

NIU Huskies' Health Services Lab Boosts Efficiency with Harvest LIS

To show school support, every Friday is “Red and Black” day at Northern Illinois University (NIU) Health Services, located in DeKalb, Illinois. Even more exciting, every year, Health Services builds and rides on a float in the Homecoming Parade! Such is the life in a student health laboratory.

Life in a Student Health Lab

What else is unique about laboratory life in a student health center? Well, for starters, the patient population consists of mainly young adults, so chemistry testing is minimal. In such a close-knit community, infections, such as Group A Strep, Mono, and STIs, make up the majority of the testing volume.

Furthermore, the testing volume fluctuates with the school calendar, beginning with a surge of TB testing each fall before classes begin. Interestingly, the international students require TB screening before they can register for classes. Most are drawn in the lab for QuantiFERON®-TB Gold (QFT) testing because the QFT test picks up latent TB, whereas the skin test can present a false positive due to interference from the bacille Calmette-Guerin (BCG) vaccination.

More Than 135 Years of Combined Lab Experience

NIU's dynamic Health Services Laboratory supports eight providers and performs an annual testing volume of approximately 24,000 tests with a staff consisting of four medical technologists, one phlebotomist, and one medical assistant. Teri Caron, MLS(ASCP), Health Services Lab Supervisor, has been with NIU's Health Services Laboratory for 22 years. “Between the six of us, we have over 135 years of combined laboratory experience. One of our techs can still remember when mouth pipetting and Thanksgiving turkey dinners in

the lab were acceptable practices,” explains Teri.

The lab performs testing in hematology, urinalysis, chemistry, immunology/serology, and microbiology. Test orders are placed in the EHR using CPOE, and orders and results transmit electronically between Harvest LIS and the EHR. By having Harvest LIS interfaced to its EHR, analyzers, and reference lab, NIU's Health Services Laboratory is able to provide a seamless flow of patient data in a timeframe that better meets its clinicians' needs.



Harvest LIS Supports Continuous Quality Improvement

Since becoming an Orchard customer in 2003, NIU Health Services Laboratory has continued to advance and improve its workflow and overall productivity. “With the acquisition of Orchard, the efficiency in our daily workflow has improved immensely. By going paperless, we were able to eliminate the need for a lab aide to help with patient processing and filing. We decreased our budgetary needs for paper, decreased our clerical errors, and improved our TATs significantly. The difference was phenomenal,” says Teri.

Rules & Data Analytic Tools Help With the Budget

Teri also appreciates the rules and data mining functionality in Harvest LIS. Data browsers are used to verify reference lab invoices and to track test volumes and patterns, department workloads, and monthly statistics. Each day, a result browser is set to run automatically to ensure the review and proper documentation of abnormal lab test results. The lab also uses result evaluation rules for reflex

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Announcing Orchard Software's 2015 User Group Meeting & Symposium!



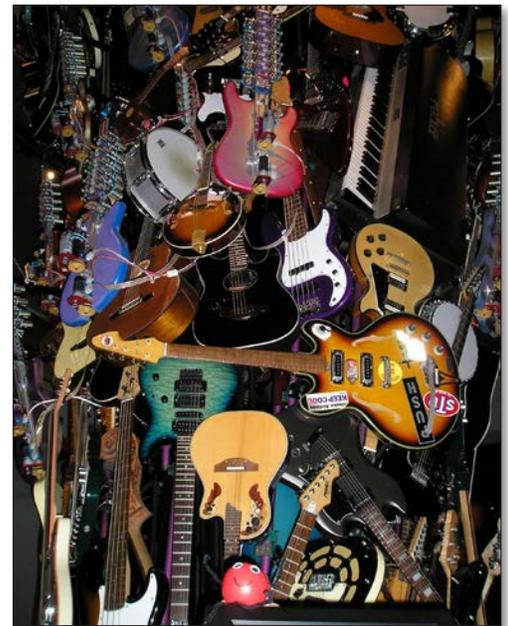
Where in the World is Orchy?

We are excited to announce the dates and location for our 2015 annual User Group Meeting and Symposium! The 2015 event will take place in Orlando, Florida, at the Caribe Royale All-Suite Hotel & Convention Center on June 17th & 18th.



The Caribe Royale All-Suite Hotel & Convention Center is located just minutes from Walt Disney World and features a resort pool, spa, shops, on-site restaurants and a fitness center.

Orchard's annual User Group Meeting and Symposium is designed for current users and prospective clients alike, providing each with an opportunity to learn more information about the lab industry, Orchard, and Orchard's various lab information system products. Featured speakers are scheduled to provide educational opportunities in and out of the laboratory. The symposium also offers an opportunity to meet Orchard employees and other users of Orchard Software systems.



A variety of unique and entertaining speakers are on the agenda to inspire and motivate.

There is no charge to attend the event, and breakfast and lunch are included; however, attendees are responsible for the cost of travel, lodging, and additional meals. We will have a block of hotel rooms available at \$139.00 single/

double, plus tax. Please use this early announcement to reserve these dates on your calendar and begin planning with your administration.

