Wabash Community Hospital Uses Harvest LIS to Do More with Less

For more than 85 years, Wabash Community Hospital, a 25-bed critical access hospital, has served the Wabash, Indiana, community. The hospital focuses on critical care, emergency services, cancer treatment, and more. Because of the diversity in its services and growth in outpatient work, Orchard® Harvest™ LIS has been a great fit for the laboratory.

Tom Saunders, Laboratory Director at Wabash, says the lab sees anywhere between 50-150 patients a day with 90% of those being outpatient referrals. "We are very connected to our patient community," says Tom. Because of the lab's proximity to the outpatient center, Tom says that the laboratory staff at Wabash is able to form more personal connections with their patients. "Instead of just receiving samples, we see their faces when they come in for testing and get to know them on a personal level."

Because of the importance placed on making personal connections, it was imperative that the LIS meet the diverse needs of Wabash's patients and providers. "Harvest was purchased prior to my joining Wabash in 2006," says Tom. However, he is glad to be an Orchard client. Prior to joining the laboratory staff at Wabash, Tom had worked with a DOS-based LIS. "The capabilities of the Orchard

Wabash Community Hospital employees from left to right: (Front Row) Andrea Hammersley, Lois Broyles, Yoko Saunders, Tom Saunders, (Back Row) Lisa Shanabarger, Dr. J. Dean Gifford, Amy Robinson, and Sheryl Bishop.

system are a big improvement from what I had used in my previous experience. The other system was not a best-of-breed product," recalls Tom. "It's clear that Harvest is designed by people who focus only on the laboratory."

Tom says that Harvest LIS has provided him with the necessary tools and features to accommodate more testing in the lab. "Our work load at Wabash has more than doubled over the last year, but our number of full-time staff (18) has remained the same," states Tom. He attributes Wabash's ability to take on more work without an increase in staff to Harvest LIS. "The rules, resulting, documenting, and QC are a few of the tools we use so we can do more testing without adding staff," says Tom.

Tom is a big fan of Harvest LIS' order entry rules and diagnosis code screening. "Order entry rules are great. And because of Orchard's relationship with CodeMap, catching ABNs on the front-end saves us a lot of time and money," exclaims Tom.

"I really appreciate the QC in Harvest," adds Tom. "With the help of Orchard's interface staff, we were able to get QC

Where in the World is Orchy?

Orchard's unofficial mascot, Orchy, traveled afar to celebrate New Year's Day in the summertime. If you can identify where Orchy was visiting, send your answer to **news@orchardsoft.com** by May 15 to be eligible to win an Orchard prize package. For the last newsletter, Gail Kramer from Missouri Cancer Associates in Columbia, Missouri, sent in the winning entry that Orchy was enjoying the ducks in the fountain at the Peabody Hotel in Memphis. Sign in to the Orchard website to see where in the world Orchy has been lately! ●

Wabash Community

stats from all of our instruments. Orchard can interface to anything."

While there are specific features within Harvest LIS that have helped increase Wabash's productivity, the lab has seen the biggest benefit come from using Harvest LIS to its full potential. "When I first started using Harvest, my favorite feature was the result delivery rules that allow the automatic faxing of results to the provider." By utilizing result delivery rules, Wabash is able to send results automatically, eliminating the time the staff used to spend with manual faxing and chart delivery. "Our lab has now become more automated, and it is a rarity that we have to do anything manually," says Tom.

In the past three years, Tom and his staff have expanded their knowledge of Harvest LIS. Tom now says the reference lab match queue has quickly become his feature of choice. "When we had issues with interfaces in the past, we would have to fax the issue attached to the provider report. Now if there is a problem, I can monitor it, change the data, and re-process the information to have the data noted in the EMR."

As the business at Wabash continues to grow, so will the uses for Harvest LIS. Because of the growth and importance placed on providing personal patient care, Tom says Harvest LIS has been a great match for their needs. ●

employee spotlight

Nancy Stoker:
Application Specialist

If you have purchased an Orchard product within the last couple of years, you may have had the opportunity to meet Nancy Stoker. Nancy is an Application Specialist and has been with Orchard Software for five years. As an Application Specialist, Nancy demonstrates the benefits of Harvest LIS and Copia to prospective clients, and offers her expertise in microbiology, anatomic pathology, and molecular testing and reporting.

