



## Orchard Trellis Supports Family Care Partners' POC Efforts

Approved as the first Accountable Care Organization (ACO) in Northeastern Florida in July of 2012 and designated as a Level 3 Patient-Centered Medical Home (PCMH), Family Care Partners is a private physicians group with eight locations, offering primary care, internal medicine, family practice, allergy care, pediatrics, and wellness programs—providing top-notch care for patients in Jacksonville, Florida, and surrounding areas.

Family Care Partners Laboratory has been an Orchard client for over 11 years and provides services for more than 70 clinicians, having recently added a new clinical location and an urgent care facility. Because of these additions, they estimate that their annual volume will reach roughly 800,000 tests next year with plans for continued growth. Just as remarkable as their testing volume is the fact that about 80% of their in-house lab testing is completed on the same day as collection, with 6.5 full-time technologists on staff.



The staff at Family Care Partners in Arlington, Florida can always find their way to the Orchard! Pictured are (back row; left to right) Rae Ann Taveres, Sheila Leggett, Linda Gullege, Teresa Dempsey, Lynda Carroll, (front row; left to right) Teresa Higgins, Sarah Maples, and Kelly Neil Phillips.

### Orchard® Trellis™ Enhances Point-of-Care Testing—Essential for Best Patient Care

True to the Family Care mission to “provide patients with the highest quality of medical care in a friendly, compassionate manner using the latest technology and medical resources available,” they have POC testing and treatment available in convenient locations that can help speed up diagnosis and potentially avoid costly hospital admissions.

In order to streamline that process, they have launched Trellis in two remote offices: one in an urgent care facility that interfaces with an i-STAT® and a Clinithek STATUS®, and the other in a satellite office capturing results from an ABX Micros 60® into their EMR.

Trellis has provided a quick and easy way to transmit their lab results into their EMR. Prior to adding Trellis, the satellite office was using paper charts. Urinalysis reports from the Clinithek were printed and glued onto paper, and CBC results were printed and placed in the paper chart. With the addition of their EMR and Trellis, this has become an automated process. Lynda recognizes that Trellis has made their lives easier. She says, “Trellis is simple. It’s easy to train and it’s easy to use. We have to take into consideration that in these outside locations, we don’t always have techs working there. It may be a paramedic, EMT, phlebotomist, or medical assistant, and we have to train them to perform lab testing. With Trellis, we’ve



Raymond Mooney, Sophia Stewart, Michelle Koonce, Tenish Johnson, Teddy Mason, and Misty Williams pose with their friend Gordon in the Northside location of Family Care Partners.

set it up so that it’s easy for them; the doctors place orders in the EMR that show up in Trellis, and the labels print telling them which tubes to draw. The process is so simple that they don’t have to know lab, but they can ‘do’ lab.” With Trellis’ functionality in place, POC testing can be more efficiently executed by non-lab personnel, affording less expensive, better patient care right there at the initial point-of-service.

See “Family Care Partners” on page 2.

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## Where in the World is Orchy?



Orchy has hit the road again to complete his journey around the world. If you think you know where Orchy is, send us your response to [news@orchardsoft.com](mailto:news@orchardsoft.com) by November 15th to be eligible to win an Orchard prize package. The last time we saw Orchy, he was visiting the Rock and Roll Hall of Fame in Cleveland, Ohio. Anne Smith of Lebanon Internal Medicine Associates sent in the correct location the last time around. Make sure you visit the Orchard website to see where in the world Orchy has been lately! 🍏

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## Family Care Partners

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### “Reports? We Use ‘em All!”

Lynda Carroll, Laboratory Manager at Family Care, says, “Initially during the establishment of our PCMH, we needed numerous reports for our quality measures. We were able to get the needed information out of Harvest with just a few keystrokes.” Lynda makes maximum use of Harvest LIS’ robust data browser capabilities to create reports that improve their laboratory efficiency and productivity. They auto-generate a large breadth of reports, ranging from reports for positive results on Thin Prep paps, MRSA, FOB, and STDs, with follow-up processes in place to ensure these patients receive proper treatments, to reports comparing diabetic Hgb A1c results to non-diabetic Hgb A1c results in order to determine if they are making a positive change in the diabetic patient population that Family Care is responsible for.

Because part of the responsibility in a PCMH setting is trying to ensure and encourage patient compliance, Harvest LIS auto-generates reports that list patients who missed their scheduled lab appointment so that patients can be contacted for follow-up. The Family Care lab staff has a system in place to document all attempts to contact the patient in Harvest LIS, as well as rejected order reasons that transmit into the EMR and close the “order loop.” To track patient compliance, orders in Harvest LIS are tagged with “order markers” so that in Release Stored Orders they can be sorted by order marker, by division, by date, etc., making tracking patient compliance easy. “Now that patients know that we are on top of this, they have become more compliant. Not only are our patients happier, but our doctors are happier, too,” explains Lynda. “We

get lots of ‘Woo-Hoos’ when no-shows for the month are down to 3% instead of 18%, so it’s a big plus that shows our hard work is paying off.”

### Future Goals & Challenges

Family Care Partners is in a state of continuous expansion, adding tests to their in-house menu as volume or risk contracts dictate, with plans to add additional urgent care facilities in the very near future. Going forward, their biggest concern is lack of space to add more testing and more staff. They plan to bring microbiology testing in-house soon and have long-range plans to begin reference lab testing. Lynda predicts that “in a year-and-a-half, we will be a lot different than what we are today.”