For more information on the 2015 symposium, visit the Orchard website at www.orchardsoft.com/symposiums. Be sure to check back frequently! We still have a lot of planning to do and we will be sure to post all of the latest developments as they happen. We look forward to seeing you in Orlando! 🍏



In addition to learning all about Orchard's newest innovations, you will have the opportunity to network with Orchard employees and other Orchard users.

Orchy™* has set sail once again on an adventure to complete his journey around the world. While his permanent residence is on a shelf in a programmer's office, Orchy likes to travel, and has visited many U.S. cities and foreign countries. In fact, his travels have taken him to more than 40 states, more than 60 countries, and all seven continents! If you would like to see where Orchy has been, log in to the Orchard Resource Center and visit the museum! This time, Orchy has traveled to a musical wonderland located in the Pacific Northwest. If you think you know where Orchy is, send your response to news@orchardsoft.com by November 21st to be eligible to win an Orchard prize package! Last time we saw Orchy, he was visiting Sarchi, Costa Rica. Bill Stewart of Lander Medical Clinic sent in the correct location of Orchy's last quest. Make sure to visit the Orchard website to see where in the world Orchy has been lately! 🍏

*Orchy is a trademark of Orchard Software Corporation for installation of laboratory software and technical support services, namely, troubleshooting of computer software problems and maintenance of computer software.

Continued from page 1.

testing and for the addition of comments. To keep a sharp eye on the budget, Teri uses the data mining functionality to compare annual volumes and reagent costs, and finds the combination of rules and browsers invaluable to the lab's operation.

Collection Date/Time	Tech	zzQA RT 64-79	zzQA Humidity 20-80	zzQA Clean Spills	zzClean Push Bar	zzClean Fixed Platform	zzClean Moving Table
2014/08/04 08:04	JAL	68	43	JAL	JAL	JAL	JAL
2014/08/05 08:07	JAL	70	43	JAL	JAL	JAL	JAL
2014/08/06 07:48	JAL	70	42	JAL	JAL	JAL	JAL
2014/08/07 07:58	JAL	70	42	JAL	JAL	JAL	JAL
2014/08/08 08:06	JAL	70	42	JAL	JAL	JAL	JAL
2014/08/11 07:59	CY	70	45	CY	CY	CY	CY
2014/08/12 08:24	KAM	70	42	KAM	KAM	KAM	KAM
2014/08/13 08:17	CY	70	43	CY	CY	CY	CY
2014/08/14 08:04	KAM	70	42	KAM	KAM	KAM	KAM
2014/08/15 07:49	JAL	70	42	JAL	JAL	JAL	JAL
2014/08/18 08:34	CY	70	47	CY	CY	CY	CY
2014/08/19 08:00	CY	70	44	CY	CY	CY	CY
2014/08/20 07:43	CY	70	42	CY	CY	CY	CY
2014/08/21 07:55	CY	70	44	CY	CY	CY	CY
2014/08/22 07:38	CY	70	43	CY	CY	CY	CY
2014/08/23 11:31	CY	68	44				
2014/08/25 07:49	CY	70	50	CY	CY	CY	CY
2014/08/26 07:55	CY	68	43	CY	CY	CY	CY
2014/08/27 07:32	CY	68	42	CY	CY	CY	CY
2014/08/28 08:33	CY	68	42	CY	CY	CY	CY
2014/08/29 07:48	CY	68	43	CY	CY	CY	CY

NIU has its urinalysis analyzer maintenance files set up in Harvest LIS, making documentation and review quick and easy.

Harvest LIS Impresses COLA Inspectors

NIU Health Services Laboratory has been a shining star at Commission on Office Laboratory Accreditation (COLA) inspections, and Teri gives Harvest LIS credit for helping impress the inspectors. The lab has set up all QC files and analyzer maintenance files in Harvest LIS, making it easy to click through each one for review. "Our COLA inspectors have been impressed with our Quality Assurance program, which is in part due to the efficiency provided by Orchard Software. We can perform in-depth studies utilizing the browsers, and our QC and maintenance files are well-organized and complete, providing inspectors an easy way to verify compliance," explains Teri.

How 'bout Those LOINC Codes?

Teri's attendance at a recent Orchard Harvest LIS Advanced User Training sparked the motivation to finally bite the bullet and tackle the task of entering LOINC codes into her lab's system. Impressively, Teri has entered the majority of their LOINC codes into Harvest LIS and into their EHR, enabling their providers to track patients more easily (e.g., for patients with abnormal lipid panels).

She has future plans to tackle microbiology LOINC coding as well. Teri says, "I learn so much at Advanced User Training that it's difficult to find the time to put all the ideas into our workflow. I look forward to a continued partnership with Orchard and can't wait to see what they come up with next."

Another Efficiency Boost: Auto-faxing of Reports

NIU's student health lab often receives orders on students from physicians outside of the university. Recently, to further improve lab efficiency, the lab implemented remote auto-faxing so that once results are approved, the report is faxed from Harvest LIS to the provider's location, resulting in a significant reduction in time, effort, and paper.

