

## Orchard® Harvest™ LIS' Flexibility Helps Deliver Individualized Patient Care at Hanover Medical Specialists

Barbara Marty, Laboratory Supervisor at Hanover Medical Specialists says, "Harvest makes our work in the laboratory so much easier. It is the flexibility of the system that makes it easy to configure it to our specific needs, so that we can deliver individualized patient care." Individualized patient care is a hot topic in the healthcare industry, and nobody appreciates its importance more than the staff at Hanover.

Hanover Medical Specialists is located in Wilmington, North Carolina, and is a multi-specialty clinic focusing on gastrology, cardiology, endocrinology, and hematology/oncology. With a lab staff of eight

full-time and two part-time employees, the lab supports 30 providers and runs approximately 1,500 tests daily. Because the clinic operates a dedicated chemotherapy center, the majority of the tests performed in the lab are STAT.

Hanover has been a Harvest LIS customer for eleven years. "We actually started with the Orchard Costello product," recalls Kim Futrell, Laboratory Manager at Hanover. "Curt Johnson (now Vice President of Sales and Marketing at Orchard) sold it to us when we purchased our 1800 Abbott analyzer." Because the lab volume has increased yearly since Kim's arrival at Hanover in 1992, the lab decided in 1998 that it

was time to look at purchasing an LIS. "Harvest looked good even back then," jokes Kim. "We did a bit of comparison shopping, but there was really no comparison."



Hanover Medical laboratory employees from left to right: (Front Row) Andrea Horan, Kim Futrell, Amy Copeland, Barbara Marty, (Back Row) Missy Baize, Martha Lail, Hala Taylor, Kristin Eberly, Elizabeth Reich.

Since implementing Harvest LIS, life in the lab has changed dramatically. "Scheduling QC in Harvest has been so helpful," says Kim. "I can now review all of it in the system on an ongoing basis, which saves us time and a lot of paper."

Barbara loves the efficiency that Harvest LIS has brought to the lab. "Because of our chemotherapy center, being aware of each patient's needs and sensitivities is essential to delivering individualized patient care. The various decision-support rules and pop-up reminders we can build into the system by patient helps alert us to potential problems and insurance issues." The lab

staff is also a big fan of the result evaluation rules. "We write a lot of them," says Barbara. The lab has already implemented the auto-approval of their coag, immunossay, and send-out tests, and is now working on auto-approval for their chemistry tests. "Harvest has helped us become more productive and deliver on our commitment to individualized patient care," claims Barbara. "And we hope to continue on that path."

According to Barbara, the true value of Harvest LIS had not been realized until after attending their first Advanced User Training at Orchard's headquarters located in Carmel, Indiana. "When we went to our first class

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# Hanover Medical

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in 2007, we realized we had no Advanced Configuration Options (ACOs) in the system!” recounts Barbara. After that first experience, the lab looks at the Advanced User Training Class as an annual must and has upgraded to Gold support. “We definitely see the value. Every time we come back from training, we have a big list of things we need to implement,” says Barbara.

Both Barbara and Kim know that Harvest LIS has much more to offer than they are currently able to implement due to time constraints. However one thing is for sure, the use of Harvest LIS has helped the lab realize a return on their investment. “We are proud of our lab,” says Kim. “We have the best LIS, and we have the best staff!”

Not only does the staff work hard to ensure the timeliness of the individualized care they provide to their patients, but they try to take it a step further by donating expired or unused lab and phlebotomy supplies to a charity organization called “Randolph World Ministries.” The supplies sent to this organization are shipped to Haiti to help existing and new laboratories. ●



## Where in the World is Orchy?



Orchard’s unofficial mascot, Orchy, loves joining the Orchard family on vacation. If you know Orchy’s location in this photo, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by February 15 to be eligible to win an Orchard prize package. Last newsletter, Mike Murray of Yosemite Pathology Medical Group, Inc. in Modesto, California, knew that he was visiting the Kentucky Horse Park in Lexington, Kentucky. Sign in to the Orchard website to see where in the world Orchy has been lately! ●



### Matt Pollock:

#### HL7 Interface Implementation Manager

Matt Pollock, HL7 Interface Implementation Manager, has been with Orchard Software for six years. While at Orchard, Matt has worked on a variety of projects developing interfaces for large hospital and reference labs. He was recently promoted to manage our team of HL7 Interface Specialists who work to ensure the seamless integration of our systems with that of many other information systems in today’s healthcare marketplace.