As Family Care Partners continues to offer unique solutions for traditional care and increases their shared risk contracts with payors, a future consideration for their laboratory will be the decision to bring in lab testing that is not profitable in a fee-for-service scenario, but saves larger dollar amounts per patient episode-of-care. Lynda explains, “There will be some tests that we will add in-house that we will not get paid for, but as we enter ‘risk-share’ contracts, it’s less important that we spend \$50 to \$100 on up-front testing, because of the fact that for a patient, we saved them \$30,000 in hospital visit costs.” As healthcare reform efforts continue, we will all be moving in this direction. Lynda continues, “We’ve gone from a world of trying to get patients in here so we can make money to a world of taking care of patients. That’s concentric around a patient-centered medical home, and more importantly, it’s providing better long-term patient care.” 🍏

# Orchard Software's Celebration Royale: A Night to Remember

When Orchard Software was created in 1993, no one could have imagined the success and growth that the company would accomplish. Twenty years later, we say thanks to all of our customers, vendors, and employees and look forward to many more years of progress.

One way that the Orchard family continued to show its appreciation for its members was by throwing a 20th anniversary gala that will not be soon forgotten. The tone for the evening was set with an Elvis impersonator who welcomed everyone into the building by belting out his most famous hit songs.

After settling into the ballroom, attendees enjoyed casino-style games, including Blackjack, Craps, Roulette, and Poker. Live music from a Rat Pack tribute band complemented the casino atmosphere. Orchard employees showed their unique personalities at the event by wearing attire that ranged from 80s prom dresses to swanky tuxedos.

This event was a perfect way to celebrate two decades of success at Orchard. Be sure to check out some more of the pictures from the event in the Orchard Museum on our website!



## Look for Our Brand New Website in Early 2014!

Orchard's web presence is undergoing some major construction—we are launching a brand new look in the first quarter of 2014. As part of our commitment to offering a high-quality, user-friendly experience, we are streamlining our design to improve our content organization and make it easier for you to locate the resources you need. Additionally, our signed-in customers will have access to a variety of new features designed to improve accessibility, communication, and support.

We are excited about our upcoming changes here at Orchard, and we would like to share a preview of what is to come.



# Orchard Pathology and Harvest LIS Data Browser Enhancements Support Business Needs in a Value-based Healthcare Model

In response to changes brought on by healthcare reform laws, organizations have a renewed focus on improving patient care and lowering per capita costs. Clinical data, much of which comes from the lab, plays a tremendous role in this because lab data is the cornerstone of the essential analytics needed to support informed business decisions. As these changes in healthcare are felt by the lab, Orchard Software continues to expand the functionality of our products in order to support the needs of our clients and their patients.

## New Functionality Aids in Improving Test Utilization

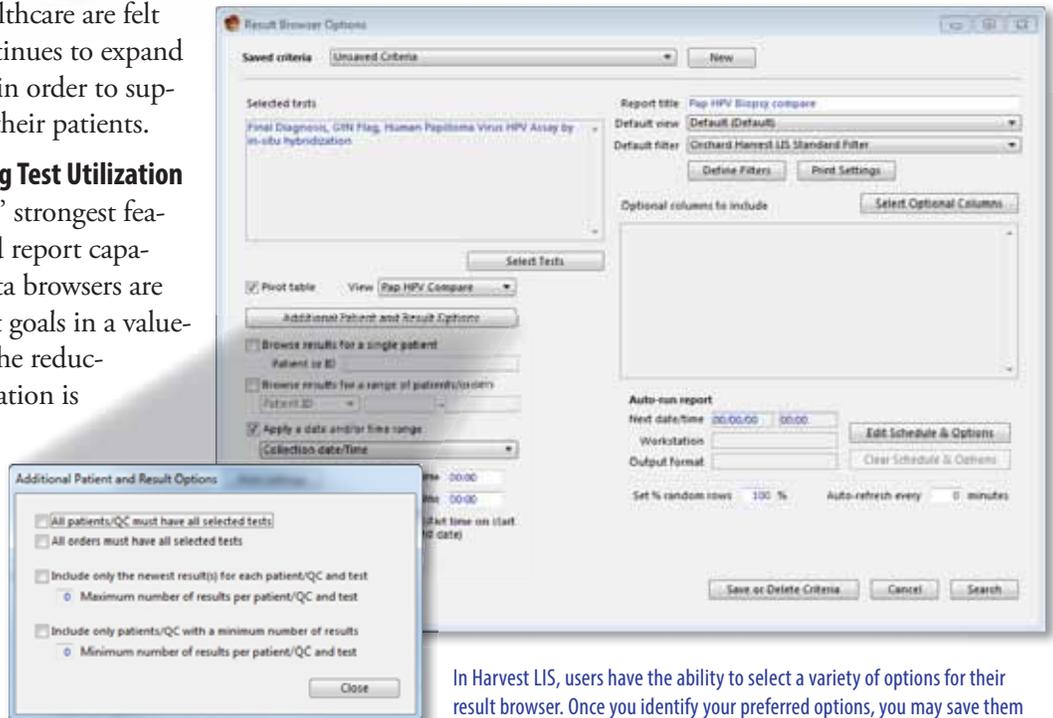
Historically, one of Harvest LIS' strongest features has been its data mining and report capabilities. And now, Harvest LIS data browsers are better than ever. One of the target goals in a value-based healthcare environment is the reduction of waste. Improper test utilization is considered wasteful and can lead to further unnecessary testing. In order to track this carefully, data mining tools must include the ability to look at multiple test results and the capability to select an exact numerical or qualitative result and apply that to a specific test (e.g., look up patients with LDL results >100 and BNP >100).

