

Orchard's Lab Systems Meet the Unique Needs of Phoenix Central Laboratory for Veterinarians

Phoenix Central Laboratory for Veterinarians (PCLV) in Mukilteo, Washington, is a veterinary reference lab that supports more than 2,000 veterinarian clients in the Northwest, including parts of Alaska, Montana, Oregon, Idaho, and Washington. The lab, currently celebrating its 25th year in business, offers an extensive test menu performing chemistry, hematology, coagulation, pathology, endocrinology, urinalysis, serology, and microbiology testing on a multitude of animal companions, including dogs, cats, birds, ferrets, zoo animals, and horses.

Open 24/7 with typically same-day turnaround time, PCLV performs more than 300,000 accessions per year with a staff of about 130, including a courier service that picks up samples twice a day. Dr. Jim Klaassen, President and CEO, explains that their lab instrumentation and workflow are similar to any modern-day clinical/pathology lab, but that the needs and setup from both an analyzer perspective and a software perspective can be very different from the requirements for a lab that performs testing on humans.

Customer Service Champs Trump the Competition

Having two significantly larger veterinary reference lab competitors nearby keeps PCLV on its toes. What sets Phoenix apart from its competition is the excellent customer service it provides. "We are always willing to go that extra mile," remarks Dr. Klaassen, DVM, PhD. "For example, if an animal needs a necropsy, we have board-certified pathologists on staff that can perform that service. The only other place where this service is available is about 300

miles away at one of the universities." Additionally, to promote personalized service, PCLV's phones are answered by a person, rather than an answering service or machine.

inside this issue...

Where in the World is Orchy?	2
SQL Server Reporting in Copia 6.0	3
2015 Symposium	4
Spotlight On: Instrument Interface Team	4
Notifications Increase Efficiency & Productivity ..	5
Getting Ready for 2015: The Lab Checklist	7
Featured ORC Question	10
Free Webinar on Test Utilization	10
Business Associate Agreements	10

Orchard Wins Out for LIS Replacement

PCLV has been an Orchard customer for about a year and uses many of Orchard's products to meet its lab's needs, including Orchard® Pathology for clinical, microbiology, and anatomic testing, and Orchard® Copia® with the Customer Service and Patient Portal modules. While researching which system to choose, PCLV entertained software demonstrations from

eight vendors, yet chose Orchard primarily because it saw tremendous potential in partnering with a company that offered an opportunity to work closely with development to make the veterinary aspect of the software more applicable for the unique needs of the veterinary laboratory.

Product Enhancements to Meet Unique Veterinary Lab Needs

Life in the human lab has many similarities to life in the vet lab, but there are some significant workflow differences—some that are particularly important in the lab software setup and design. For example, in the vet lab, different field names are needed in the software (e.g., animal name rather than patient name), and a field to document the owners' names is required. As Orchard continues to develop veterinary-specific offerings, PCLV is instrumental in working with the development team to determine the most important and necessary modifications to best support vet labs.

Copia Search Functionality Advancements

Another vet-specific need was recently addressed with an added Copia functionality. "One of the updates that we are really happy about is the new searching feature recently added to Copia," says Dr. Klaassen. "Every animal that comes in gets an auto-generated



Phoenix, Dr. Klaassen's cat and PCLV's namesake, enjoys lounging on the office desk.

See "Phoenix" on page 2.

unique ID, but because animals do not have unique medical record numbers like people do, there may be thousands of pets named 'Fluffy Smith' out there. Prior to the Copia search feature enhancement, it was difficult to search and distinguish between same-name animals," he explains. With the advanced search functionality, Copia offers more search options, allowing searches by location, animal name, etc., significantly narrowing the search field. "The updated Copia searching function has made a world of difference by making everyone's job easier. Everybody was ecstatic when the new searching function became available," he says.

Additionally, the improved search capability in Copia v6.0 includes enabling pop-up and predictive searching that closely resembles functionality many users are familiar with when searching on the Internet. When a user begins typing search criteria, the application suggests topics based on what is being typed.