Originally from Louisville, Kentucky, Matt met his wife in high school. While they have only been married two years, they have been together for sixteen. They currently live in Pendleton, Indiana, with their three rescued dogs. ●



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# Tech Tip: Blank Requisitions in Copia

Copia's blank requisition feature helps in situations where you need to use handwritten requisitions. The system will pre-fill as much information as possible, making it faster and easier to complete the remainder of the requisition. Using the Layout Templates page, you may design completely custom patient- or location-based requisitions that you may then generate according to system default and location settings.

## Designing Blank Requisitions

There is no default format for blank requisitions, so you will need to create your blank requisitions from scratch on the Layout Templates administration page. Note that, after you create your first blank requisition, you may copy it to create additional requisition formats. The blank requisition layout includes header, body, and footer sections. Copia repeats the header on every page, uses the body as the content of the report, and displays the footer at the bottom of the last page of the blank requisition.

As you design blank requisitions, most of the available settings are similar to other layout templates (e.g., margin and format settings); however, there are a few settings that are unique to blank requisitions and that are very important to set up properly.

### • Provider Lists

When defining the contents of the body section of the blank requisition, you may choose to include a list of ordering providers. When you include one of these lists, people completing the blank requisitions will be able to mark the form to indicate the appropriate ordering provider.

• **Location's Ordering Providers:** Select this content type to display a list of the providers who have rights to either the signed in location (for patient-based

requisitions) or to the selected location (for location-based requisitions).

• **Practice's Ordering Providers:** Select this content type to display a list of the providers who have rights to all of the locations in the practice associated with either the signed in location (for patient-based requisitions) or to the selected location (for location-based requisitions). If providers are restricted to specific locations in the practice, then they must explicitly have access to the signed-in or selected location to be on the list.

You may modify the appearance of the list of providers by clicking the Miscellaneous Settings button and completing the Location's Ordering Providers' Settings or Practice's Ordering Providers' Settings sections. These settings control how Copia displays the list and whether it displays a checkbox, circle, or other item next to each provider, allowing users to indicate the selected ordering provider when completing the requisition.

### • Report Order Choice List

When defining the contents in the body section of the blank requisition, you may include a report order choice list, which contains all of the order choices and profiles that may be included on a blank requisition. Note that when you create the lists on the Report Order Choice Lists page, you may add as many order choices as you wish to these lists because Copia handles displaying or restricting order choices when it generates the blank requisition.

Once you have defined report order choice lists, you

The screenshot shows a form titled "Orchard Requisition" with a header containing a star icon and the text "Orchard Requisition". Below the header is a section for "Ordering Provider" with checkboxes for "Provider, Al B.", "Provider, Lary B.", "Provider, Tom B.", "Provider, Alfred B.", "Provider, Sam B.", "Provider, Jane B.", and "Provider, Sue B.". The "Patient Information" section includes fields for Name (Patient, Jane A.), MRN (1181), DOB (05/06/2001), SSN (999-99-9999), and Patient ID (P-0051161). The "Primary Insurance Info" section includes fields for Name (Patient, Jane A.), SSN (999-99-9999), Plan Name (Medicare), Policy # (1111111), and Group # (333333333). Below this is a "Testing" section with checkboxes for "Order Choice 1" through "Order Choice 6". An "Additional Testing Information" section is also present. A barcode is located at the bottom left of the form.

Note that on patient-based requisitions, Copia completes any patient-specific fields, but on location-based requisitions, it leaves those fields blank so your clients can fill in the information.

See "Blank Requisitions" on page 6.

# Configuring Harvest LIS 8.5 as a Laboratory Monitor

Amid the constant flow of specimens that occurs within a clinical laboratory, workflow management is an important means of ensuring that testing is being processed and resulted in a timely manner. There are a number of tools within Harvest LIS to assist the laboratory staff with this task, and in Harvest LIS version 8.5, we have added some new options to these tools that will make staying ahead of the game much easier.