Additionally, every NCAA athlete has to have a sickle cell test performed. These results are faxed to the athletic department as well as the athlete's provider. By implementing the auto-fax feature, the time involved has greatly decreased, and the fax transmissions are tracked, allowing NIU's lab to confirm receipt.

Future Challenges

The student health lab is lucky it does not have to deal with a complicated third-party billing process because most testing is paid for through student health service fees. However, the challenges the lab faces going forward involve remaining cost effective on its in-house testing. Often, competing price-wise with large reference labs is impossible, but NIU's lab offers a markedly better turnaround time, particularly for hematology and microbiology testing. Their goal is to stay cost effective in all testing and to continue to get doctors the results they need in a timely manner.

Harvest LIS Meets the Needs of Student Health Centers Across the U.S.

In addition to NIU, Harvest LIS is being used in 68 student health centers in 28 states across the country, including eight universities that participate in the Big Ten Conference. The flexibility and configurability inherent in the development of Orchard's laboratory information systems, with ongoing input from its diverse user base, includes many powerful, flexible features capable of handling a variety of laboratory workflows and business situations. 🍏

Spotlight On: Orchard's Technical Support Department

Orchard Software's Technical Support Department is consistently excelling at customer service amidst tremendous growth. Technical Support is the largest portion of the Operations division with more than 50 associates in varying levels of front-facing client support. This group of talent is the face of Orchard. The first measure of organization for technical support is geographical; Orchard's account management and technical support resources are divided into geographic regions. This ensures that the customer is familiar with their account manager and technical support contacts, and is able to create a rapport with those associates. Additionally, this organization allows the sales team and technical support team to become intimately familiar with a company's dynamic in order to provide the best

possible attention and service. The second measure of organization is how the technical support team is separated into five tiers within their geographic regions to facilitate an escalation system for troubled issues. There are five tiers of front-line support within the Technical Support Department.

Technical Support Receptionist

Initially, when a client calls or emails technical support, their request is received by a Support Receptionist. The receptionist is responsible for the "triage" of incoming requests to the department and for answering, dispatching, and routing inbound calls.

LIS Support Specialist 1 (LISSS1)

The LISSS1 provides front-line support to Orchard clients via phone and email.

LIS Support Specialist 2 (LISSS2)

After a period of six months as an LISSS1, associates are eligible to advance to LIS Support Specialist Level 2 (LISSS2). This position requires achievement of the following competencies: label printer resolution and support, Harvest LIS level 1 troubleshooting, Harvest LIS level 2 troubleshooting, Copia troubleshooting, and HL7 troubleshooting.

LIS Support Specialist 3 (LISSS3)

After a period of six months as an LISSS2, associates are eligible to advance to LIS Support Specialist Level 3 (LISSS3). This position requires achievement of the above listed competencies, as well as Orchard Pathology troubleshooting and certification for on-site support.

See "Technical Support" on page 5.



Orchard's Technical Support Department is busy 24/7 working to meet customer needs. Here, a few of the available team members gather for a photo in the new Great Room of our expanded facility. From left to right: (front row) Mike Mayer, Nate Sweany, Rachel Puga, Roland Soe, Andrew Vertrees, Sarah McNurlan, Heather Haywood, Travis Smith, Janna Zimmerman; (middle row) Natalie Dorsch, Sheri Bowes, Shannon Corcoran, Christine Barton, Emily Kirsch, Ricky Crawford, Taylor Drummond, Alex Goodwin, John Schulte, Kyra Edging, Dana Brewer, Evan Lewis, Patrick Cunningham, Jason Woods, Zakk Roberts, Kiel Hauser, Chris Gaffer, Shaun Mohle, Melissa Densborn; (back row) Corie Adams, Deanna Krawczyk, Kevin Young, Nick Jones, Ira Williams, Erik Birch, Jared Ades, Chris Sweany, Shawn Russell, Chris Lamb, Steven Michael, Kris Cross, Chris Arnold, Jeffrey Vegh, Chris Petty, Leigh Boje, Ira Barron, Jacob Jackson.

Technical Support

Continued from page 4.

LIS Support Specialist 4 Medical Technologist (LISSS4MT)

The final level of front-line technical support is an LIS Support Specialist Level 4 MT (LISSS4MT). This position requires associates to have 10 or more years of experience as a certified Medical Technologist along with a four-year degree in science, technology, engineering, or math.

Beyond the five levels of front-line support, Orchard also has a Technical Support Team Lead for each geographic region. These team leads are available for issue escalation and serve as a liaison between direct client support, account management, and product development. Team Leads report to the Technical Support Manager who is responsible

For years, Orchard has ranked highest in KLAS' Service and Support rankings. KLAS, founded in 1996, is a research and consulting firm specializing in monitoring and reporting the performance of Healthcare's Information Technology (HIT) vendors. You can learn more about KLAS by visiting www.klasresearch.com.

for high-level issue escalation as well as long-term strategic planning, ongoing policy development, documentation, and functional components of the Technical Support Department.