Interface Development Will Create Competitive Advantage

Orchard's products and company vision support the necessary flexibility needed to work alongside Phoenix to develop bi-directional interfaces with its clients' veterinary practice management (PM) software, similar to clinical reference labs being interfaced to their clients' EMRs. Once the PM software interfaces are fully operational, PCLV will be able to offer its clients a true paperless connection. "In the long-term, the potential of interfacing with our clients' PM software

An Educational Moment: Alpacas

Dr. Klaassen and his wife, Maggie, own an alpaca farm with about 125 alpacas. Alpacas resemble llamas, but are about half the size. Whereas llamas are pack animals that you might take hiking or use as guardian animals because they are larger and more aggressive, alpacas are raised for their fleece, which is similar to wool. In fact, Maggie makes gorgeous garments from the fleece sheared from their alpacas.

that Orchard presents for us is going to be our advantage over the competition because it will allow us to recover clients that we lost because we were unable to develop those interfaces," explains Dr. Klaassen.

Kudos for the Patient Portal

Another feature PCLV appreciates is Copia's Patient Portal module, which allows clients to remotely log on to the system and retrieve their results. "Clients can log on to the system through the web, access their inbox, and review or download the results using the Patient Portal—another really nice feature that we use that is working well," says Dr. Klaassen.

Challenges: What Does the Future Economy Hold?

Rather than worry over healthcare changes, such as the Affordable Care Act, declining federal reimbursements, or Meaningful Use, the concern at Phoenix, as with many reference laboratories, is centered on maintaining an edge over the competition, particularly in a volatile, struggling economy. "Veterinary services may be one of the last discretionary income items that people hold onto because many people view pets as part of their family and will spend what they need

to in order to keep them healthy; so our concerns for the future center more around the economy than changes taking place in the healthcare system," says Dr. Klaassen. 🍎

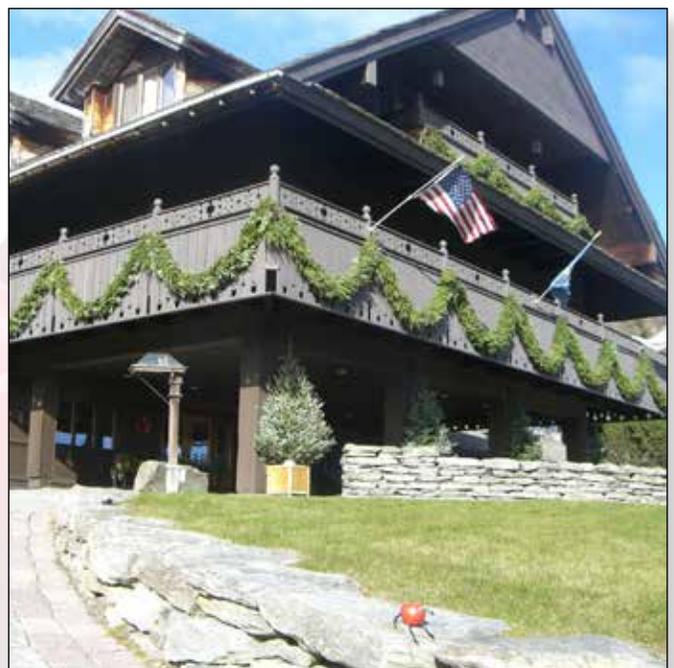


Where in the World is Orchy?

Orchy™ has hit the road once again on an adventure to complete his never-ending journey around the world. This time, Orchy has traveled to a northeastern mountain resort styled in European tradition. The lodge is most significantly known for its historical ties with a very famous 1965 musical film. If you think you know where Orchy is, send your response to news@orchardsoft.com by March 13th to be eligible to win an Orchard prize package.

The last time we saw Orchy, he was in front of the "IF VI WAS IX" guitar sculpture at the Experience Music Project (EMP) Museum, a museum in downtown Seattle, Washington. The exhibit is composed of more than 500 musical instruments and was created by Seattle-based sculptor Trimpin. The exhibit is extraordinary because it plays songs through the very instruments it is made of.

Mark Hornabrook of Oregon State University correctly guessed Orchy's location and was selected as the winner of the contest. Make sure to visit the Orchard website to see where in the world Orchy has been lately! 🍎



SQL Server Reporting Services in Copia v6.0 Expands Options

Beginning with the release of Copia v6.0, Orchard has made expanded reporting options available. If you are unsatisfied with Copia's built-in reporting capabilities, you can now export that responsibility to Microsoft's SQL Server Reporting Services (SSRS).