The Overdue Order Choice Report, Release Stored Orders, and data browser windows may now be maximized and auto-refreshed for use in their capacity as laboratory data monitors. The Overdue Order Choice Report provides a quick way to see what orders are nearing or have exceeded their target turnaround times (TAT) and may be overdue. The Release Stored Orders window can display newly received orders that need to be released as specimens are received by the lab. The data browsers can be configured to show a variety of information on a constantly refreshing basis, such as critical results that need notification.

To configure one of these features as a laboratory monitor, click on the full window icon in the lower corner of the screen. This will remove all feature options and text and expand the list to full window size. If you have specified a report title, that text will be shown in the window caption instead of the regular window name. Maximize both the window and Harvest LIS to fill the entire computer display if desired.

In each of these windows, you may use Saved Criteria to define the options to use when displaying your data, including the column view and filter options.

You may wish to modify the font size and font of the list to make it larger or easier to read when switched into full window mode. You can do this by adding the following settings

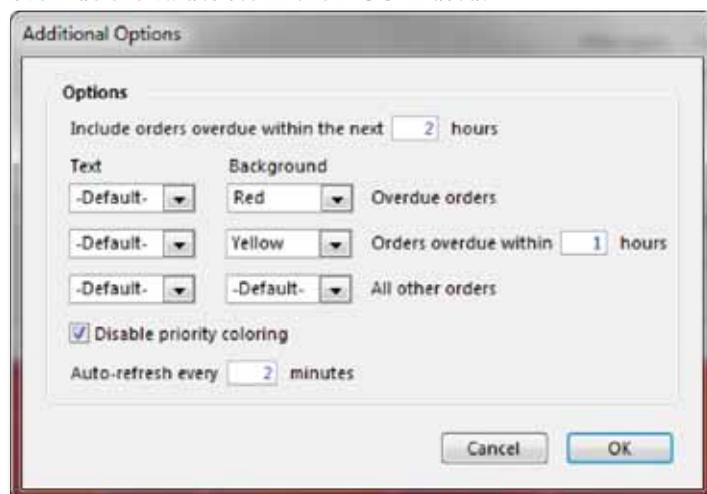
to the [Browser], [Overdue Report], and/or [RSO] sections of the Advanced Configuration Options window:

```
FullWindowListFont=<font name>
FullWindowListFontSize=<font size>
```

You will want the information in the list to automatically update regularly. To do this, you can add the following settings to the [Browser], [Overdue Report], and/or [RSO] sections:

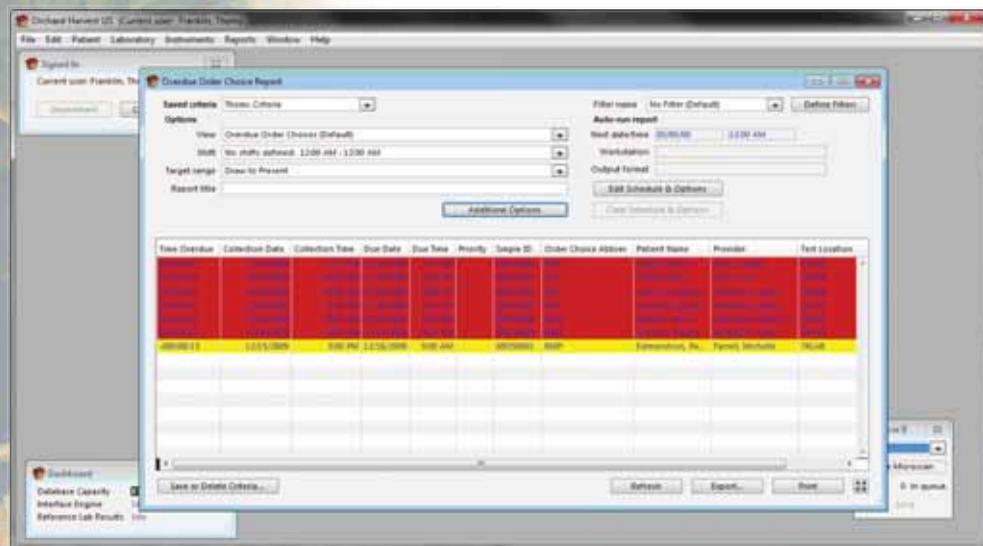
```
AutoRefresh=True
AutoRefreshInterval=<# minutes>
```

The AutoRefreshInterval setting is optional and is set to 5 minutes if not specified. You may also set this in the on-screen options for the data browsers and the Overdue Order Choice Report: Auto-refresh every X minutes. These options will override the values set in the ACO if used.



