

Crystal Run Healthcare Using Data Analytics as an Integral Part of Improving Patient Care

Focused on Finding Tools to Promote Best Patient Care

Crystal Run Healthcare, a physician-owned multi-specialty practice located in New York's Hudson Valley, is Joint Commission accredited, has Level 3 recognition from the National Committee for Quality Assurance (NCQA) Patient-centered Medical Home (PCMH) program, and is an active Medicare Shared Savings Program (MSSP) accountable care organization (ACO). To support these initiatives, Crystal Run has adopted a healthcare-specific enterprise data warehousing platform, Health Catalyst, to manage the large volume of data from disparate sources. The Enterprise Data Warehouse (EDW) pulls all the data together to provide an integrated picture of Crystal Run's organization, enabling it to find opportunities to improve care. Crystal Run's progress has been spotlighted in articles in *Health Data Management*¹ and *Group Practice Journal*.² Its laboratory is highly engaged in this endeavor, and is actively doing its part to support these efforts.



Crystal Run Healthcare's Newburgh lab staff enjoys the view from the windows. Front row (left to right): Sabrina Deets (MLT), Gerianne Horan (Director), Nick Sbordone (MLT). Back Row (left to right): Sheila Krom (Supervisor), Haley Stanfield (Quality Coordinator), Robin McPhillips (LIS), Keelin Sadosky (Point-of-Care Coordinator), and John Ferrari (MLT).

to be addressed. The EDW has enabled Crystal Run to quickly see patterns of high costs and variation, and then determine how to make improvements. By reducing variation and applying best practice guidelines, it has been able to improve care and simultaneously increase capacity.

Lab Data Important in Development of Best-practice Guidelines

Crystal Run has a large business informatics team responsible for analytics and report creation. With the EDW, it is able to get down to the provider level and is working on determining specific costs per patient care episode. All the lab data transmitted into the EHR is available in the EDW to be analyzed and included in the development of outcome-based protocols and internal best practice guidelines. Data can be sorted by individual provider, specialty, or diagnosis. Analysts can look at cost per patient and patient outcome patterns to determine the best course of action.

Value-based Care Committee Dedicated to Lab Services

Crystal Run has a lab-specific value-based care committee that includes laboratory leaders. The committee is responsible for finding ways to maximize the use of the LIS and EHR data to find cost savings and patient care improvement opportunities. One of its focus areas is reducing duplicate testing and implementing best-practice guidelines to ensure proper lab utilization. The committee has developed guidelines by performing variation analyses for specific diagnoses between providers in each specialty, looking closely at outcomes.

Harvest LIS Helpful in Reflex Testing Protocols

What is also important in best test utilization is the implementation of reflex testing or testing protocols. For example, Crystal Run recently introduced a urinary tract infection (UTI) protocol to address the large number of unnecessary urine cultures. This

Orchard Harvest LIS Growing with Crystal Run Since 1998

The lab, relying on Orchard® Harvest™ LIS, is an instrumental part of meeting Crystal Run's goals. Data is pooled from the EHR, the practice management system, Human Resources, Harvest LIS, patient satisfaction surveys, medication data, financial data, etc., to help obtain the analytics necessary to find areas that need

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protocol, automated by Harvest LIS, automates the order for a culture only when the urinalysis is positive. Another example involves Crystal Run's pediatric population: for children under 18, when their rapid strep is negative, Harvest LIS automates the throat culture order and sends a message to the nurse requesting a specimen for culture. "These protocols, automated by Harvest, have been very helpful in making sure that we don't miss an important follow-up or reflex test," explains Gerianne Horan, MPH, MT(ASCP), Director of Clinical Laboratory Services.

Appropriate Menu to Support Proactive & Preventive Care

In support of the patient-centered philosophy of the PCMH and ACO, the laboratory has had to think outside the box in regards to its testing menu. The laboratory works closely with providers to make sure it has the appropriate testing menu that best supports the patient population, with an eye on preventive care rather than reactive medicine. Now that more than 50% of reimbursement contracts are risk- and outcomes-based, the focus has turned to quality outcomes.



Lab Helping to Avoid Unnecessary Downstream Procedures

Rather than focus on cost per test, Crystal Run is looking at the broader picture and has a carefully thought-out testing menu with a specific menu that promotes timely testing and thereby reduces unnecessary hospital admissions and ED visits. For example, the lab now performs troponins and D-dimers to rule out acute disease (myocardial infarction or blood clots) in its urgent care centers. These tests were added to the in-house menu because the faster turnaround time (TAT) allows providers to quickly assess the patient to determine if they need to be admitted. D-dimer testing, with a 95% negative predictability rate for pulmonary embolism (PE) or deep vein thrombosis (DVT), has also reduced unnecessary CT scans and ultrasounds. By having these rapid tests in place, Crystal Run reduced unnecessary admissions and procedures, and patients who need treatment receive care faster.