With the updated Harvest LIS browser functionality, you can gather order choice and result data simultaneously or select patients with specific results for two different lab tests. As value-based facilities call upon their laboratories for data to identify improper test utilization, this functionality becomes invaluable. Providers and/or Value-based Care Committees, motivated to reduce waste, can use data from this type of browser to demonstrate whether test utilization is an area that can be improved upon. Then, providers can readily see the value of allowing reflex rules to determine if and when certain tests are indicated. This will continue to be a major focus as healthcare facilities transition to value-based reimbursement models.

## New Checkbox Options

The Additional Patient and Result Options dialog, accessed from the Result Browser Options window, contains several new checkbox options, including the ability to limit a search to patients who have had all of the selected tests, to search for all tests regardless of the date, or to only search for patients with all tests in the same accession.

Also, when you need to eliminate patients who have only had a certain test run once or include the newest results for each patient, you can choose a minimum or maximum number of tests per patient/QC.



In Harvest LIS, users have the ability to select a variety of options for their result browser. Once you identify your preferred options, you may save them for quick report generation in the future.

## New Filter Options

New options have been added to the Result Browser Filter window as well. You can create filter conditions that apply only to a specified test, such as checking the flag on a Quick Strep result. Flag refers to an abnormal or critical result, so if the Flag column is equal to "Empty," this will pull only normal results. Conversely, if the flag column equals "Not empty," this will eliminate normal results. For example, you could run a browser to capture abnormal Quick Strep results by creating a filter condition where the Flag column is equal to "Not empty," and the specified test is Quick Strep. Only results belonging to Quick Strep will have the condition checked; all other results will pass that condition. You can also choose to eliminate other results in the order if a test is filtered out, allowing you to exclude entire orders when a specific test on the order is normal or abnormal.

See "Browser Enhancements" on page 5.

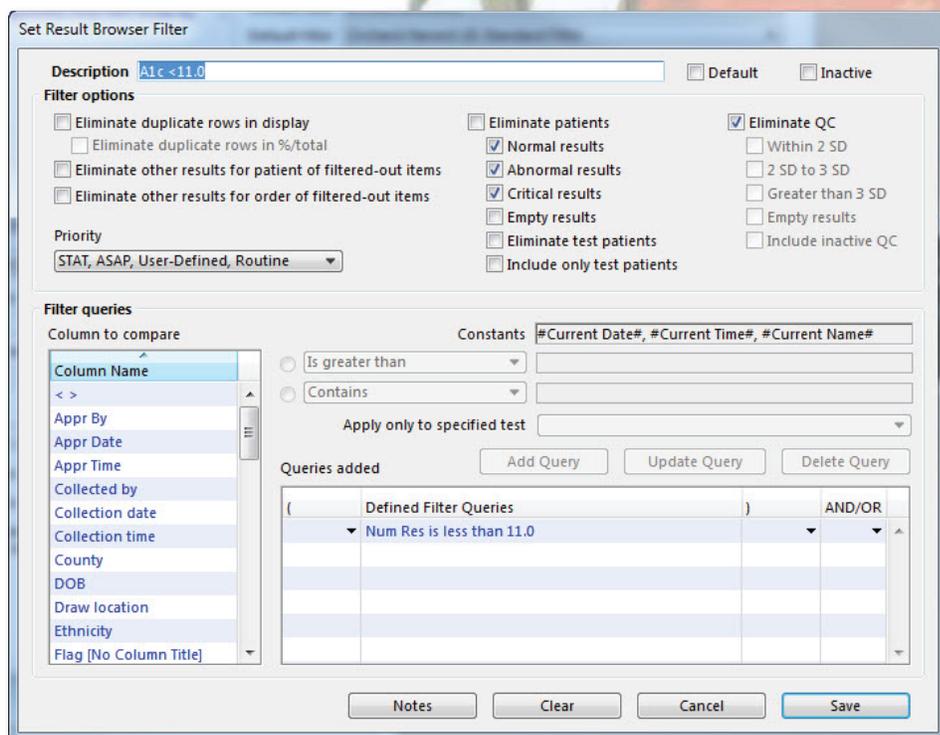
# Browser Enhancements

Continued from previous page.

## Monitor these Browsers to Support Best Test Ordering Practices

Below are some specific examples of data browsers that can now be used to identify patients:

- Two or more Hgb A1cs within a specific timeframe. Specifically leave out patients with only one Hgb A1c result.
- Abnormal Hgb A1cs within a certain timeframe. Include only the newest results for each patient.
- A Glucose result of <95 and a Hgb A1c ordered within a specific timeframe.
- Negative UA result and a urine culture ordered in cases where there is an order choice of UA with Culture.
- A negative Quick Strep result and a negative throat culture.
- A negative pap smear and a positive HPV.



Browser filter options provide you with the ability to implement rules-based technology to assign if/then scenarios to data browsers. This functionality allows you to get the most out of your system to meet all of your data mining needs.

