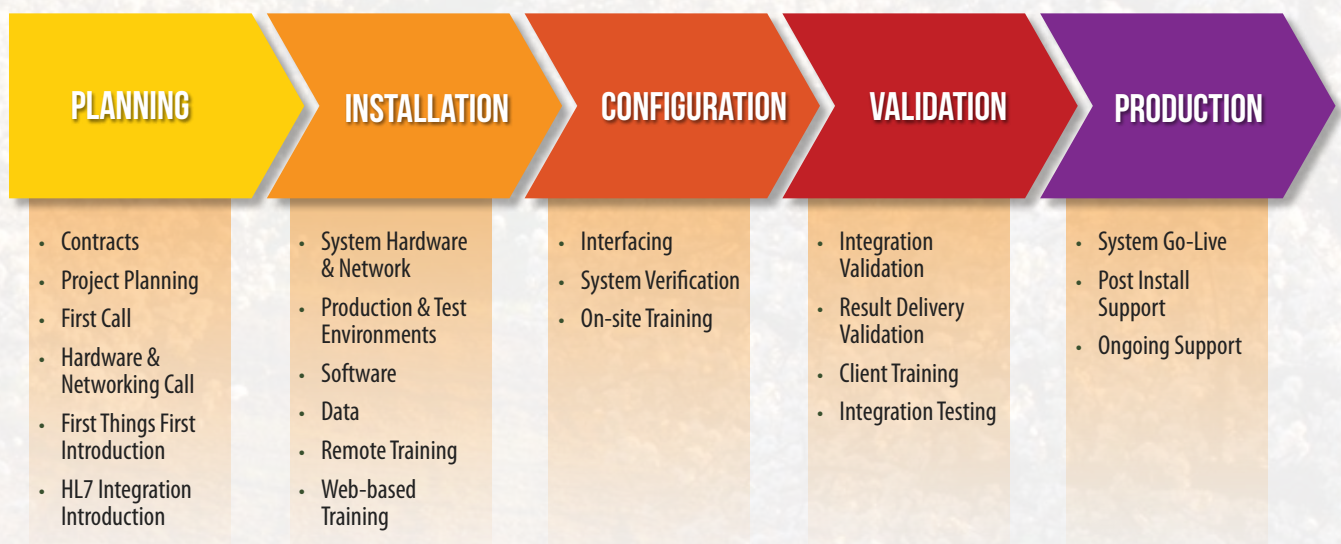
## GOLD

- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)
- One seat for an Orchard Harvest LIS Advanced User Training Course

## PLATINUM

- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)
- One seat for an Orchard Harvest LIS Advanced User Training Course
- One scheduled, week-long visit from an Orchard Field Implementation Analyst at your facility for designated tasks

## Orchard Software Implementation Methodology





## ✓Comprehensive training resources

To maximize your use of Orchard's products, we offer user **training classes** throughout the year at our headquarters in Carmel, Indiana. Several of the classes are accredited through the ASCLS P.A.C.E.<sup>®</sup> program. In addition, we offer interactive **eLearning and virtual training** options that allow you to select the topics that are most relevant.

**Orchard Resource Central (ORC)**, available to clients at <https://orc.orchardsoft.com> is a robust Knowledge Base containing the latest product, company, and customized features tailored to your account. Orchard hosts a periodic **user group and symposium** for current and prospective users that affords an opportunity to meet key Orchard employees, network and share ideas with other users, and is offered at no charge.

Orchard Training Class	P.A.C.E Hours	Class Highlights
Harvest LIS Administrator	19	<ul style="list-style-type: none"><li>• For new users prior to install</li><li>• Work in your own database</li></ul>
Harvest LIS Advanced User	30.5	<ul style="list-style-type: none"><li>• Learn the latest features</li><li>• Meet with development</li></ul>
Microbiology Module	22.5	<ul style="list-style-type: none"><li>• Learn Micro-specific setup and features</li></ul>
Pathology System Administrator	29.5	<ul style="list-style-type: none"><li>• For new users prior to install</li><li>• Work in your own database</li></ul>
Copia System Administrator	N/A	<ul style="list-style-type: none"><li>• For new users prior to install</li></ul>
Copia Integration Training I	N/A	<ul style="list-style-type: none"><li>• Learn how to handle your own interface needs</li></ul>
Copia Integration Training II	N/A	<ul style="list-style-type: none"><li>• Builds upon Copia 1 class</li><li>• Learn to customize interfaces</li><li>• Discuss your current projects</li></ul>
Copia Advanced User	16	<ul style="list-style-type: none"><li>• Hands-on Copia troubleshooting</li><li>• Learn new Copia features data mining, and more</li></ul>

## ✓Best in KLAS

Orchard Software consistently leads the KLAS rankings compared to other LIS vendors.



## Systems Integration Expertise

Our team of expert interface specialists make Orchard the clear choice for state of the art integrated, interoperable systems. Orchard specializes in seamless integration, making host system, EHR/HIS, billing, HIE, and reference laboratory interfaces, and linking multiple sites possible. In Orchard's 25 years, integration expertise has been gained through thousands of unique host interfaces with hundreds of vendors.