Continued Growth Leads to Testing Volume Increase

Despite a close eye on variation and overutilization, Crystal Run has not seen a decrease in its testing volumes. In fact, because of continued growth by adding providers (currently 400) and sites, it has actually seen a significant increase in volume. The lab performs 3 million tests per year with a lab staff of 79, made up of 38 phlebotomists, 22 technologists, five microbiologists, 10 employees in pathology, plus managerial positions.

Crystal Run's lab menu growth has included several instruments to support increased thyroid testing and microbiology and pathology testing. It now can report Pap smears and human papillomavirus (HPV) in tandem, improving the interpretation and use of the lab results. Many of these tests have a one-day TAT to ensure that patients are taken care of appropriately.

Harvest LIS Favorites: QC Management, Tables, Rules, & Browsers

Crystal Run has three high-complexity laboratory sites with duplicative equipment, all linked by Harvest LIS. With this large of an operation, it appreciates that the quality coordinator can easily review all QC remotely.

Additionally, because of the transition to value-based purchasing and managed risk contracts, Crystal Run has a close eye on insurance changes. Horan says, "We deal with so many insurance plans, it's helpful that the insurance table in Harvest LIS can define where tests can go down to the insurance level. If there are tests we don't do in house, the rules automatically shift testing to the proper lab required by the insurance, effectively removing that burden from the lab staff." Browsers and rules have also been very beneficial in Crystal Run's new pathology department, particularly in making sure proper diagnoses are added as required.

Big Growth in POCT to Meet Changing Healthcare Landscape

Remote QC management also comes in handy for the point-of-care coordinator (POCC) in tracking QC for all of Crystal Run's various POC meters. "We are seeing big, big growth in POCT. We test for lead, INR; we have the HemoCue, glucometers, kit tests—virtually every meter you can think of, we have—so that patients can receive results at the point of care," says Horan. With such a large number of devices and locations, Harvest LIS makes it easy for the POCC to easily track POCT QC from all remote testing locations.

Handling Challenges with Lean Improvements

One of the biggest concerns at Crystal Run's lab is maintaining enough staff to meet growing needs with a dwindling pool of clinical laboratory scientists. In light of this, as in many labs, it is looking toward Lean principles to maximize efficiencies (e.g., adding automation lines and autoverification to reduce the workload).

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

Crystal Run has more than 30 locations and has recently opened a 66,000-square-foot “Lean” building using design input from Lean teams that include representatives from all Crystal Run departments and providers from each specialty. The new high-complexity laboratory in this building, designed by a laboratory Lean team, contains suites that are based upon a completely new workflow for Crystal Run, centered entirely upon Lean principles. This building will be the prototype for two additional same-size buildings that will open in 2016. A centralized Lean-grounded laboratory will open in July of 2017. Horan says, “We are excited about watching Lean implement efficiencies.” Some of the improvements include phlebotomists embedded in each suite to process blood and perform waived testing, pneumatic tubes to quickly route specimens to the lab, real-time documentation by the healthcare team using computers in each exam room, and patient discharge from their exam room.

Crystal Run sets a great example of embracing the healthcare changes brought on by the shift to value-based care. By maximizing

the use of its healthcare data, it is able to identify gaps in patient care and implement new processes that are supported by actionable data. The laboratory has been involved in these improvements every step of the way. “I am very proud to be working at Crystal Run. It is definitely quality-centered, patient-outcomes centered, and patient satisfaction-focused, so it’s really nice to work in a place that cares so much about quality care and taking care of our patients in the proper way,” says Horan.

Notes

- Gardner, E. (2015, March 3). “A Big ACO Effort.” Retrieved July 14, 2015, from www.healthdatamanagement.com/news/healthcare-big-data-accountable-care-47354-1.html#Login
- Spencer, MD, G. (2015, April 1). “The Solution to Population Health Management.” *Group Practice Journal*, 12-16. 🍏

Our New Customer Training Center Opens January 2016

Orchard customers will have a new training experience starting in January 2016. For the past several months, construction has been underway to provide a brand new training facility that can accommodate multiple classes and sizes. Along with the new training center, the training team has been diligently working to provide Orchard customers and employees with new and redesigned course offerings.

The training facility will neighbor Orchard Software’s corporate office. It will host three training rooms, two of which can be converted into a single great room. The great room will be able to accommodate 32 workstations. The additional space allows Orchard greater scheduling flexibility to accommodate larger audiences and events, and customers will see courses being offered more frequently. During breaks, customers will be able to relax and dine in the large kitchen that will seat up to 40 guests.

As mentioned, 2016 will also bring redesigned courses to customers. The revised Harvest LIS System Administrator Training Course went live in July 2015 and the Harvest LIS Advanced User Training Course will debut in December 2015.

Orchard customers suggested, and Orchard listened! Our redesigned courses will allow customers to spend more time with hands-on exercises and application of the material. In addition, our schedules have been redesigned into a three-day format, allowing customers to travel in on Monday and travel home on Thursday—no more Sunday travel!