For example, the Overdue Order Choice Report may be configured to highlight order choices that have exceeded their target TAT, are nearing their target TAT and are overdue, or will be overdue within a longer time range. Click the Additional Options button to set the following options:

- Include orders overdue within the next X hours: This determines the time range for all order choices that will exceed their TAT target within the specified time frame.
- Text/Background colors: Select colors for order choices that you want to display in a different color, such as red for overdue orders and yellow for orders that will be overdue soon.
- Disable priority coloring: Check this to turn off coloring order choice



The Overdue Order Choice Report as it appears by default.

See "Harvest LIS as a Lab Monitor" on page 5.

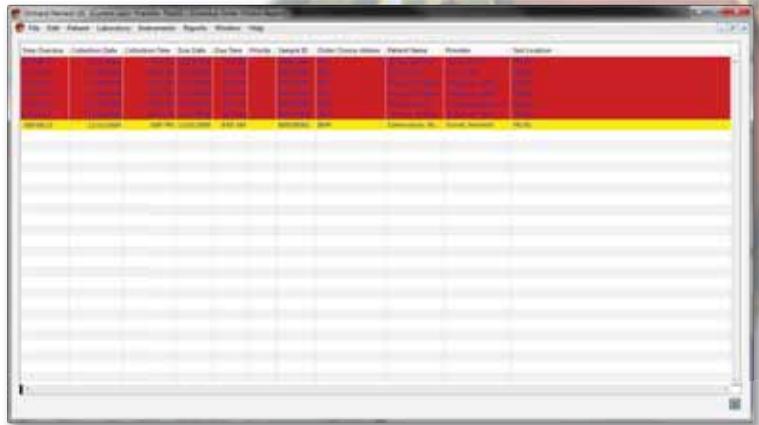
# Harvest LIS as a Lab Monitor

Continued from previous page.

priority (STAT, ASAP, etc.) since it may conflict with the options to change the text or background colors.

- Auto-refresh every X minutes: This determines the time interval Harvest LIS will use before automatically refreshing the displayed data.

Using this new capability in Harvest LIS 8.5, the laboratory administrator could display useful workflow management information on a large, wall-mounted screen that the laboratory staff could monitor to ensure timely and efficient processing of laboratory testing. Should you need assistance in configuring a lab monitor, please give Orchard Technical Support a call at (800) 571-5835. ●



The Overdue Order Choice Report in lab monitor mode. Note the various options such as View, Saved Criteria, and Auto-run are not displayed in this mode.

## How Do You Celebrate National Medical Laboratory Professionals Week?

National Medical Laboratory Professionals Week is April 26-30, 2010, and we want to help you celebrate! Each year, we hear stories of the creative, wacky, and exciting ways in which you commemorate this special week. This year, we would like to help you during the planning process by sharing past ideas implemented by your fellow Orchard users.

### Conversation Starters

Staff completed the phrase “People Might be Surprised to Find Out That I...” and then they matched up the submissions with their co-workers. (Sherri Kopko, ITxM Diagnostics)

### Games

Reality TV: Staff has to list the order in which reality stars were voted off of a show, such as Survivor, Dancing with the Stars, or American Idol. (Barbara Saylor, Mark Reed Hospital)

### Giveaways

I usually ask our vendors (supplies, reference labs, instrument vendors, etc.) for donations (food, money, gift cards, or prizes) to be given away to our staff. (Gwen Whisler, Masland Associates)

### Food

We bring in food to share with the rest of the facility. (Michelle Richardson, TOPA - Arlington)

### Theme Days

We held a contest and encouraged people to design their own lab coats. (Charolette Leis, Cumberland Medical Laboratories)



Members of the Cumberland Medical staff show off their personalized lab coats for Lab Week 2008.

Thank you to all who volunteered to share their ideas. If you have any additional ideas that you would like to share, please contact us at [news@orchardsoft.com](mailto:news@orchardsoft.com). Whether it is a costume contest, scavenger hunt, or daily planned activity, we want to know about it. For a more complete list of ideas, please visit our website at [www.orchardsoft.com](http://www.orchardsoft.com). ●

# Blank Requisitions

Continued from page 3.

must assign one or more of them to locations on the Locations administration page so that Copia knows what order choices and profiles are available for blank requisitions.