At Orchard, we make it our mission to support your laboratory in a manner that exceeds your expectations daily. We want you to be equipped with the

best tools to provide your patients with excellent care. Because of this mission, we continuously assess our ability and method of providing support to you, and we are consistently open to altering our procedures and organizational structure to best support your needs.

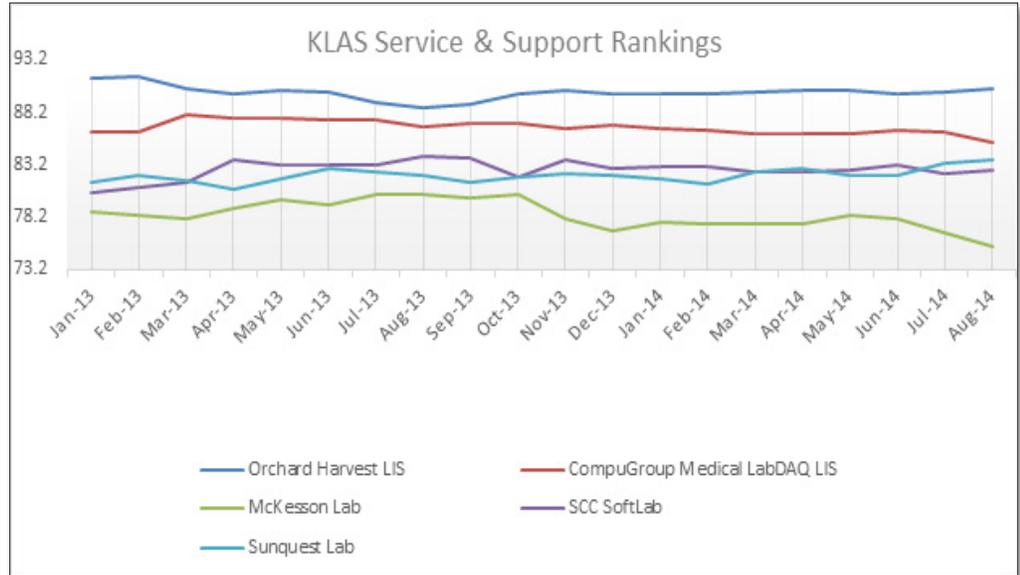
We appreciate you as our customer and also as a part of our Orchard family. Our mission and our appreciation of you is evident in our consistently high KLAS rankings and customer feedback. According to the most recent KLAS data, Orchard scored a 92.1 out of 100 in Service

and Support, far above the average score of our competitors.

For more than 20 years, our commitment to and focus on the laboratory has not wavered. Since our first installation in 1993, more than 1,500 laboratories across the country have turned to Orchard. Orchard's success comes from our commitment to both the laboratory and the changes in healthcare, and from partnering with our customers to develop, deliver, integrate, and support the very best laboratory information systems on the market. 🍏

"The support continues to be very prompt and effective, even in spite of Orchard's significant growth. We receive a callback usually within one to two hours when we leave a message. In addition, problems and malfunctions are solved with one phone call. We have never been disappointed with the support we receive from Orchard."

- Laboratory Director, April 2014



"Orchard has grown tremendously in the past several years, but they still provide top-notch service. They have added staff members to meet the needs of their many new users, and there is no delay in us reaching someone who can assist us."

- Laboratory Director, June 2014

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View the newsletter online at:
www.orchardsoft.com/newsletters

American Proficiency Institute Advances Laboratory Accuracy & Partners with Orchard

The Joint Commission and Clinical Laboratory Improvement Amendments (CLIA) require that laboratories enroll in the Centers for Medicare & Medicaid Services (CMS)-approved proficiency testing program for regulated analytes and maintain successful performance on their proficiency testing (PT).

American Proficiency Institute (API) has designed a transmission process called API DataDirect™ that allows laboratories to quickly and efficiently send their proficiency testing results to API. API is one of the largest proficiency testing providers in the world, serving nearly 18,000 laboratories.

Becky Lucas, MBA, MT(ASCP), and Project Manager for DataDirect, collaborated with Orchard's Dru Marks, Systems Engineer, to develop the "Orchard Harvest LIS Proficiency Testing Export Procedures for American Proficiency Institute (API)," which can be downloaded from the Orchard Resource Center (ORC) by signing in

at www.orc.orchardsoft.com. A quick search on API will produce the "Proficiency Testing Export – API Requirements" customer guide for download in PDF format.

According to Becky, "The process for setting it up is great. It is easy to walk through the instructions and if you want further assistance, you can always call Orchard's Technical Support. I never get bad reviews from Harvest LIS customers."

Becky says that since she sent out the email about the new procedure in July, the number of Harvest LIS users swelled from 79 to 98 for hematology. For chemistry, more than 500 total customers have uploaded more than 82,000 results since February 2014. DataDirect is currently working to get microbiology onboard for next year.