Patient Name	Test	Run Res	Provider	Insurance Company	Collection date	Collection time	Draw location
Adams, Jerome G.	HemoA1C	7	Anderson, Michele	Medicare	4/13/2003	08:00	Internal Medicine
Adams, Jerome G.	HemoA1C	32	Anderson, Michele	Medicare	9/15/2003	08:36	Internal Medicine
Balog, Frank T.	HemoA1C	12.7	Johnson, Sylvia	Arthem	12/20/2003	08:08	Internal Medicine
Carroll, Marjoly J.	HemoA1C	7	James, Zachary	Mid-Plains Health	12/20/2003	08:39	Internal Medicine
Edwards, Kevin M.	HemoA1C	9	Ballinger, Patricia	Medicaid	12/20/2003	09:43	Cardiology
Heavens, Yusuf M.	HemoA1C	9	Hines, David	Blue Cross Preferred	12/20/2003	08:59	Cardiology
Jones, Wanda L.	HemoA1C	5.2	Smith, Linda	Cigna	12/21/2003	08:21	Cardiology
Wood, Charles A.	HemoA1C	6	Eagan, Hilary	N/A	2/5/2004	08:43	Cardiology
Wood, Charles A.	HemoA1C	8.1	Eagan, Hilary	N/A	2/5/2004	08:43	Cardiology
Wood, Charles A.	HemoA1C	7.6	Eagan, Hilary	N/A	2/5/2004	08:43	Cardiology
Balcock, William H.	HemoA1C	6	Hines, David	Blue Cross Preferred	2/5/2004	08:18	Internal Medicine
Dillon, Bryan E.	HemoA1C	7.0	McDonnell, Christy	Blue Cross Preferred	2/5/2004	08:23	Internal Medicine
Harris, Myrona E.	HemoA1C	6.5	Eastman, Trudy	Mid-Plains Health	2/5/2004	08:32	Electro Data Clinic
Jones, Howard E.	HemoA1C	7.0	James, Zachary	ARCO Supreme	2/5/2004	08:21	Internal Medicine
Leffler, Helen	HemoA1C	9	Webster, Adrian	Arthem	2/5/2004	08:21	Internal Medicine
Heavens, Alan R.	HemoA1C	7.3	Webster, Adrian	Medicaid	2/5/2004	08:21	Internal Medicine
Youngberg, Gloria K.	HemoA1C	5.1	Ballinger, Patricia	N/A	4/14/2004	13:28	Longington Cancer Care
Hofford, Greg M.	HemoA1C	7.8	Harris, Billie	Medicare	5/9/2005	14:19	Longington Cancer Care
Washby, David	HemoA1C	5.8	Anderson, Michelle	Arthem	4/20/2005	14:06	Longington Cancer Care
Harrison, Jennifer L.	HemoA1C	5.1	Webster, Adrian	ARCO Supreme	4/26/2005	11:24	Radiology
Joseph, Matt A.	HemoA1C	4.9	Blank, Joseph	N/A	4/26/2005	11:24	Radiology
Lung, Robert D.	HemoA1C	5.4	Taylor, Albert	Select Blue Managed Care	4/26/2005	11:27	Radiology
Reisen, Donatella M.	HemoA1C	4.9	Bohdy, K.	N/A	4/26/2005	11:28	Radiology
Arks, Corrie S.	HemoA1C	6.5	Webster, Adrian	N/A	7/15/2005	13:28	Longington Cancer Care
Arms, Denise	HemoA1C	6.7	Johnson, Sylvia	N/A	4/11/2006	15:00	Main Laboratory
Arms, Lory	HemoA1C	4.2	Eagan, Hilary	N/A	4/11/2006	13:34	Artery Clinic
Callahan, Charles	HemoA1C	7.1	Boyer, George	N/A	6/14/2006	21:34	Artery Clinic

You can display browser results directly within Harvest LIS for all patients, or with an applicable filter applied. The columns that display in the browser may be customized to display the content appropriate for your laboratory's data mining needs. The information generated from a browser may be printed or exported to a comma delimited file. Browsers may also be scheduled to run automatically at a predetermined time to maximize efficiency.

## Data to Meet ACO & PCMH Performance Measures

For Patient-Centered Medical Homes (PCMHs), Accountable Care Organizations (ACOs), and other types of value-based healthcare organizations, specific performance measures have to be met with the end goal of improving patient outcomes and reducing costs. The lab can assist in this effort by providing the data needed to create and enable the most appropriate test ordering practices. With many of the performance measures focused directly on the largest overall health concerns, such as diabetes and heart disease, lab data is needed to monitor these conditions and provide data to improve compliance of diabetic and cardiac patients.

This improved browser capability is an example of another way Orchard is listening to clients' needs and focusing on the future direction of healthcare. This is an additional tool to put in your "lab value" toolbox to demonstrate the inherent usefulness of the clinical data that the lab generates and for the lab to remain indispensable to your facility.

# Orchard's Website Features Technical Support Enhancements

We have enhanced the Online Technical Support Ticket List page so that you may now review both your technical support tickets and your software issues, including Requests for Modifications (RFMs), on one page.

As a result of the change, the page is now called "Review Reported Issues." To access it, simply sign in, and then click the "Review Issues" link in the Welcome box.

If you have never visited the page before, we encourage you to do so now: [www.orchardsoft.com/customer\\_area/main/issues/issue\\_list.asp](http://www.orchardsoft.com/customer_area/main/issues/issue_list.asp).