SSRS is a standard part of your SQL Server Enterprise license, which Orchard provides as part of every Copia installation unless otherwise stated, and is available in both SQL Server 2008 and 2012. It is a specialized reporting software that allows you to make full use of all the information stored within your Copia database. Several previously unavailable features are now accessible, such as multi-column formats, customizable graphing, and integrated images. By combining SSRS' reporting capabilities with full access to all the information within your database, you can even create entirely new reporting functionality by adding additional logic into your reports to further control how your results are presented.

Because SSRS will only be tasked with the generation of the report, which will then be stored in Copia, Copia's native result delivery methods can still be used. Furthermore, because SSRS will be querying the database in place of Copia itself, the additional strain on the server can be minimized. If you are still concerned about

server resources, you can actually set the report generation to happen on a completely separate server from your Copia database.

So, how do you get a custom report through SSRS for your lab? The first option is to commission a report through Orchard. Orchard will have one of its report specialists work with you to create your new report, and the functionality of the report will be supported throughout its use.

If you have the knowledge and resources available, the second option is to create your own report. Copia's database schema can be found in the Query Tool within Copia itself, and SSRS is included in the license for SQL Server Enterprise. You will need to contact Orchard to have the setup enabled in Copia, but from there, you are free to create as many reports as you like. Please note, however, that if you make your own reports or customize existing ones, Orchard will not support the functionality within the reports themselves, but only the functionality of Copia in creating and delivering the reports.

If you are interested in making use of custom reports through SSRS, or in learning more about it, contact your account representative. 🍎

The collage displays five different report pages from Orchard Copia. Each report includes the Orchard Copia logo, contact information for Orchard Laboratories, and patient details. The reports show various data visualizations and tables:

- Top Left Report:** Titled "Lab Results", it features a table with columns for "Order Choice", "Test", "Result", "Range", and "Units". It lists tests such as "24 Hr Microalbumin Uprate", "Calculated Microalbumin (mg)", and "Manual Retinopathy Count".
- Top Middle Report:** Titled "Historical Results for Janet Ernst", it displays four line graphs showing trends for "24 Hr Microalbumin Uprate", "Calculated Microalbumin (mg)", "Manual Retinopathy Count", and "24 Hr Microalbumin Crat".
- Bottom Middle Report:** Titled "Population Statistics", it contains a table with columns for "Test", "Sample Size", "Minimum", "Mean", "Standard Deviation", and "Maximum". It provides statistical data for the same tests as the other reports.
- Bottom Left and Right Reports:** These reports show additional line graphs for "24 Hr Microalbumin Uprate", "24 Hr Microalbumin Crat", and "HbA1c", along with their respective data tables.

Orchard Software's 2015 User Group Meeting & Symposium

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

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

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. Orchard 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/. 🍏



Spotlight On: Orchard's Instrument Interface Team



From left to right: Ricky Crawford, Nicholas Jones, Kevin Young, and Beth Fitzsimmons.

Orchard Software's Instrument Interface team plays a crucial role in the success of the company's laboratory information systems (LIS). The team is tasked with correctly interfacing a laboratory's various instruments to its LIS to ensure that orders and results are sent accurately and efficiently from the instrument to the LIS.

The team consists of only five members, but do not let its small size fool you. Each associate has a dedicated role within the group to ensure that each interface is done punctually and correctly.

- **Ricky Crawford & Nicholas Jones:** Work to set up the individual instrument interfaces. They aid in the creation of instrument interface documentation by recording the information they learn from projects.
- **Kevin Young:** Heads up the group as Team Lead, works with clients to set up the individual instrument's interface, and works with Orchard's System Engineers to answer questions they may have while installing software on-site and assisting support. He also creates and updates documentation to be used for later installs.
- **Beth Fitzsimmons:** Makes initial contact with the client to schedule a timetable for interface projects. She compiles the information and relays it to the rest of the team so that they can plan accordingly.
- **Wendy Forgey:** The mastermind behind the operation, Wendy oversees all facets of the Instrument Interface team and works on projects when her attention is required.