Nancy attended Northern Illinois University in DeKalb and Sauk Valley College in Dixon, Illinois, majoring in Medical Technology. She begain her college career in the Music and Theater Department and continued doing community theater and singing in several choirs for many years.

Nancy was formerly the Director of Ancillary Services at a multi-specialty group practice, where she was responsible for clinical laboratory testing, as well as a full-service diagnostic imaging department.

Nancy has been married to her husband, Dave, for thirty-two years. They have three sons, Grant, Andrew, and Ian. Nancy and Dave also have a six-year-old grandson named Logan. In her spare time, she loves gardening, photography, and watching Logan perform in his school programs. ●

Announcing Orchard Copia 4.5!

We are excited to announce the release of Orchard® Copia® 4.5! This latest version of Copia contains over 500 features that have been added since version 4.0 was released in late 2007. While some features were released in incremental updates to 4.0, many very exciting features are strictly available in version 4.5. Copia users who have a current support contract will receive this upgrade for free. Call Orchard Technical Support at **(800) 571-5835** for more information on upgrading to the new version.

In the meantime, here is a look at some of the new features:

Printable Cumulative Report

Copia now allows you to produce printable copies of the order choice-based, patient cumulative reports. There are two new choices on the Cumulative Report page. Depending on which you choose, Copia will either produce a cumulative report where if a single order choice's results don't fit in one page width, it will break at the end of the page and continue directly underneath it with more results for that same order choice, or it will break at the end of the page and print a new page for each additional page width of results for that order choice. This feature, when used with results report layout templates, allows users to view cumulative reports with the same formatting as other result reports in Copia.

Custom Footers

The Layout Templates feature continued to grow in this version with the ability to define custom page footers for result reports and requisition reports, which adds more control over footer content, including page numbering style. You may use the page footer format for result reports in the same places you set the header/body/footer—system default, location report format settings, location delivery settings, and user delivery settings (admin and clinical). For new and existing requisition report templates, there is now a page footer section that allows you to customize the page footer.

HL7 File Transfer Web Service

Copia and Harvest LIS can now exchange HL7 messages via a web service. This method uses the same infrastructure as the Quest web service, but it is easier to set up, it provides a more reliable message exchange than Minimum Layer Protocol (MLP), and it eliminates problems encountered with acknowledgment schemes.

Ability to Read Billing Messages

Based on your settings for the inbound and outbound interfaces for hosts, Copia will now parse billing information from a DFT message and apply it to orders that exist in Copia. This allows Copia to generate billing messages, while still taking advantage of Harvest LIS' arsenal of billing rules, including discrete microbiology billing.

Mapping Users to Locations

On the Users administration page, you may now restrict a user to a set of locations within a practice. Copia applies this restriction anywhere location searching is used, and it will restrict visible orders to those where the user is granted access to the ordering location.

These are just a few of the new features to improve your web-based access and EMR integration, bringing you success and revenue growth by making your lab more accessible to providers either via the web or directly through their EMRs. The separation of data in Copia gives you the security to handle multiple practices and clients operating as exclusive businesses. And with electronic order entry and result delivery, you eliminate paper requisitions, reduce errors, save time, improve efficiency, and increase revenue. ●

Tech Tip: Copia Remote Printing

How much does your lab spend on faxing result reports to clients? At a minimum, you pay for long distance charges and multiple phone lines. Maybe you provide fax machines, ink, and paper to your clients, as well.

Copia remote printing can reduce or eliminate many of these costs. Copia can deliver results automatically to any client's printer, as long as they have Internet access and their computer is turned on.

What are the benefits of remote printing over faxing?
- Reduce long distance charges
- Eliminate some or all of your analog phone lines used for faxing
- Provide a printer to clients instead of more costly fax machines
- Deliver a higher quality image than faxing can provide
- Send color result reports instead of monochrome

How does remote printing work, and is it secure?

Copia remote printing is a Java-based application that runs as a service on your client's computer. Since it runs as a service, the user does not need to be signed in for remote printing to work, the computer only needs to be running.

Remote printing is just as secure as users signing into Copia and printing results manually. A name and password are created in Copia, which is in turn used when installing the remote printing service. The service then signs into Copia using SSL encryption and downloads any queued result reports. If the client's computer is shut off, the results continue to queue in Copia until it is started again.