Below are the highlights of the changes, as well as some tips for using the lists.

## Changes to the Page

- **Page Name:** The Online Technical Support Ticket List page is now the Review Reported Issues page.
- **Link Name:** The "Review Ticket" link to access this page is now "Review Issues."
- **Help:** Added a **Help** button to each list to view tips for using the page (see below).
- **Two Lists:** The top list on the page displays the Technical Support Ticket List (as it did before), which lists your facility's support tickets. The new addition is the bottom list, which displays the Software Issue/Request for Modification List that includes the software issues linked to your facility.

If you have any issues signing in to the Orchard website to view your technical support tickets or requests, contact Technical Support or your Account Manager for assistance.

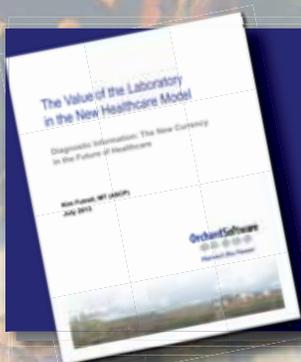
## Tips for Using the Page

- **Sorting Data:** Click a column heading to sort the list by that column in descending order. Click it again to sort the list by the same column, but in ascending order.
- **Showing or Hiding Lists:** Click the + **Show List** or - **Hide List** button at the top left of each table to expand or collapse the entire list of items.
- **Displaying Open or Closed Items:** Select or clear the **Open** and **Closed** checkboxes at the top

right of each table to view open items, closed items, or both.

- **Exporting Information:** To save this information in a text file or spreadsheet, select the text, copy it using [Ctrl]+[C], then paste it using [Ctrl]+[V].

As always, we would love to hear your feedback on this feature, including any issues you run into, or ideas for making it better. Please send any suggestions to [documentation@orchardsoft.com](mailto:documentation@orchardsoft.com).



## Check Out Orchard's Newest White Paper!

### *The Value of the Laboratory in the New Healthcare Model*

Visit [www.orchardsoft.com/whitepapers](http://www.orchardsoft.com/whitepapers) to download a copy today!

# Copia's New Features Include Custom Filters and Additional Layout Templates for Client Services

One of Copia's most intuitive features used by independent reference laboratories and hospitals doing outreach is the Orchard® Copia® Client Services module. The Client Services module helps users maintain regulatory compliance by managing client supply inventories in accordance with the Stark Law's provisions against improper inducements. The system helps track supplies so that users only distribute the appropriate amount of supplies to clients. The system also maintains thorough inventory and supply fulfillment records to comply with regulations.

## How the Module is Used

Copia's Client Services module allows you to add supplies into inventory when the laboratory receives a shipment by tracking the lot number and expiration date. Additionally, when a client calls to request supplies, you can create a shipment to a client and log that request in inventory control so that the laboratory's available inventory reduces accordingly.

The Client Services module contains five tabs that correspond to different tasks a user may wish to perform within the module:

- **Clients tab:** Search for and process information and requests for clients (Copia locations). You may edit route hours, edit courier notes, and create, edit, and inactivate contacts, as well as view client items.
- **Items tab:** Filter, view, create, and edit items. Items are a record of a request call or of some work done by customer service users. The "Items" label is configurable, so each individual system may have a different tab name.
- **Routes tab:** Create ordered lists of clients for a specific time period. These lists are routes that couriers will take to perform the selected services, such as picking up samples or dropping off supplies.
- **Supplies tab:** Track and manage supplies that may be shipped to clients, create one or more

warehouses, and define shipments, which are lists of supplies that need to be sent to a client.

- **Setup tab:** Configure the properties that govern the Client Services module, including status, priority, reason, contact type, department, default settings for each, and the display name to use for items. This tab is only available to users with the Client Services administration right.

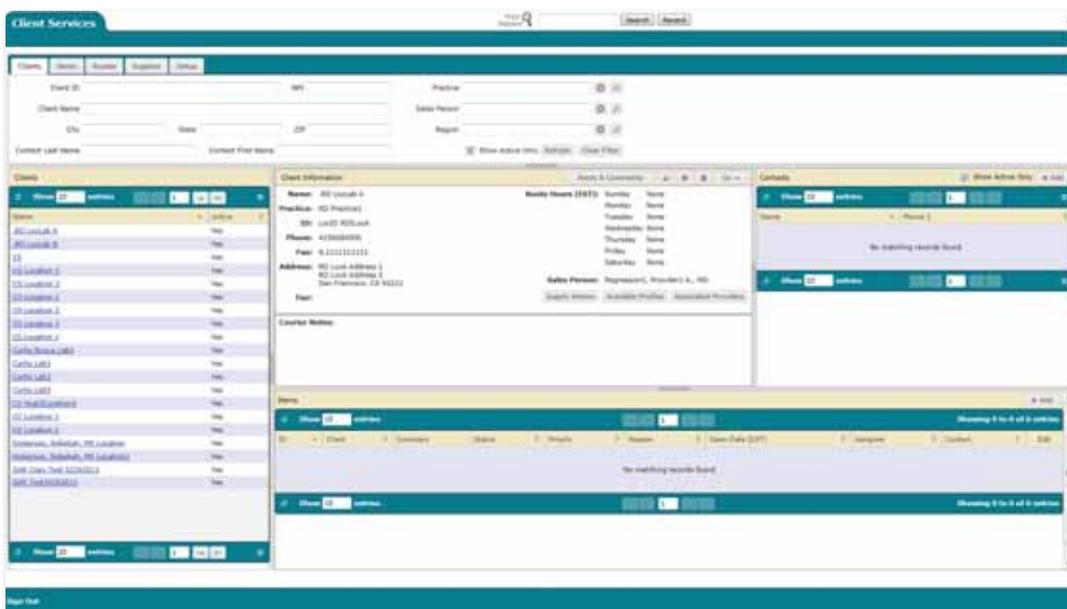
## Exciting New Features

We are adding exciting new features to the Client Services module in the October 2013 quarterly release of Copia v5.0. Below are a few highlights of these expansive features.