For more information, and to schedule your next training, please contact your account manager at **(800) 571-1948** or visit www.orchardsoft.com. 🍏

2015 Training Classes

Course Name	Start Date	End Date	Register By
November 2015 Harvest LIS System Administration	11/2/2015	11/6/2015	10/9/2015
November 2015 Micro Class	11/9/2015	11/12/2015	10/16/2015
November 2015 Copia Administration	11/9/2015	11/12/2015	10/16/2015
November 2015 Pathology	11/16/2015	11/20/2015	10/23/2015
December 2015 Harvest LIS System Administration	12/7/2015	12/11/2015	11/13/2015
December 2015 Harvest LIS AU	12/14/2015	12/17/2015	11/20/2015

For more information, contact your account manager at (800) 571-5835 or visit www.orchardsoft.com.

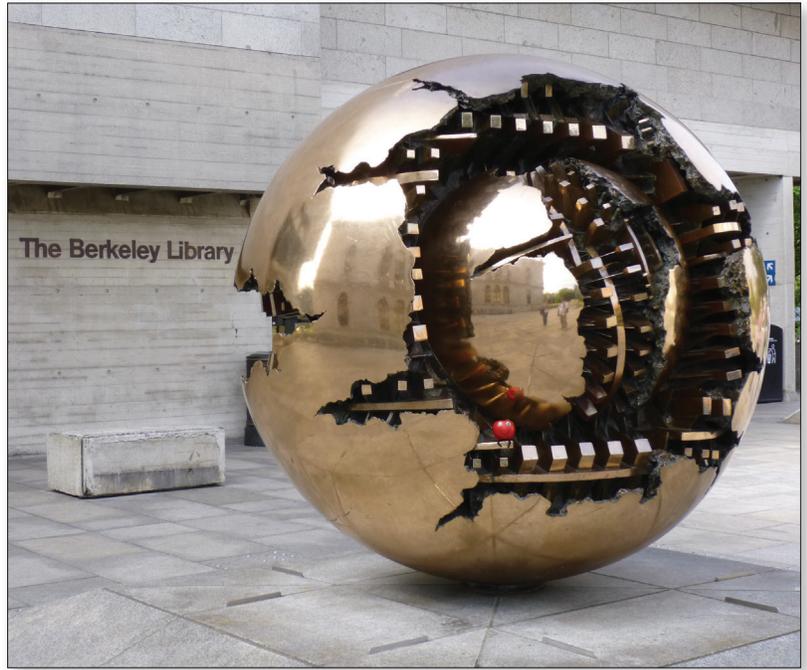


Where in the World is Orchy?

Not being one to stay in any place for long, the restless Orchard mascot, Orchy, has set off to yet another destination on his never-ending travels. This time, Orchy has decided to dive into a good book in an academic setting. At first glance, you may believe this to be a location domestically found, but be assured Orchy is not in the United States. If you think you know where Orchy has landed, send us your answer at news@orchardsoft.com by December 7th to be eligible to win an Orchard prize package.

The last time we checked in with Orchy, he was located in beautiful Cape Town, South Africa. Cape Town is known as having one of the most diverse cultures in the world, making it a popular destination for travelers. Cape Town has a plethora of tourist attractions, such as the Kirstenbosch National Botanical Gardens, the Castle of Good Hope, and the Two Oceans Aquarium.

Kathy White Shake from Good Samaritan Hospital in Vincennes, Indiana, correctly guessed this location and was selected as the winner of last quarter's contest. Make sure to visit the Orchard website to see where in the world Orchy has been. 🍏



Orchard Supports Special Olympics Plane Pull Challenge 2015



On Saturday, August 29th, Orchard Software participated in the Special Olympics Plane Pull Challenge held annually at the Indianapolis International Airport. More than 70 teams from all over Indiana competed to determine who could pull a Boeing 757 the fastest. Orchard brought two teams of 20 to the tarmac while our basketball teams played in the Pacers 3-on-3 tournament. The kid's plane pull was another highlight of the day. The event raised \$155,000 to serve the Special Olympic athletes as they train and compete year-round throughout the state. This was Orchard's fourth year competing, and we enthusiastically look forward to participating next year. 🍏



Introducing Our New POC Positive Patient ID Collection Solution, Orchard® Collect™