To determine what order choices to display on the blank requisition, Copia verifies each order choice against the patient's practice to see if the current patient or location can have the order choice in question ordered for them. If not, then Copia omits those order choices from the blank requisition.

This means that not all of the order choices in the report order choice list that you add to a blank requisition will necessarily appear on the generated requisition. This makes your job easier when setting up report order choice lists because you do not have to worry about

what order choices can be ordered or to create a list for every location. You may simply create a general list for clinical or anatomic pathology, for example, and let Copia handle deciding what order choices can appear on the requisition.

You may modify the appearance of the list of order choices by clicking the Miscellaneous Settings button and completing the Report Order Choice List Settings section. These settings control how Copia displays the list of order choices, including the number of columns the information appears in, the order in which they are listed, the border format, and whether it displays a checkbox, circle, or other item next to each order choice, allowing users to indicate the selected order choices when completing the requisition. Note that the number of columns you select directly affects how the data in the columns wraps when printed on the blank

requisition. To reduce the amount of text that wraps, simply reduce the number of columns for report order choice lists.

## Generating Blank Requisitions

To generate patient-specific blank requisitions, click the Options link at the top of the Demographics, Insurance, Order History, Collect Samples, Find Patient or Order, or Order Patient Samples pages, and then select "Blank Patient Requisition."

To generate location-specific blank requisitions, add one or more blank requisitions to the "Document printing for \_\_\_" section of the Set Location page, and then click the Print button.

When you generate a patient- or location-specific blank requisition, Copia will create it using the format set for the signed in location, if it has been defined, or it will use the system default format. ●

# Get a **free** lab assessment

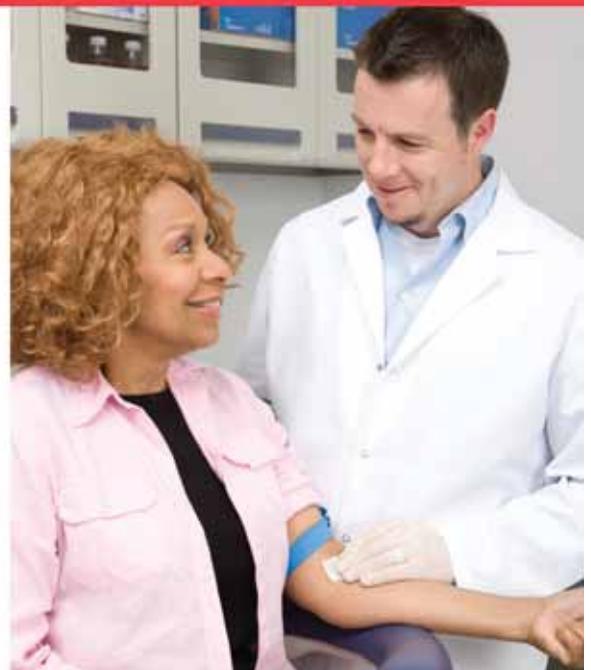
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- Increased staff productivity
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# The Orchard at the Orchard

Each year, Orchard customers and prospects alike receive our annual calendar. Bobblehead characters grace the mailboxes of our clients during Lab Week each April. Squeezy fruit has become a staple at large industry trade shows. While Orchard Software is committed to developing the very best Laboratory Information Systems in the industry, we are also committed to developing the best brand for our products. The marketing team at Orchard works tirelessly to keep the “Orchard” brand of Orchard new and unique as time goes on. And now, we’re letting you in on the secret!

Farmer Gordon is most often the face of Orchard Software. His handsome likeness graces our advertisements, our literature, the calendar photos, our inaugural bobblehead, and much more. Often, people are unaware of who “Farmer Gordon” is. Farmer Gordon is none other than Gordon Saager, one of Orchard’s valuable Systems Engineers. In a past life, prior to joining Orchard in 1998, Gordon had an acting career where he served as talent in radio and television ventures. Now, in between installations and assisting customers with perfecting their LIS, Gordon helps out the marketing staff by participating in

photo shoots as our resident farmer.