What changes are coming for remote printing?

A new version of remote printing will be released in Summer of 2009. Some of the new features include:
- A user interface for making changes to the setup on the client computer
- A new printing method that no longer requires Adobe Acrobat Reader to be installed
- Ability to deliver requisitions using remote printing service
- Delivery of labels to network printers through the remote printing service
- Saving a copy of PDF reports to a local folder on the client's computer

The ability to print requisitions and labels through remote printing was added partly to eliminate the need for VPN tunnels when interfacing to client EMR, HIS, and/or PMS products. Orchard has a secure file transfer product that can send and receive HL7 files. Combined with the new additions to remote printing, clients can place an order in their system, and moments later, a Copia requisition and labels with the Copia sample ID will be sent back to the client.

For assistance in setting up remote printing, please contact Orchard Technical Support at **(800) 571-5835**. ●

Orchard is Coming to the Northeast for Our Spring 2009 Symposium!

On Thursday, June 11, 2009, Orchard will unpack the crates once again for our Spring 2009 Harvest LIS Symposium in Warwick, Rhode Island, taking place at the Sheraton Providence Airport Hotel.

This day-long event is designed to provide you with an opportunity to learn more in-depth information about Orchard Software and Orchard Harvest LIS. There is no fee to attend the symposium, and we invite users and prospective users alike to join us. A complimentary continental breakfast and lunch will be provided. Your only costs to attend are for travel, hotel, and other meals as needed.

We hope you and your staff will be able to join us for an in-depth look at Harvest LIS and other products, and for a chance to meet other Orchard customers, as well as Orchard employees. For more information about the symposium agenda, details about securing travel arrangements, and to register for this event, visit our website at **www.orchardsoft.com.symposiums.asp**. Space is limited, so be sure to register soon and secure your travel and hotel arrangements.

If you have any questions, email us at **sales@orchardsoft.com** or call us at **(800) 856-1948**. We look forward to seeing you in Rhode Island! ●
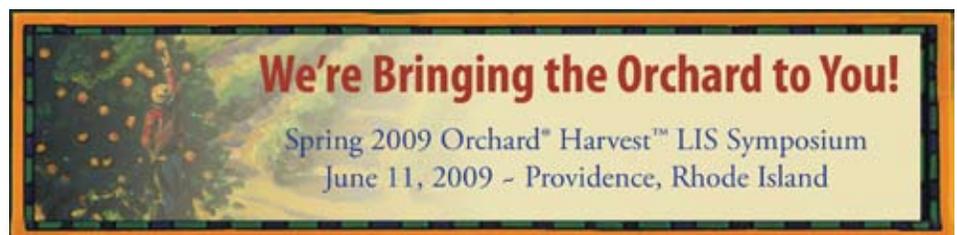
Feature Focus: Check Out the New Features for Form Letters in Harvest LIS 8.0

We've made some notable enhancements to form letters in recent updates to Orchard Harvest LIS. What can you use form letters for? Some examples are: handouts to be given to the patient with specimen collection; authorization forms that can be faxed to a provider for add-ons; release documents for patient signature; documents for compliance authorities; and health fair result letters.

In earlier versions of Harvest LIS, you could generate form letters with a result evaluation rule, but in version 8.0, we've added additional capabilities. You may now generate form letters via order entry rules, as a scheduled option in the Order Choice and Result Browsers, and "on the fly" from the Results Explorer's contextual menu.

In addition to printing, you can now automatically fax form letters and, if you have the Email module, send form letters via email as well. Options to fax include order location, draw location, ordering provider, patient provider, or a specified location. Options to email include ordering provider, patient provider, or specified provider.

We have also enhanced the Form Letters window,

available from the Reports menu, to show form letters to be printed, faxed or emailed, with separate tabs listing those form letters that have already been delivered.

In addition to generating form letters "on the fly" from Results Explorer, you may also view the Form Letters Log, a brief listing of the form letters created for that patient, sorted by date.

You can now create a form letter in one of two ways: using the earlier, plain-text functionality, or by creating a layout template. Once you create your template in the Layout Templates table, you must assign it to the corresponding record in the Form Letters table. Harvest LIS will then generate the form letter based on the layout template.