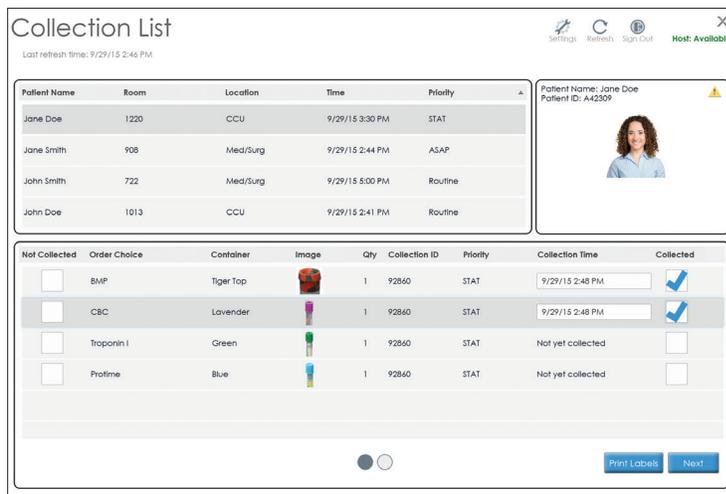
Orchard's New POC Collection Solution

At Orchard, we pride ourselves on developing products that support the needs of the laboratory and improve patient care and safety. Determining the path our development takes is based on listening to the needs of our customer base and being aware of the changes taking place in healthcare. In light of the renewed focus on POCT, and the spotlight on reducing medical errors, we have developed a product to improve the bedside collection process. Orchard® Collect™ is a point-of-care (POC) collection solution that integrates with Orchard® Harvest™ LIS and Orchard® Copia® to organize, improve, and promote safety within the bedside sample collection process.

Workstation on Wheels Travels to the Bedside

Phlebotomists or other healthcare staff collecting bedside samples can place the collection solution components on a rolling cart and have a “workstation on wheels” that easily transports throughout the facility, or they can fit all the components into a tote bag to carry up to patient rooms. The components include a tablet, a small scanner/bar code reader, and a Bluetooth-enabled label printer for bedside label printing.

Users can access a list of all patients who need phlebotomy services for a specific date or location, and create a comprehensive collection list that includes a listing of required tubes/containers and the required quantities of each tube type needed for that specific patient list. This information, including the appropriate collection order and images of associated collection containers, can be accessed on the tablet at the bedside. This alleviates any confusion about collection container requirements, reducing the opportunity for errors. The collection list displays the patients, their locations, and collection priority.



Simple, Intuitive, & User-friendly Interface

Orchard Collect uses an intuitive, user-friendly interface and touchscreen technology to enable easy entry of information, including relevant ask-on-entry questions (e.g., fasting, non-fasting), and informative patient-specific alerts. Options are available for both printable and non-printable comments. The collection solution also includes an easy-to-use, readily accessible, embedded User's Guide for immediate answers to questions.

Orchard® Collect™ Promotes Patient Safety & Procedural Accuracy

Ensures positive patient ID by multiple means

Supports adherence to correct collection procedures

Reduces specimen labeling errors via bedside label printing

Increases efficiency & reduces errors by using container images

Phlebotomists scan the patient's wristband, access the collection list, and print the required labels right at the bedside. Scanner functionality allows for scanning of tube labels or wristbands to take the user directly into the correct patient file, where a patient picture can be stored to further ensure positive patient ID. Once collection is completed, the orders are automatically submitted to Harvest LIS or Copia, improving patient safety and procedural accuracy. The option is available to store data locally and synchronize at a later time if a host server connection is unavailable. For bedside specimen collection, Orchard Collect ensures proper patient ID, increases efficiency, and decreases the opportunity for errors, improving both the collection process and patient safety.

If you are interested in learning more about Orchard Collect, contact your account manager at (800) 856-1948. 🍎



Standing (second row), from left to right: Bryan Beswick, Matt Landolf, Allana Johnson, Bobby Brown, David Hardwick, Vincent Carll, Duke Yin, Adam Davis, Mitch Richeson, David Harting, Kimberly Fawbush, Charles Rohe, Nicole Dobias, Jay Peters, Christine Davis, Rob Bush, Vanna Hanway. Seated (first row), from left to right: Shan Monroe, Sean Gibbens, Henry Oglesby, Thom Franklin, Faraz Siddiqui, Lillie Elizabeth Wickham (R&D's Newest Trainee), Mark Jones, Damon Weidner.

Spotlight On: Orchard Research & Development

The Research & Development department has the privilege of designing and developing Orchard Software's newest products. Currently, our team is working full steam ahead on our enterprise-class LIS, Orchard® Sequoia™. The team uses an Agile framework of development called Scrum. The tenets of this development framework are the use of iteration, work visualization, collaboration, and continuous process improvement to develop a feature-complete and on-time product. Every two weeks, we set the goal of demonstrating marked progress toward the completion of a Sequoia module to Orchard stakeholders to ensure that the development efforts are meeting the needs of the design.

The department is divided into six functional teams, with leadership and facilitation provided by Henry Oglesby, Bryan Beswick, and Ryan Fillmann. Each team has its own responsibilities, but cross-team cooperation is common and encouraged.

The team responsible for the identification of requirements, design of functionality, and direction of the department includes Henry Oglesby, Thom Franklin, Mark Jones, Bryan Beswick, Matt Landolf, Rob Bush, and Ryan Fillmann. This team periodically pulls in subject matter experts from throughout the company to participate in requirements identification and design sessions.