Export of proficiency test results can be accomplished using the Harvest LIS results browser. This operation requires specific configuration steps in



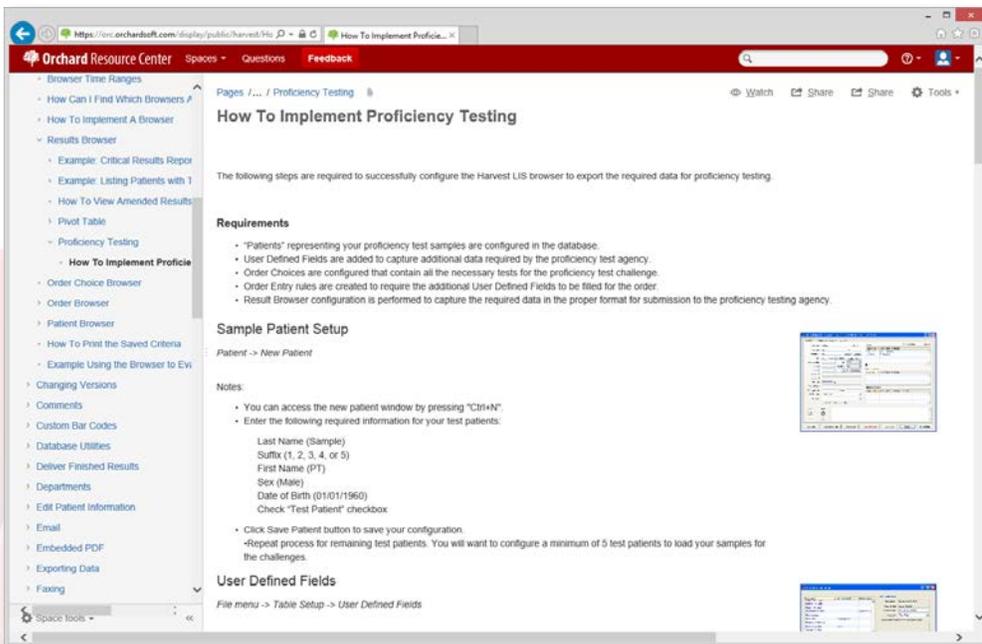
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order to ensure the integrity of the data being submitted to API DataDirect. The customer guide in the ORC offers step-by-step instructions with screenshots of the Harvest LIS configuration necessary for preparing your data in the proper format for submission to API DataDirect.

Basic Steps for Configuration:

- "Patients" representing your proficiency test samples are configured in the database.
- User-defined fields are added to capture additional data required by the proficiency test agency.
- Order choices are configured that contain all necessary tests for the proficiency test challenge.
- Order entry rules are created to require the additional user-defined fields to be filled for the order.
- Result Browser configuration is performed to capture the required data in the proper format for submission to the proficiency testing agency.

Current Harvest LIS users will need to communicate directly with Becky to set up an account on the API website in order to upload PT results. 🍏



A customer guide in the ORC provides step-by-step guidance for configuring your Harvest LIS.

Orchard Harvests the Power to Pull a Plane

For the third year in a row, Orchard Software participated in the annual FedEx Plane Pull Challenge. The competition consists of a variety of organizations and companies vying to pull a Boeing 757 faster than their competitors. The teams of up to 20 participants compete in a tug-of-war-type race in order to move the 140,000-pound plane a lengthly 12 feet. It is a true feat that can only be accomplished through teamwork and determination.

The event is put on by Special Olympics Indiana to raise donations and awareness for more than 11,000 Special Olympics athletes from all over Indiana that compete in more than 20 Olympic-type sports. Orchard supports Special Olympics in other events, such as the Charity Golf Classic and Strikes for Special Olympics Indiana.

Although the Plane Pull was held on a rainy day this year, nothing could dampen the spirits of the participants. Orchard had two teams in the competition, Orchard Harvesting & Hauling and Orchy's Airplane Movers. Both competed valiantly in an effort that made the company proud.

The Plane Pull also offers a chance for organizations to participate in a three-on-three basketball tournament. Orchard had two teams in the competition and was proud to continue its success with a second consecutive championship. The winning team consisted of three members of the sales staff: Kevin Dudley, Ryan Todd, and Pat Smits.

It was another successful event that supports a great cause. Every team that competed worked together for a common goal to support Special Olympics Indiana. Orchard is definitely looking forward to next year's Plane Pull! 🍏



ABOVE: One of Orchard's teams, Harvesting & Hauling, poses for a team photo after their stunning effort! From left to right: (bottom row) Kerry Foster, Jon Payne, Connie Fox, Mike Brazitis, Josh Edrington; (middle row) Tom Bundy, LaTonya Henson, Emily Daniels, Merry Ricketts, Ellie McAlexander, Shannon Corcoran, Corie Adams, Kelly James, Krystal Rush; (back row) Craig Henson, Derek Ades, Nick Kirsch, Matthew Champion, Kyle Adams, Bodie Shallenberger, Ben Williams.



TOP RIGHT: Maddy Burrows and Derek Ades lead Orchard's team, Orchy's Airplane Movers, in their quest to haul the airplane!

BOTTOM RIGHT: Steven Jeter, Jr., son of Maureen Jeter, shows his amazing basketball skills as Account Executive Ryan Todd looks on during the three-on-three basketball tournament.

Cross-panel Rules

Continued from page 8.