Form letters can provide invaluable assistance in your patient and provider communications. Should you need help getting started, please call Orchard Technical Support at **(800) 571-5835**.
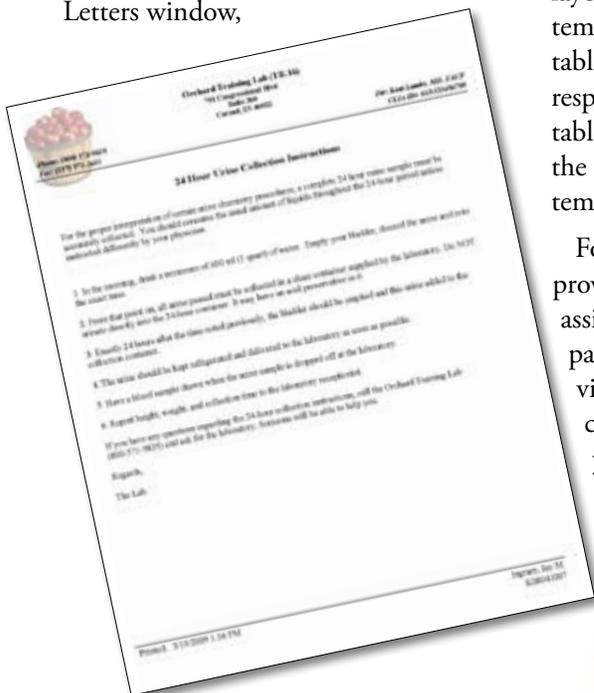
Harvest the Power of Our New Training Center

Orchard keeps growing because we listen closely to you, our customers. You help drive the continuous development of our products and make sure our software is up-to-date, easy-to-use, and meeting the demands of medical laboratories.

To maintain support for this growth, last year Orchard expanded the call center, adding both staff and space. Due to this expansion, Orchard had to temporarily relocate our training facility to an off-site building.

Late last year, additional space became available in our building and we are excited to announce that the Orchard training center has recently moved back in our corporate headquarters. Orchard completed construction of a new and enlarged training center—enabling us to expand the training sessions offered. For example, in April 2009 we will be adding an Advanced User class for Orchard Copia customers.

We understand that well-trained customers are better equipped to maximize the use of their system to their advantage. Orchard's Advanced User training class is for customers who have mastered the basics of Harvest LIS and are looking to expand their knowledge. Demonstrating the new features in the most recent release of the software, this week-long course teaches you how to enhance your productivity, maintain your system, and introduces you to optional modules, such as Microbiology, Harvest Webstation, and Orchard Pathology.

Come and see our expansion! It is never too early to contact your Account Manager at **(800) 856-1948** to check for available dates and reserve your training seat.

The lobby in the new Orchard Training Center gives trainees space to meet and mingle with fellow students during breaks. The space also houses two computer terminals that provide Internet access for client use.

An Advanced User class enjoys lunch in the kitchen at the Orchard Training Center. Training tuition at Orchard Software not only includes classroom instruction, but also covers hotel accommodations, travel expenses, and meals.

The Orchard Software training staff welcomes students before class begins. From left to right: Ed Hougendobler, Cass Netzley, Thom Franklin, and the newest team member, Bill Brannam.

Orchard's Training Center has two spacious classrooms that are designed for hands-on training of Harvest LIS, Microbiology, and Copia.

Tech Tip: Printing Labels Automatically in Release Stored Orders

The ability to print labels automatically from the Release Stored Orders window is a highly useful feature in Harvest LIS, as it can alert staff that orders are arriving. You may enable this feature in the Advanced Configuration Options window, which you can access from the File menu or by pressing **[Ctrl] [']**.

In order to turn on label auto-printing, you must enter the following setting in the Advanced Configuration Options window:

```
[Auto Print RSO Labels]
NumMinutes=x
```

Set x to a value greater than zero to print labels automatically from Release Stored Orders x number of minutes prior to the scheduled draw time. Harvest LIS uses the "Host Orders Released" format for host order labels, and the "When Released" format for all other order types. These formats are defined on the corresponding tabs in the Label Settings window (accessed via the Label Settings button on the Accessioning tab of Preferences).