## Creating Custom Filters

The Client Services module will now have custom filters for the Clients tab and the Items tab. Users may now define custom filters—the filter components on the Clients tab and the Items tab will now correspond to the assigned signed-in location custom filter. Some custom filter options include

department, client, status, client tier, reason, assigned to, priority, region, client ID, client name, city, NPI, ZIP, practice, sales person, and more. Copia will instantly display entries based on your changes to the filter fields. If the filter shows no results, click the **Clear Filter** button to begin a new search. This feature will greatly assist in the filtration of specific needs on each tab.



See "New Copia Features" on page 9.

Orchard Copia's Client Services module provides tools that are necessary to monitor workflow for a high-volume reference lab. Features such as inventory control, courier routes, and call logging make it easy for your staff to manage your laboratory clients quickly and efficiently in one information system.

## Spotlight On: The Orchard Documentation & Communication Department



Founded on May 1st, 2013, the Orchard Software Documentation & Communication Department was created to support a broader range of documentation projects. Formerly a component of the Development Department, Documentation & Communication promises to not only focus on traditional tasks, such as composing help manuals and providing content for the website, but to also work more closely with all departments throughout the company in an effort to improve documentation for customer and employee alike.

Originally a team composed of Manager Audrey Lorraine, Technical Writers Chris Livengood and Bodie Shallenberger, and Software Engineer Richard Lopez, Documentation & Communication has recently opened its doors to four new members. Technical Writers Katherine Wertz and Linda Buehler, Web Producer Nicole Strobush, and Media Specialist Brian Gentrup are welcomed additions, ready to assist with the department's increasing responsibilities. In keeping pace with the newly expanded role of the department, Audrey has been promoted to Director of Documentation & Communication to oversee her growing team.

The influx of talented personnel is not the only source of excitement, as multiple projects and opportunities abound. The new Orchard Resource Center (ORC) that is currently under construction will serve as a repository for assorted articles, news, and resources—a one-stop location for customers and employees to access all of their documentation needs. The department also plans to develop a comprehensive library of multimedia content, including several informative videos to complement Orchard's expanding product offerings. And that's not all, as the first quarter of 2014 will usher in a completely redesigned Orchard Software website. Featuring an updated and intuitive format, in addition to user-friendly navigation tools, the website will seamlessly integrate with the ORC, optimizing and simplifying how Orchard distributes information.

With all these changes afoot, be sure to stay tuned for upcoming developments on the Documentation & Communication front. The department is always looking for effective ways to provide additional services and support to colleagues and clients, and is eager for your feedback. Feel free to send them an email at [documentation@orchardsoft.com](mailto:documentation@orchardsoft.com). 🍎

## Don't Forget to Submit Your Flat Orchy Pictures!



We wanted to share with you where Flat Orchy has been taken this summer and we are excited to see where many of you will take him next!

Many of you are familiar with our "Where in the World is Orchy?" newsletter feature that documents some of the 62 countries and the 44 states Orchy, our famous mascot, has visited. This year, in celebration of our 20th anniversary and Orchy's 10th birthday, we wanted to see where in the world you might take Orchy! Since there are so many of you and only one Orchy, we have made Flat Orchy available at [www.orchardsoft.com/flatorchy](http://www.orchardsoft.com/flatorchy) for your adventures.

Once you get your Flat Orchy, photograph him in all the interesting places you visit this year, and then submit your photos! We will include some of the photos we receive on our website, and feature 14 of the photos in the 2014 Orchard calendar! As an added bonus, after each month's Flat Orchy submissions, we'll randomly select a monthly winner for a special prize pack!

So, grab your Flat Orchy and your camera and get started! We look forward to seeing your fun Flat Orchy expeditions. Good luck! 🍎

# New Copia Features

Continued from page 7.

## Defining Layouts for the Clients Tab

The Client Services module now enables you to define the layout for the different panes of the Clients tab. By using a layout template, you may define what content appears on the Clients tab. You may configure the filter to appear at the top or bottom of the page, or be minimized by default. You may set the default height and width of the pane in percentages. You may even configure the clients list to appear on the right/left side of the page, or minimized by default. In the remaining space, you can configure the three layout panes for the Client Items List, Client Contacts List, and Client Information (demographics). For easier user experience, these areas are referred to as Area A, Area B, and Area C, respectively.

- Area A is always visible, but you may define its content.
- Area B and Area C may be minimized by default, or completely hidden from the page. You may

also configure their default size and whether they appear above, below, or to the left/right of Area A. The **Layout Configuration** button will automatically generate a layout based on 10 pre-defined layouts in Copia.