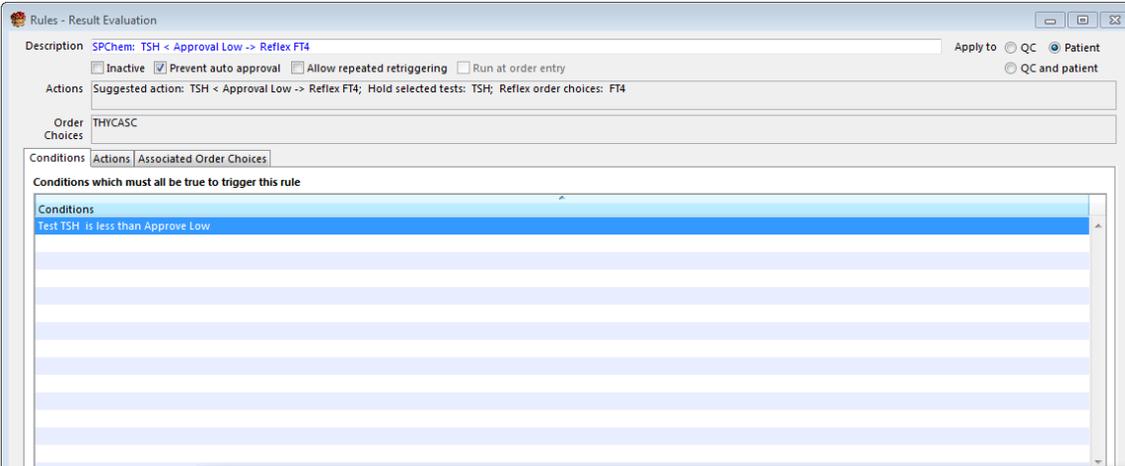


Figure 1. Within the Result Evaluation Rules window, define the conditions your rule will consider.

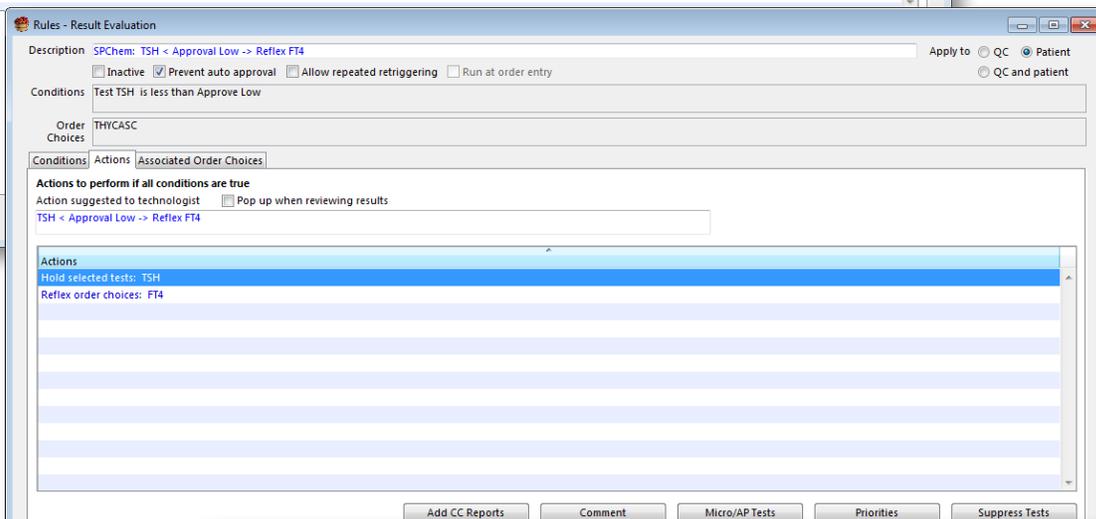
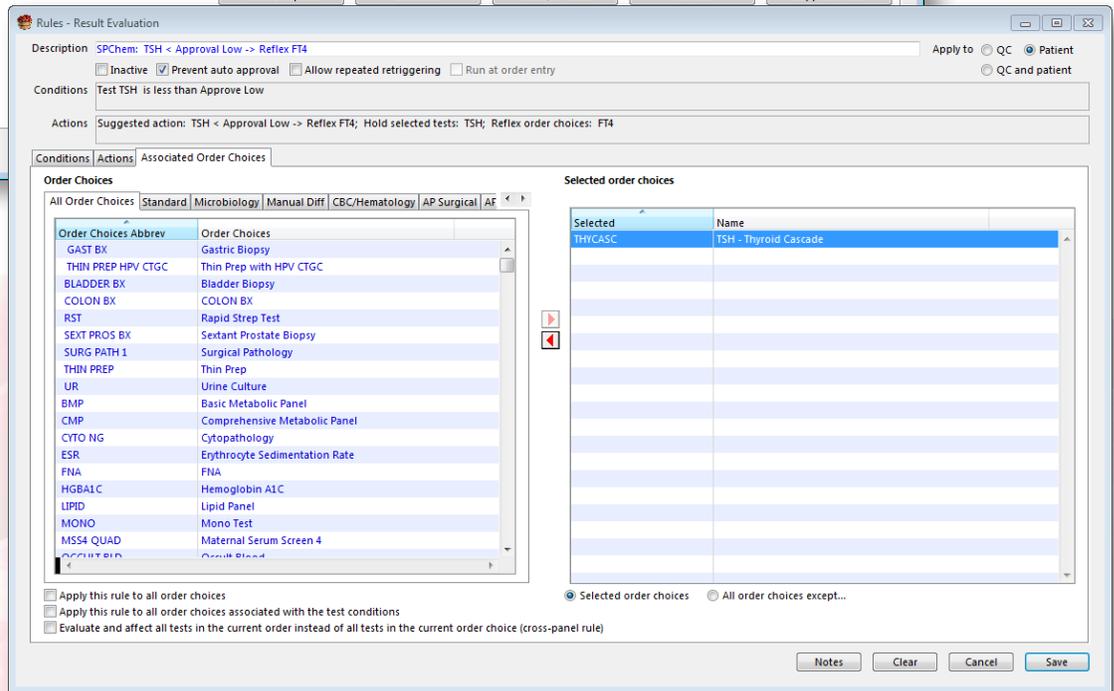