Once you have enabled label auto-printing, you may modify additional Advanced Configuration Options under the [Auto Print RSO Labels] section heading to further customize this feature. Note that these ACO entries offer finer control over printing incoming labels than the "Print host order labels automatically" option on the Interfacing tab of Preferences, but that Harvest LIS respects label printing rules in either case (using the ACOs or the Preference setting).

Label Printing Based on Order Type

```
IgnoreDeferred=false
IgnoreRecurring=false
IgnoreWeb=false
IgnoreHost=false
```

You may set any of these options to true to disable auto-printing of deferred, recurring web, or host order labels.

```
STATControl=<None, STAT, or NonSTAT>
```

If you set STATControl to None (the default), Harvest LIS prints labels for both STAT and non-STAT orders. Setting to STAT or NonSTAT only prints labels for that order type.

Label Printing Based on Location

```
AllowedDrawLocs=[Loc Name1][Loc Name2]
AllowedOrderLocs=[Loc Name1][Loc Name2]
```

You may use these Advanced Configuration Options to only print labels for orders with specific draw and/or order locations. If you use both ACO entries, Harvest LIS only prints labels for the orders that have both locations in the lists. Note that you must format the location names with each name enclosed in brackets.

Label Printing Delay

```
DelayMinutes=x
```

The default for DelayMinutes is 0, which is no delay. You may set x to any positive number to delay printing a label for the order until x minutes have passed since the creation date/time of the newest record in the order. Note that the creation date/time is set to the current date/time that Harvest LIS receives the order, unless the date/time is specifically sent in MSH:6. If an order arrives in several parts, the delay applies to the most recently received portion of the order.

Priority Settings

```
STATNumMinutes=x
ASAPNumMinutes=x
RoutineNumMinutes=x
<User-defined priority name>NumMinutes=x
```

You may use these ACO entries to specify the number of minutes to print labels before the draw time based on the priority of the order choice (STAT, ASAP, Routine, or a user-defined priority).

Set x to -1 to not print labels automatically for order choices with the specified priority. Set to 0 to print labels for order choices with the specified priority immediately (i.e., regardless of the draw time).

You may create ACO entries for user-defined priorities by combining the user-defined priority name with NumMinutes. Thus, if the user-defined priority name is "Timed," create an ACO called TimedNumMinutes.

Using the following ACO entries as an example, Harvest LIS will print labels for STAT order choices as soon as they come in, ASAP order choices 10 minutes before the draw time, and will never automatically print labels for Routine order choices.

```
STATNumMinutes=0
ASAPNumMinutes=10
RoutineNumMinutes=-1
```

If you need additional assistance enabling or configuring label auto-printing, please contact Orchard Technical Support at **(800) 571-5835**. ●

Are you attending CLMA ThinkLab '09?

We hope to see you at CLMA ThinkLab '09 in Tampa, Florida. Exhibits for this event open Saturday, May 2, and run through Monday, May 4.

CLMA ThinkLab '09 is a great way for you to hone your laboratory skills and earn CEU credits. The conference is the leading educational event for clinical laboratory professionals and managers, and you do not have to be a CLMA member to attend.

If you plan to attend, make sure to let us know by visiting our website at **www.orchardsoft.com/clma.asp**. For more details regarding ThinkLab or to register for the event please visit the CLMA website at **www.clma.org/ThinkLab/index.html**.

Stop by our booth #719—just look for the big tree. We hope to see you there!

Orchard's Trade Show Calendar 2009

Date	Name	Location
4/14-4/15/09	NE Region Conference & Exhibition	Boxborough, MA
4/25-4/28/09	American Urological Association*	Chicago, IL
5/2-5/5/09	CLMA ThinkLab '09	Tampa, FL
5/5-5/7/09	Clinical Lab Scientists of Alaska	Anchorage, AK
5/7-5/8/09	COLA/POL Spring Symposium	Dallas, TX
5/19-5/20/09	Indiana ASCLS	Carmel, IN
5/28-5/29/09	ACHA Annual Meeting	San Francisco, CA
6/11/09	Orchard 2009 Spring Symposium	Warwick, RI
7/19-7/23/09	AACC/CSCC Annual Meeting and Clinical Lab Expo	Chicago, IL
7/29-8/1/09	Allscripts Client Experience	Orlando, FL

* Orchard is not exhibiting

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Address Correction Requested

Announcing the release of Orchard Copia 4.5 for lab outreach and EMR connectivity!