In addition to Gordon, there are a couple of other people who help make Orchard’s brand come alive. Rick and Sarah Brown are the owners of The Apple Works Orchard,

located on 135 rolling acres near the border of Johnson and Brown counties south of Indianapolis, Indiana. In 2005, Christine Stalcup, Orchard’s Marketing Media Specialist, contacted Sarah with a request to take photographs of their beautiful property in order to use them in marketing materials. Sarah and Rick graciously welcomed the Orchard marketing staff onto their property. Each year, Gordon, Christine, and Director of Marketing Kerry Foster return to The Apple Works to obtain new photos. Each and every photo in the Orchard calendar, ads, and literature

is taken by Orchard’s very own marketing staff.

In 1989, Rick and Sarah Brown began The Apple Works Orchard and it has since become one of the best orchards in Indiana. With more than 50 varieties of apples, pumpkins, and other



The Apple Works, located in Trafalgar, Indiana, was founded with the goal of raising the absolute best apple possible. Visitors are welcomed to the Country Store to sample any of the 50 varieties of apples grown at the orchard.

fruits, The Apple Works opens its doors to the public each year to provide good family fun right in our own backyard. Learn more about The Apple Works at [www.apple-works.com](http://www.apple-works.com).

Another addition to the 2010 calendar are some fresh photos of Farmer Gordon in the vineyard. Creekbend Vineyard, in conjunction with Oliver Winery in Bloomington, Indiana, was gracious enough to open their gates to us last summer in order for us to take photos of their sprawling vineyards. Creekbend is typically closed to the public, only offering private vineyard tours.

At Orchard, the marketing staff works tirelessly to continue developing the brand you have come to know through the years. Our relationships with The Apple Works and Oliver Winery allow us to learn about the effort and processes that go into making the best possible products that these companies specialize in. This mindset speaks to us, as we are always working to perfect our products and provide the best possible solutions to our customers.

Keep an eye on your mailbox for new and exciting photos of Orchard’s marketing ventures. Who knows where Orchard will go next? ●



Oliver Winery was started in the 1960s as a hobby in the home of an Indiana University law professor. It continued to grow, and in 1994 it became apparent that another vineyard was necessary. Opening Creekbend Vineyard has enabled Oliver Winery to continue its commitment to the production of great wine made from Indiana-grown grapes.

# Orchard Copia Training Classes Now Available

Beginning in March, Orchard will host one of its three scheduled Orchard Copia Advanced User Classes. During this week-long instruction, attendees will learn about the latest features in the program and about maintaining the Copia system. Those who attend this class will also:

- Learn the newest features of the most current Copia version to determine the best use for them in your facility.
- Receive hands-on experience using the database management and maintenance tools for backing up your database, maintaining your Copia system, and troubleshooting problems.
- Review security functions and explore enhancements designed to assist you in maintaining compliance with HIPAA regulations.
- Discover tips and tricks for maximizing your use of Copia to the benefit of your lab.
- Interact with other users and learn how other labs uniquely integrate Copia features.
- Cover the various options for technical support, including learning more about the Orchard website and online user groups.
- Meet with Orchard associates from Technical Support, Operations, Development, and Marketing to learn more about the latest projects.

It is never too early to contact your account manager and reserve your seat. To contact your account manager, please visit our website at [www.orchardsoft.com/contact/sales/accountmgrs.html](http://www.orchardsoft.com/contact/sales/accountmgrs.html) or call (800) 856-1948. ●

## Orchard's Trade Show Calendar 2010

Date	Name	Location
2/25-2/27/10	2010 Clinical Lab Educators Conference	Biloxi, MS
3/1-3/4/10	HIMSS10*	Atlanta, GA
3/4-3/5/10	American Pathology Foundation 2010 Spring Conference	Las Vegas, NV
3/17-3/20/10	AMGA 2010 Annual Conference*	New Orleans, LA
3/22-3/24/10	US & Canadian Academy of Pathology 2010 Annual Meeting	Washington, DC
4/21-4/24/10	COLA Symposium for Clinical Labs	Baltimore, MD
4/27-4/29/10	Executive War College*	New Orleans, LA
4/30-5/1/10	Centricity® Healthcare User Group Meeting (CHUG)	Tucson, AZ
5/4-5/6/10	CLMA ThinkLab '10	Las Vegas, NV

\* Orchard is not exhibiting

## OrchardSoftware



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**Get a jump start on Lab Week—April 26-30, 2010—Ideas inside.**