Figure 2. On the Actions tab, define the actions that the system will take if the previously defined condition is met.

Figure 3. On the Associated Order Choices tab, select the order choices to which the rule will apply.



See "Cross-panel Rules" on page 11.

Introducing the Questions Area of the Orchard Resource Center

As an additional tool to help you get answers quickly and efficiently, Orchard is excited to introduce an online question/answer tool. Within the Orchard Resource Center (ORC), we have added a questions area focused on providing detailed, accurate, and timely information in response to your inquiries regarding Orchard's product line.

Getting Started

To get started, go to orc.orchardsoft.com/questions and sign in. This opens the main Questions page, where you can browse existing questions or topics, as well as submit new questions. If you don't have an ORC account, you will need to sign up for an account first, and then you may visit the Questions page.

Looking for Answers

Before submitting a question, you should look to see if it has already been asked. You may do so by browsing or by searching.

- Browsing: From the main page, you can browse the information by question or by topic. Click the Questions or Topics links **1** to view the information accordingly.

• Searching: Quickly find what you are looking for by typing the question or subject matter into the search bar of the main ORC page **2**.

If you cannot find an answer, you may submit your question.

See "Questions" on page 11.

The Questions section of the Orchard Resource Center (ORC) provides you with the ability to get in-depth answers from all of Orchard's technical experts as well as other Orchard users quickly and easily.

Questions

Continued from page 10.

Submitting Questions

If you cannot find an answer to your question through the search feature, it is easy to submit a question.

- From the main Questions page, type your question into the “What do you want to know?” field at the top, and then click **Ask question** 3 .
- From the search results page, click the **Ask a question** button 4 .

On the Ask a question page, enter the title of your question, any supporting information, and assign one or more topics to the question. The topics you assign to the question determine under which topic(s) the question will appear when browsing the questions.

Reaping the Benefits

There are many great reasons to take advantage of our Questions feature. You can...

- Get in-depth answers from Orchard's technical experts, as well as from other Orchard users who have faced similar situations.
- Keep up-to-date with your product knowledge by watching topics. The ORC will send you an email each time a question is submitted that relates to your watched topics.
- Share your knowledge! Answer questions to obtain points and gain recognition on the forum leaderboard as an expert.

As you use this and other features of the ORC, we look forward to answering your questions, as well as hearing your feedback. To submit your feedback, simply click the **Feedback** button at the top of the ORC. 🍏

Cross-panel Rules

Continued from page 9.