The team responsible for the design of the database and core application, known internally as Alpha Team, consists of Adam Davis, Duke Yin, Charles Rohe, and David Harting. This team works with Microsoft SQL, Java, and MongoDB to create the underlying infrastructure of the Sequoia application.

The Bravo Team, responsible for the development of the Sequoia user interface through the use of JavaFX, consists of Vincent Carll, Nicole Dobias, Faraz Siddiqui, Jay Peters, and Allana Johnson.

The Charlie Team, consisting of Bobby Brown, David Hardwick, and Shan Monroe, is responsible for the creation of the Device Engine Server. The Device Engine Server directs and manages the information passed between Sequoia and other systems, including information systems, laboratory instruments, printers, fax applications, and Mirth Connect.

The Delta Team, which consists of Damon Weidner and Vanna Hanway, uses JavaFX and style sheets to give Sequoia its aesthetic design. It also ensures that the design is consistent and navigation is user friendly through user testing.

The sixth and final team is responsible for the creation of the Business Process Engine. This team, known as the Echo Team, consists of Mitch Richeson, Christine Davis, Shan Monroe, and Kimberly Fawbush. The Business Process Engine allows Sequoia to use workflow processes and rules to communicate, guide, and track laboratory tasks from inception to completion.

The Research & Development Department has experienced a rapid increase in development production in recent weeks, and you can expect to hear and see more about Orchard's latest LIS, Sequoia, in the near future. 🍎

New Features Help Increase Point-of-Care Testing Productivity

Whether you are a small physician laboratory or a large hospital, point-of-care testing (POCT) is becoming an integral part of the daily workflow of healthcare laboratories. Orchard Software is listening and understands the demands being placed upon laboratories for point-of-care support. In the September 2015 release of Harvest LIS, Orchard included several new features for point-of-care support in both Harvest LIS and Orchard Trellis.

Email Notification of Expiring Personnel Certifications

In today's healthcare organizations, point-of-care coordinators have to manage multiple personnel certifications. In larger organizations, this can mean keeping track of thousands of users and their respective POCT device certifications. The expanding personnel certification features in Harvest LIS empower end users by proactively providing certification expiration notification, allowing them to follow up before they are overdue for a competency assessment and therefore unauthorized to perform testing.

New in this release, users have the ability to notify lab personnel via email regarding upcoming certification expiration. This is helpful to provide a reminder to end users that they need to update their certifications in order to continue uninterrupted use of POCT-interfaced devices.

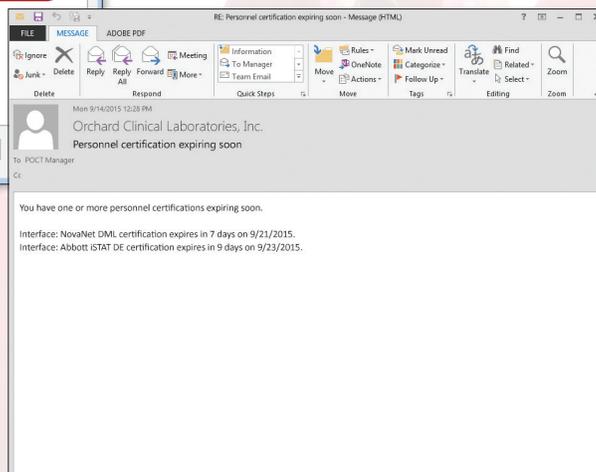
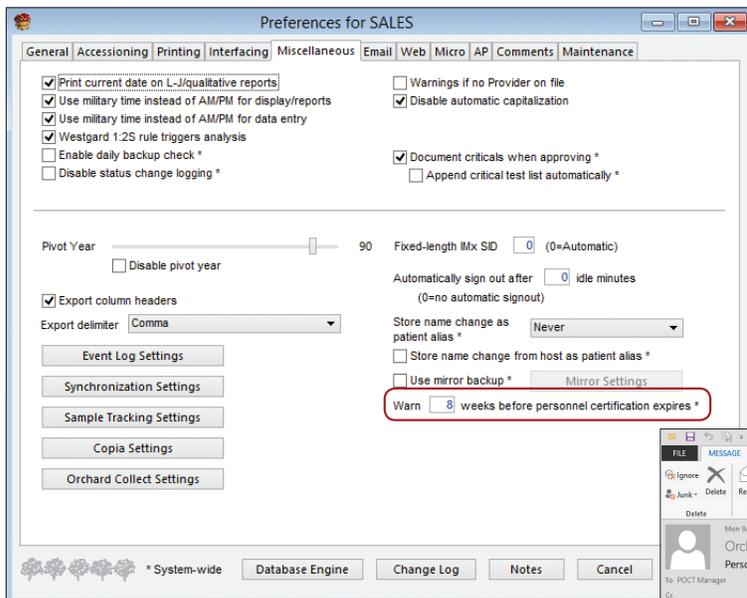
To enable this feature, you need to first tell the system what time frame you would like to consider as "expiring soon." To do this, set the warning time frame on the Miscellaneous tab of Preferences in Harvest LIS or Trellis Manager. This setting dictates a variety of activity in the Manage Personnel Certifications window, including setting the certification's icon as a yellow warning icon when a certification is nearing expiration. This setting also determines when daily email alerts will begin sending to users whose certifications are nearing expiration.