The team has interfaced more than 500 individual instruments and will continue to add to that number as Orchard's client base grows. Orchard's Instrument Interface team is essential to the company and looks forward to what the future has in store. 🍏

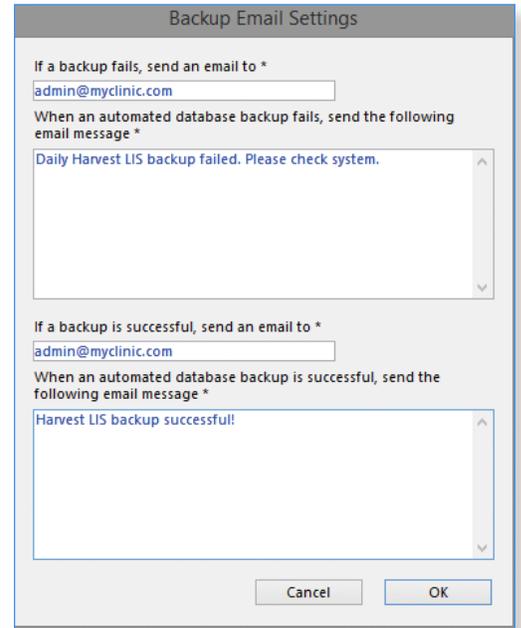
Notifications Increase Efficiency & Productivity Throughout the Laboratory

Information contained within your laboratory system is arguably the most valuable part of your business. A primary goal of laboratory managers is to gather and use that information in a meaningful way in order to provide the best possible care for patients. Getting laboratory data to the appropriate recipients quickly and efficiently is imperative to the success of your laboratory. From patient test results to event log messages, Orchard's systems provide a variety of methods to notify users of information contained within the application.

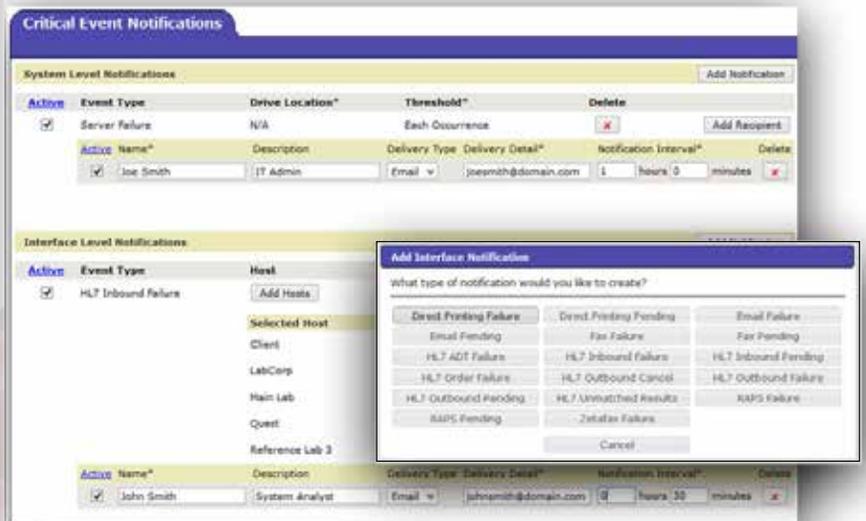
System Administrators Stay Productive with System Event Messages

Within system preferences, you may configure Orchard® Harvest™ LIS to send email notifications to a recipient of your choice to notify of a successful and/or failed system backup. This functionality helps system administrators and IT personnel stay on top of planned maintenance.

In Orchard Copia, you may configure a variety of notifications available at different levels. These notifications are available to alert specific users of events or actions within the system.



Orchard Copia Critical Event Notifications	
System-level Notifications	<ul style="list-style-type: none"> • Server Failure • SQL Disk Space Remaining • Tomcat Disk Space Remaining
Interface-level Notifications	<ul style="list-style-type: none"> • Direct Printing Failure • Direct Printing Pending • Email Failure • Email Pending • Fax Failure • Fax Pending • HL7 ADT Failure • HL7 Inbound Failure • HL7 Inbound Pending • HL7 Order Failure • HL7 Unmatched Results • HL7 Outbound Failure • HL7 Outbound Pending • RAPS Failure • RAPS Pending • Zetafax Failure
Patient-level Notifications	<ul style="list-style-type: none"> • Pending Practice-specific Insurances • Pending System-maintained Insurances
Order-level Notifications	<ul style="list-style-type: none"> • Critical Result Received • Order Uncollected • STAT Order Saved
User-level Notifications	<ul style="list-style-type: none"> • Account Locked



See "Notifications" on page 6.

Notifications

Continued from page 5.

Messages to Notify Ordering Providers of Available Results

In both Harvest LIS and Copia, you have the option of configuring result delivery methods based on each provider's preferences. The available methods of delivery are web, email, fax, print, and HL7. Email notifications may be configured to alert providers of results available, or of abnormal or critical results. Email messages themselves cannot be encrypted to the SMTP mail server; however, patient information can be encrypted and is sent via PDF file format.