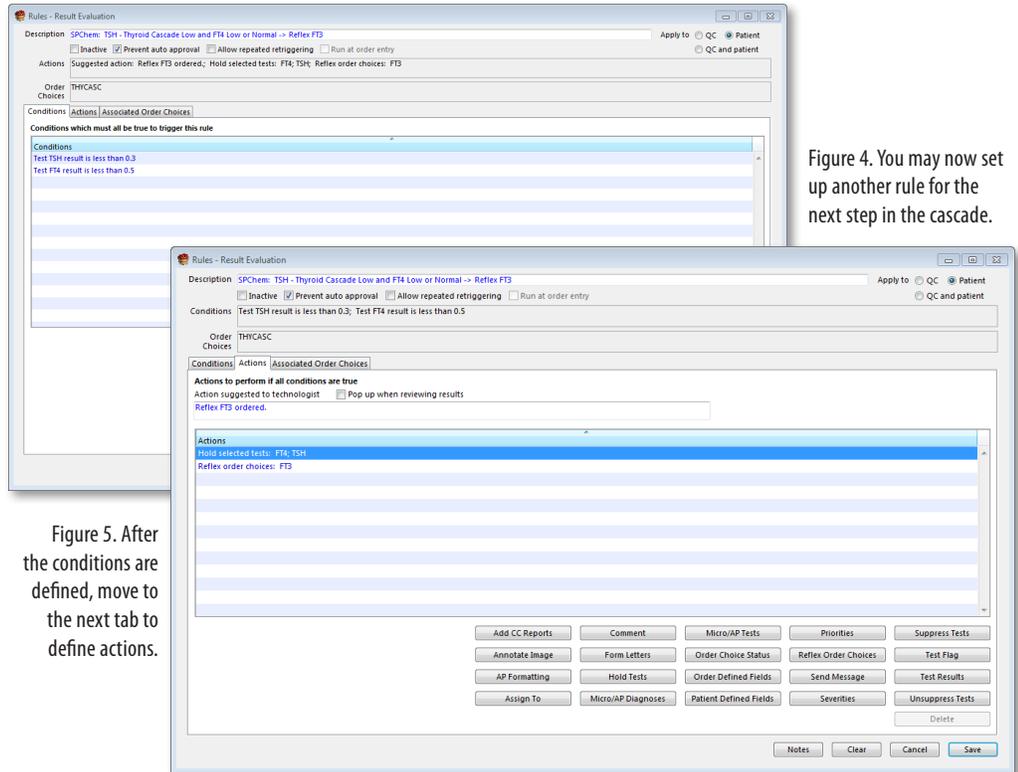


Figure 4. You may now set up another rule for the next step in the cascade.

Figure 5. After the conditions are defined, move to the next tab to define actions.

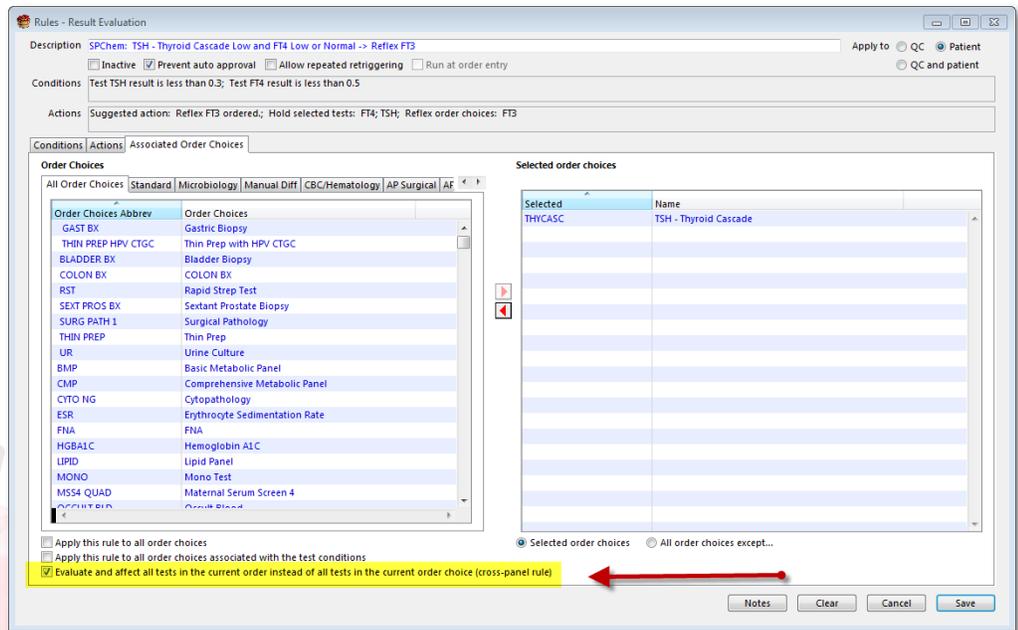


Figure 6. Once all rules are configured, check the box to use cross-panel rules on the Associated Order Choices tab.

Complex Testing Cascades Made Easy

As your laboratory establishes more evidence-based testing algorithms, the use of cross-panel rules will support sophisticated testing cascades. Reflex testing cascades reduce cost and improve patient outcomes. Use result evaluation rules as tools to achieve these goals. Orchard is dedicated to developing features that will make your lab work smarter, not harder. 🍏



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Learn about Orchard's new partnership with the American Proficiency Institute for reporting proficiency testing results!

2014-2015 Orchard Software Event Calendar

Date	Trade Show/Event	Location
11/8 - 11/12/14	American College of Veterinary Pathologists	Atlanta, Georgia
3/23 - 3/26/15	AMGA	Las Vegas, Nevada
3/29 - 4/1/15	CLMA	Orlando, Florida
4/12 - 4/16/15	HIMSS	Chicago, Illinois
5/5 - 5/6/15	Executive War College	New Orleans, Louisiana
5/5 - 5/8/15	Pathology Informatics	Pittsburgh, Pennsylvania
5/7 - 5/9/15	Becker's Hospital Review	Chicago, Illinois
5/18 - 5/21/15	APHL Annual Meeting	Indianapolis, Indiana
6/17 - 6/18/15	Orchard Software User Group Meeting & Symposium	Orlando, Florida
7/16 - 7/18/15	PCC Users' Conference	Burlington, Vermont
7/26 - 7/30/15	AACC Clinical Lab Expo	Atlanta, Georgia
9/8 - 9/12/15	PAINWeek	Las Vegas, Nevada