### ✓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 enhancing turnaround time.

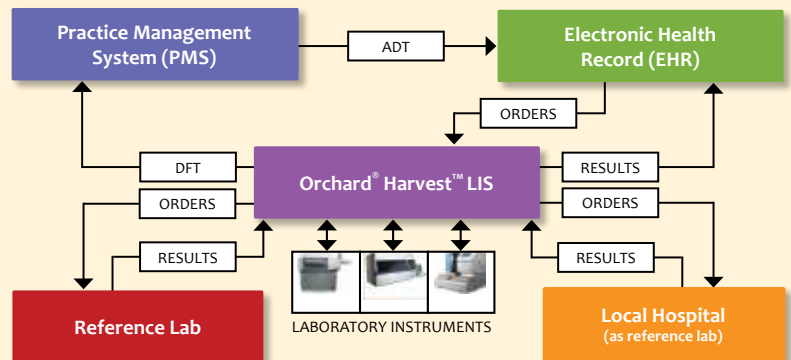
### ✓Structured diagnostic data

Orchard's systems store data in structured, discrete fields that enable EHR integration and enhance data mining for evaluations, correlation studies, analytics, regulatory requirements, and quality assurance reporting.

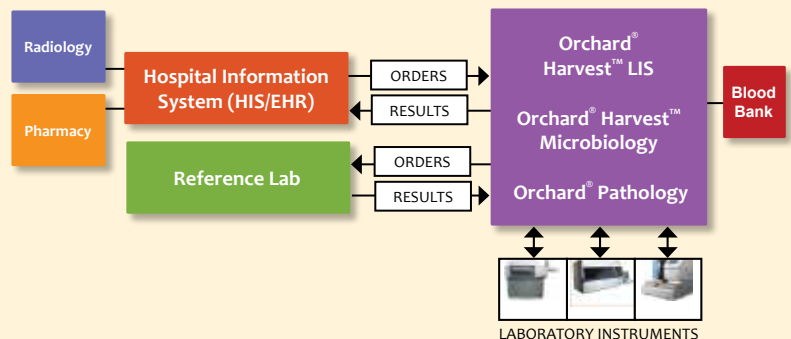
“One thing I love about Orchard is that they are very knowledgeable about laboratory systems. They understand us and what we are trying to do here. They stay up-to-date on the latest technology, practices and the like. Instead of our clinic conforming to their program, they create the LIS around the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

-Manager, from KLAS interview

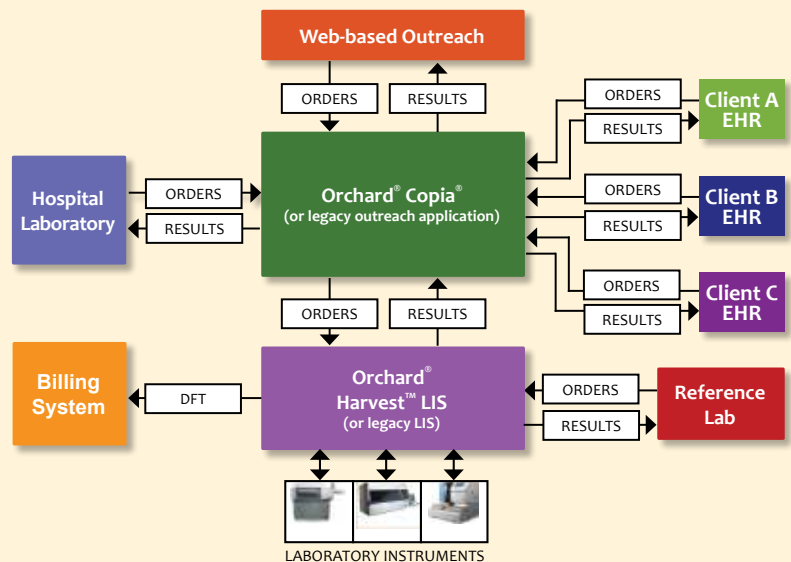
#### Physician Office/Clinic Laboratory Deployment



#### Hospital Laboratory Deployment



#### Independent Reference Laboratory Deployment





# Harvest the power of Orchard's white paper series to help you demonstrate the value your laboratory provides.

[www.orchardsoft.com/whitepapers](http://www.orchardsoft.com/whitepapers)



The changes taking place in healthcare necessitate careful decisions about health information technology partners. As part of our ongoing efforts to support the laboratory community, Orchard Software offers an informative white paper series chock-full of the latest lab-related information you need to stay successful.

## A "Must Read" for Laboratorians & Healthcare Leaders

If you are interested in learning about the laboratory's role in the changing healthcare environment, download Orchard's informative white papers at [www.orchardsoft.com/whitepapers](http://www.orchardsoft.com/whitepapers).

- The Value of the Lab in the New Healthcare Model
- The Value of Data in the New Healthcare Model
- Structured Data: Essential in Healthcare Analytics & Interoperability
- Effective Test Utilization: A Laboratory's First Step in Contributing to the New Healthcare Model
- Laboratory Informatics: Supporting the Future Needs of Healthcare
- Laboratory Point-of-Care Testing: A Future Outlook
- Laboratory Data Integration Driving Meaningful Medical Analytics
- Tulare County Public Health Lab's Lean Journey
- Molecular Informatics: Shaping Change in the Lab
- Point-of-Care Testing: The Great Boom Ahead
- Extending the Laboratory's Reach to Meet Healthcare's New Paradigm
- Total Cost of Ownership for a Laboratory Information System
- A Personal Journey: Understanding the Value of Medical Analytics
- Laboratory Leadership in a Time of Change
- Population Health Management: How can the laboratory contribute?
- Focus on Laboratory Stewardship: The Laboratory's Evolving Value Proposition

**Call Orchard at (800) 856-1948 to learn more about our various lab information systems and how they can assist you in demonstrating your lab's value.**



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