Personnel certification expiration emails are disabled by default. You must add a system-wide Advanced Configuration Option (ACO) to activate this feature. Set `CertificationWarning=true` to enable expiration emails in the ACO example below:

```
[Email]
CertificationWarning=true
CertificationWarningSubject=<Text for email subject>
CertificationWarningBody=<Text for email body>
```

You must also have email settings correctly set up on the Email tab of Preferences. When this is enabled, Harvest LIS sends out daily emails to any Trellis/POCT personnel with an email address entered in the system who have personnel certifications that expire soon. This is determined by the setting "Warn __ weeks before personnel certification expires" on the Miscellaneous tab of Preferences, described previously.

Harvest LIS creates the certification warning emails after other daily maintenance is finished, which should occur shortly after midnight, and the emails will go out soon after as long as the email workstation is connected.



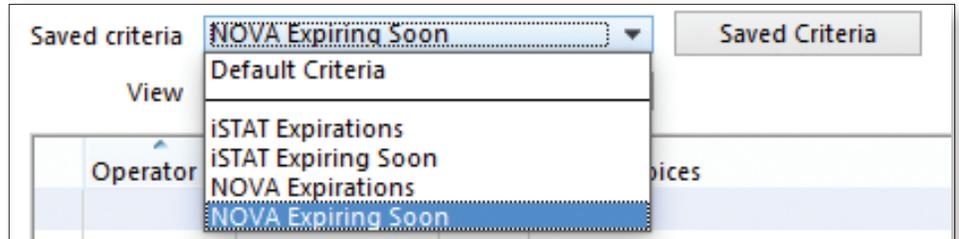
The setting to customize the notification period for upcoming personnel certification expirations is found on the Miscellaneous tab of Preferences. In this example, users will receive email alerts beginning eight weeks prior to expiration (note that the system default value for this setting is eight).

The email alert received by the affected end user displays information regarding the certification's expiration, including the specific certification, the amount of time until expiration, and the expiration date.

Configure the View of the Manage Personnel Certifications Window

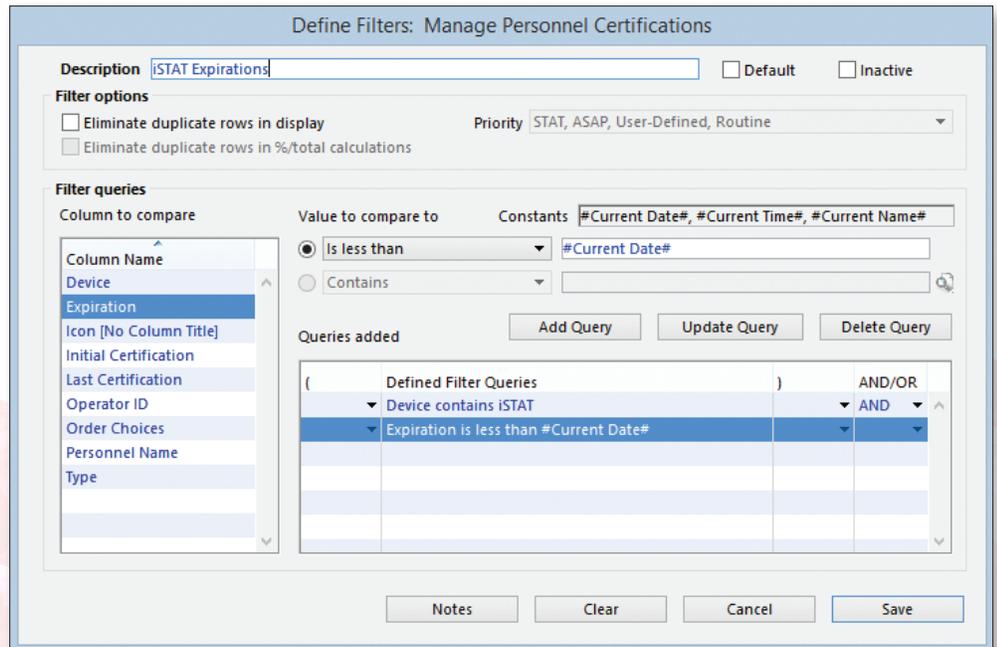
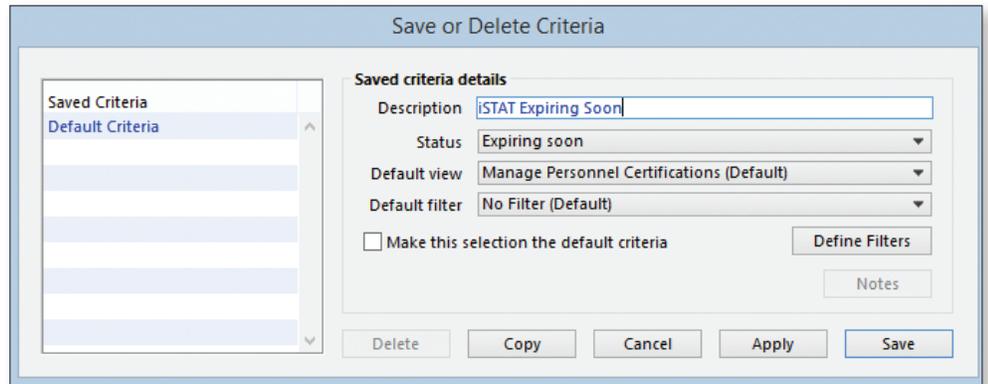
Another new feature added to Manage Personnel Certifications in Harvest LIS and Trellis Manager is the ability to use saved criteria. This feature allows users to define different filtering and viewing options to meet their needs. In the Manage Personnel Certifications window, a drop-down list is available in order to select previously saved criteria.