In order to view your configurations on the Client Services Tab Layout Configuration page, click the **Update Preview** button, which will update the screen mockup on the Customization administration page to reflect the current settings on the page. A signed-in location setting has also been added to define the Client Services layout template. This template will be used for displaying a different layout, and if none are specified, the default layout will be used instead.

## New Layout Templates: Client Info

There is a new layout template for the Client Services **Client Information** section to allow customization of what appears in the panel. You may

now add or remove the following content types, depending on what should appear:

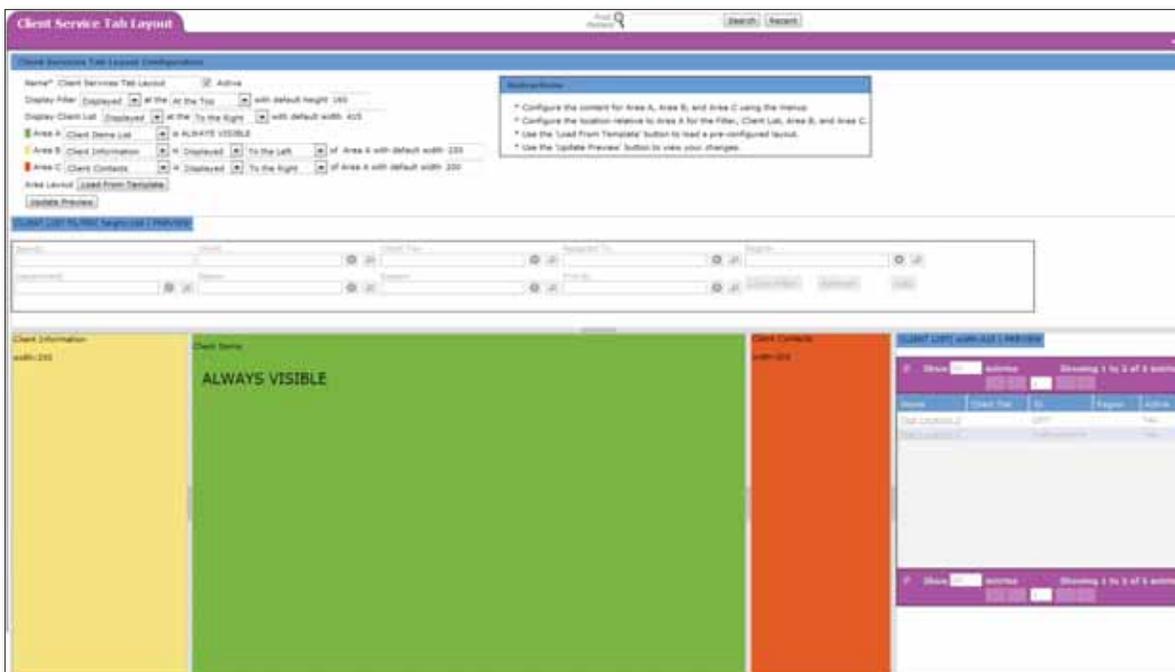
- Client's Name
- Client's Practice
- Client's ID
- Client's Phone Number
- Client's Fax Number
- Client's Address
- Client Tier
- Route Hours
- Sales Person
- **Supply History** button
- **Available Profiles** button
- **Associated Providers** button
- **Courier Notes** section

## New Layout Templates: Edit Item

Another new layout template has been added for the **Edit Item** pop-up for the Client Services module. A signed-in location setting has been added to allow each location to have a defined layout template. This setting is labeled **Client Services Edit Item Template** and can be found on the Signed-in Location tab located

on the Locations administration page.

Remember that the Client Services module must be purchased separately from Copia. Contact your Account Manager by calling **(800) 856-1948** for more information on adding this module to your facility. 🍅



Orchard Copia's Client Services module gives you with the ability to customize many features, providing you with the tools necessary to offer high-quality service to your clients.

# The Power of Teamwork: Orchard Pulls a Plane

Orchard Software actively supports the Special Olympics in their many philanthropic endeavors. Over the years, our employees have participated in the annual golf scramble, Over the Edge rappelling, and the John Wooden Tradition Men's College Basketball Tournament.

## What is a Plane Pull?

The Plane Pull Challenge is Special Olympics Indiana's largest single-day fundraising event. Special Olympics Indiana is a not-for-profit organization that provides year-round sports training and athletic competition in more than 20 Olympic-type sports for children and adults with intellectual disabilities.

Special Olympics Indiana is part of the international network of accredited Special Olympics Programs that reaches three million athletes worldwide. Special Olympics Indiana receives no federal- or state-appropriated funds, is not a United Way agency, and relies entirely on corporate, civic, and individual donations.

The Plane Pull consists of teams of up to 20 people competing in a tug-of-

war to see who can move a 757 FedEx Boeing aircraft 12 feet in the least amount of time. The FedEx Plane Pull Challenge raises funds and awareness for more than 11,000 Special Olympics athletes in Indiana.

This year, on a beautiful Saturday morning at the Indianapolis International Airport Postal Hub, the event attracted in excess of 2,000 people and rose over \$181,000, a new fundraising record.

This was Orchard Software's second year competing in the Plane Pull Challenge and our best year yet! We came home with two beautiful and hard-earned trophies.

We won the lightest weight competition by a landslide: a challenge where the team with the lowest combined total weight to move the plane 12 feet wins. Our weight total was 573 pounds, 140 pounds lighter than the



second place team. The team consisted of only three people: Project Manager Craig Henson and Account Managers Amanda McGibbon and Emily Daniels. This was an outrageous display of determination and strength and it was not easy—just ask them!

It is hard to describe what attempting to pull a 140,000-pound cargo plane is like, but maybe having a really big fish on the line comes closest—it's called a challenge for a reason! Seventy-nine teams competed this year and they were all in it to win it.

Color Guard flag bearers opened the ceremonies while everyone stood respectfully during the National Anthem. Then, the Special Olympic teams from Team Indiana made their debut as they marched out onto the tarmac: Team Red, Team White, and Team Blue.

This group of remarkable individuals will represent Indiana as they travel to Princeton, New Jersey, for the June 2014 USA Games. This parade of athletes, displaying big smiles and beaming with pride, was the absolute highlight of the day. The energy was



Account Executive Ryan Todd goes for a three-point shot during the three-on-three basketball tournament at the Special Olympics Plane Pull on August 17th. Orchard had three basketball teams in the competition, and one of them, named Hoops There It Is won first place in the tournament.

See "Plane Pull" on page 11.

# Plane Pull

Continued from previous page.

high and everyone's hearts were full of appreciation and anticipation for all that was yet to unfold.

There was so much going on that it was sometimes hard to know where to look. Mid-day, three men parachuted out of an airplane, one with a large American flag flying behind him while the National Anthem was again played, his feet touching down upon the earth on the very last note, "... and the home of the brave." The wow factor was pretty high and it most definitely put a lump in your throat.

## Orchard Hoops It Up in the Wooden Classic

Orchard also took part in the three-on-three basketball tournament. Orchard fielded three teams in this competition and they played basketball from 10AM to 2PM, competing in five very aggressive and highly competitive games.

One of our teams, named Hoops There It Is, consisting of Account Executive Ryan Todd, Senior Regional Sales Manager Kevin Dudley, and Human Resources Coordinator

Lori Fultz, came in first place, earning them the second trophy of the day for Orchard. All of the basketball teams played hard and well, and we are proud of them all.

We also had two Plane Pull teams of 20 employees competing this year, and we placed second and tenth, respectively, in our division. The second place team, aptly named Orchard Harvesting and Hauling, moved the plane 12 feet in 5.6 seconds.

We also proudly participated in the Kids Plane Pull, which has to be seen to be believed. Over 100 children of all ages hung onto that rope, and they really moved that plane! It was a pretty awesome achievement, considering some of their hands were not even big enough to go all the way around the rope—it was truly a sight to behold. The kids loved it and the parents may have enjoyed it even more.

Orchard Software Corporation is thrilled to support Special Olympics Indiana alongside all the other teams who competed. We wholeheartedly

believe in their mission of lifting up these outstanding athletes as they attain their goals with such tremendous joy, courage, and perseverance. Cheering them on to victory is our privilege and an absolute honor. It was an exhilarating day! 🍎



Account Managers Emily Daniels and Amanda McGibbon pose with their award for winning the award for Lowest Combined Weight Pull. Not pictured is Project Manager Craig Henson. The three of them weighed less than 590 pounds and pulled the 80 ton plane on their own twelve feet to win. The next closest team was over 700 pounds.



Orchy's Airplane Movers team members and their significant others pose for a photo after their pull. From left to right, (back row) Derek Ades, Tom Bundy, Ben Williams, Sean Millard, John Boss, Kelly James, Jon Payne, Evan Crawford, Kenny Greimann, Julie Barden, Daryl Lassen, Merry Ricketts, Mike Barden, Dale Burrows, Maddy Burrows (front row) Kerry Foster, Maggie Madden, Tonya Henson, and Christy Healy.



Four-year-old Desmond Henson, son of Project Manager Craig Henson, donned his superhero gear to help pull the plane during the kids' pull.



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## Read how Orchard Trellis Integrates Point-of-Care Testing into your EMR!



## Are You Ready for ICD-10 with Orchard Harvest LIS and Orchard Pathology v9.0?

As October 1st, 2014, the date by which labs must transition from ICD-9 to ICD-10, draws closer and closer, it is important to ensure that you have the most recent versions of Orchard Harvest LIS and Orchard Pathology. Only version 9.0 allows you to use ICD-10 codes, which are more comprehensive and advanced than the previous coding system, clearing the way for more in-depth analysis of disease patterns and treatment outcomes to treat current and future healthcare needs. For more information on the upgrades, visit [www.orchardsoft.com/customer\\_area/main/announcements/90upgrades.asp](http://www.orchardsoft.com/customer_area/main/announcements/90upgrades.asp).



### Orchard Software's 2013 Trade Show Calendar

Date	Name	Location
10/13–10/16/2013	CAP 2013—The Pathologists' Meeting	Orlando, Florida
10/16–10/18/2013	G-2 Lab Institute 2013	Arlington, Virginia
10/17–10/23/2013	2013 AAVLD/USAHA Annual Meeting*	San Diego, California
10/23–10/26/2013	COLA Symposium for Clinical Laboratories	St. Louis, Missouri
11/8–11/12/2013	The ASC 61st Annual Scientific Meeting*	Orlando, Florida
11/16–11/20/2013	2013 Annual Meeting American College of Veterinary Pathologists	Montreal, Canada

\* Denotes that Orchard will not be exhibiting at this event.