When you select a filter in the “Saved Criteria” drop-down list, the selected view, status, location, and filters will change to the values saved on the criteria, and the Manage Personnel Certifications window will refresh to update the displayed data accordingly.



To create saved criteria, click the **Saved Criteria** button next to the drop-down list. The Save or Delete Criteria dialog box opens, allowing you to define parameters for your criteria, including description, column views, certification status, and defined filters.

The system allows you to define multiple saved criteria to meet varying needs. In this window, give your criteria a description and define its column view. Then, click the **Define Filters** button to set further parameters.



See “Point-of-Care Productivity” on page 10.

We have also added the ability to print the Manage Personnel Certifications window. This feature is especially useful for point-of-care testing coordinators to quickly view and print data on personnel certifications. When the desired criteria is selected and displayed, the user may print the window by holding down the [ALT] key and left-clicking the **Saved Criteria** button.

This functionality is enabled by adding an ACO:

[Saved Criteria]

DefaultManagePersonnelCertifications=iSTAT Expiring Soon

(Replace with the name of your saved criteria to print by default.)

Added Support for LDAP Authentication in Trellis Manager

Many facilities utilize Lightweight Directory Access Protocol (LDAP) authentication to easily and more efficiently manage their users' login credentials to a variety of organization applications. Orchard Harvest LIS and Orchard Copia have supported LDAP authentication for some time. This new feature allows Trellis Client users to log in to the application by verifying their password against an LDAP server.

The LDAP server settings are designated in Trellis Manager via the "Use an LDAP server for passwords" checkbox on the Sign In and Password Settings dialog. This includes setting the LDAP domain(s) and server(s) that can be used for verification. Once set up, the LDAP information will be passed along to the Trellis Client(s).

Once activated, the feature will be used by all Trellis Clients linked to that Trellis Manager. There is no mechanism to have only some of the clients linked to the same Trellis Manager use an LDAP server for password verification and not others.

Any Trellis Client that uses an LDAP password to sign in will find the **Change Password** button absent from the main window. If a user needs to change their LDAP password, they need to do that externally with the assistance of their System Administrator.

With the continuous advancement of technological innovations in healthcare, point-of-care testing is, and will continue to be, on the rise. Orchard understands this and is committed to listening to our customers and adding functionality to our applications to support this increased demand for point-of-care testing support and all-inclusive patient EMRs. For more information on the direction of point-of-care testing in our industry, visit Orchard's website at www.orchardsoft.com/whitepapers to read the white paper "Laboratory Point-of-Care Testing: A Future Outlook," written by Kim Futrell.

For more information or assistance in configuring the newest features in the September 2015 release of Harvest LIS, visit our website at www.orchardsoft.com or contact Technical Support at **(800) 571-5835**. 🍏

Save the date! The 2016 Orchard User Group Meeting & Symposium is June 22nd-23rd.

Orchard is pleased to announce the dates and location for our 2016 annual User Group Meeting & Symposium, which will be held at the Omni Severin Hotel in downtown **Indianapolis, Indiana, on June 22nd & 23rd**.

Orchard's User Group Meeting & Symposium is designed for current and prospective users alike, providing each with an opportunity to learn more in-depth information about the lab industry, Orchard Software, and Orchard's various lab information system products. The symposium also offers an opportunity to meet Orchard employees and other users of Orchard Software systems.

Orchard's User Group Meeting & Symposium is spread over two days. Day one is packed with empowering educational opportunities and updates on the changes taking place in healthcare and how those changes impact the laboratory. On day two, attendees glean succinct and useful ideas on how to maximize the use of Orchard's products to show value and thrive in the new healthcare arena, learning ways to demonstrate that laboratories have a direct influence on positive patient outcomes and cost efficiency. You can attend just day one or day two, or both. Additionally, many sessions will allow you to earn P.A.C.E. credits toward continuing education requirements.

While the two-day agenda is yet to be determined, visit Orchard's symposium page on the website to see the 2015 speakers, topics, and agenda. As Orchard moves into 2016, more details will be provided. For more information, contact your account manager at **(800) 856-1948**. 🍏



Featured ORC Question

How do I receive emails from the Questions area of the Orchard Resource Center (ORC)?

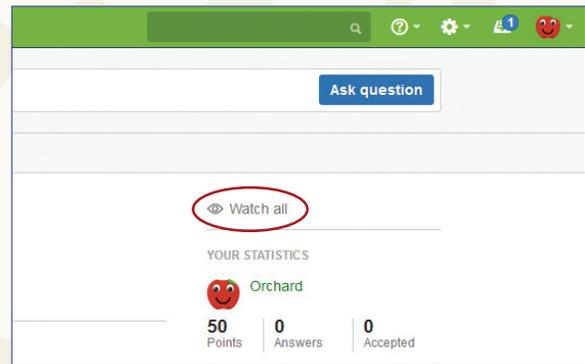
The Questions area is where Orchard experts and Orchard clients will happily answer inquiries. A common question is how to receive email notifications for new questions posted to the ORC. Fortunately, this is easy to do. By simply clicking a button, email notifications are sent directly to your inbox.

Note there are three levels of notifications:

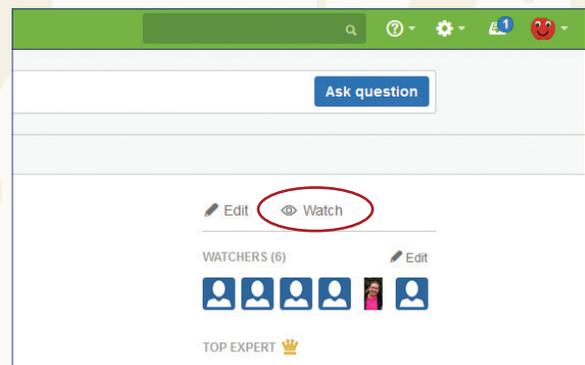
- **Watch All:** Click the **Watch All** button on the Questions home page for emails on all newly added questions to all topics.
- **Watch Topic:** Click the **Watch** button after you open a topic for emails on all newly added questions to the selected topic.
- **Watch Question:** Click the **Watch** button after you open the question or click the **Watch this question** link in the emails you receive for emails on all updates pertaining to the question, including all answers and comments

Use the watch feature to stay connected to all the latest conversations about Orchard and its products. We recommend that, at a minimum, you watch the topics for the Orchard products you use, the Customer Connect topic for the latest non-product discussions among customers, and the Orchard User Group & Symposium topic for news on the 2016 event.

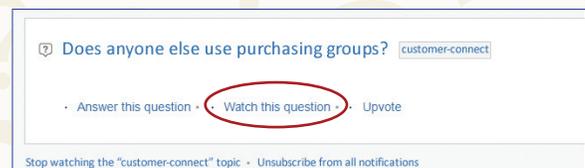
For tutorials that show you how to watch and unwatch topics and questions, visit our eLearning Videos page: orc.orchardsoft.com/display/web/eLearning+Videos. 



Watch All for emails on all newly added questions to all topics.



Watch for emails on all newly added questions to the selected topic.



Watch this question for all updates to the question, including answers and comments.

Orchard Software 2015 Calendar

The dates listed to the right are the days that the Orchard Software Sales and Administrative offices will be closed for business. Our Technical Support Department will be open 24 hours a day, 7 days a week, as usual.

Thanksgiving Day	Thursday, November 26 th
Day after Thanksgiving	Friday, November 27 th
Christmas Eve	Thursday, December 24 th
Christmas Day	Friday, December 25 th
New Year's Eve	Thursday, December 31 st
New Year's Day	Friday, January 1 st , 2016



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Learn about our newest business unit, Orchard Analytics, at orchardanalytics.com!

2015 & 2016 Orchard Software Event Calendar

Date	Trade Show/Event	Location
1/22 - 1/22/16	Allscripts Focus 2016	Lost Pines, TX
2/29 - 3/4/16	HIMSS	Las Vegas, NV
3/8 - 3/12/16	AMGA	Orlando, FL
3/20 - 3/23/16	CLMA	Orlando, FL
4/6 - 4/8/16	Lab Revolution (G-2)	Chandler, AZ
4/27-4/30/16	Becker's Hospital Review	Chicago, IL
5/23 - 5/26/16	Pathology Informatics 2015	Pittsburgh, PA
6/6 - 6/9/16	APHL Annual Meeting	Albuquerque, NM
7/31 - 8/4/16	AACC Clinical Lab Expo	Philadelphia, PA