General | Accessioning | Printing | Interfacing | Miscellaneous | Email | Web | Micro | AP | Comments | Maintenance

Mail Server Settings

Send mail to the SMTP server from this workstation * INLT0020 [Test Server Settings] [Web Notification Settings]

SMTP server address * smtp.gmail.com

Sender email address * dr.doctor@gmail.com

If SMTP authentication is required, provide the following two values, otherwise leave them blank:

SMTP authentication user name * [] SMTP port number * 465

SMTP authentication password * [] Use SSL *

Mail PDF Security Options

PDF encryption * None Disable PDF printing * Disable PDF modifying *

Password to open the PDF * [] Disable PDF copying *

Mail Message Options

Default text for email subject * Results for: ~ptn (DOB: ~dob PID: ~chn)

~drd Collection Date Normal tag * []

~drt Collection Time Abnormal tag * Abnormal Results

~dob Date of Birth Critical tag * CRITICAL RESULTS!

[Backup Settings]

* System-wide [Manage Server] [Change Log] [Notes] [Cancel] [Save]

Email Details

SMTP Settings

Sender* [] This field needs to be a p Examples: orchy@orchard

Mail Server* []

Port* 25

User Name* []

Password* []

Confirm Password* []

Enable Authentication

PDF Security

PDF Encryption None

Password to open []

Disable PDF printing

Disable PDF copying

Disable PDF modification

Additionally, the December 2014 release of Harvest LIS adds the ability to configure text notifications as actions in result approval and order entry rules in addition to result evaluation rules.

For more information on the various notifications available in Orchard's applications, contact Technical Support at (800) 571-5835. 🍏

Rules - Result Approval

Description [Prevent manual approval or non-provisional AP report issuing; Prevent non-provisional AP report creation; Send text alert to 1234567890, using SMS domain: txt.att.net, with message: You have approved laboratory results ready for review.] Apply to QC Patient

Inactive QC and patient

Actions: Prevent manual approval or non-provisional AP report issuing; Prevent non-provisional AP report creation; Send text alert to 1234567890, using SMS domain: txt.att.net, with message: You have approved laboratory results ready for review.

Conditions Actions

Conditions which must all be true to trigger this rule

Conditions

Order Choice Status is: Approved

[AP Report Signed] [Current Order Choices] [Security Group] [Test Results] [User Defined Fields]

[Compare Dates/Times] [Order Choice Status] [Severities] [Testing Locations] [Users]

[Create]

[Notes] [Clear] [Cancel] [Save]

Text Alert

Phone # [123] 456-7890

Carrier [AT&T]

SMS domain []

SMS gateway [1234567890@txt.att.net]

Message text [Approved Results Available - ~DateTime] 122

Field codes [Current Date & Time] [Add]

Text messages can be sent by sending an email with the recipient's phone number and their carrier's SMS gateway domain. Each carrier has a different SMS gateway domain but they usually follow the following format:

Type.CarrierDomain.com

The combined SMS gateway should look like:

100DigitNumber@Type.CarrierDomain.com

[Cancel] [OK]

Getting Ready for 2015: The Lab Checklist

It is hard to believe 2015 is already here—right behind a busy 2014 that was packed full of changes for the lab. As with any new year, careful planning will help guide you through obstacles and prepare you for challenges. Looking back, 2014 brought concern over declining reimbursements, mergers and consolidations, and other regulatory changes—with labs being continually asked to streamline and economize their processes. It appears this trend will continue into next year.

Laboratories must realign their focus and have their value reach beyond the walls of the lab. As healthcare changes continue, and labs shift away from being profit centers, it becomes important to think about how the lab fits into the bigger picture to provide value throughout the organization. The box on page 9 lists the steps to take to prepare for the transition.

Meaningful Use: Update for 2015

Stage 2 of Meaningful Use (MU) is underway and in order to receive incentive monies, providers must use Computerized Physician Order Entry (CPOE) for 30% of lab orders and incorporate 55% of lab data as “structured data” (discrete, searchable data that appears in identifiable fields) into Certified EHR Technology (CEHRT). The table below outlines the progression of MU stages.

“ I can’t change the direction of the wind, but I can adjust my sails to always reach my destination. ”
- Jimmy Dean

MU Applicable to Laboratories	Stage 2	Expected for Stage 3
Eligible Professionals (EP) & Eligible Hospitals (EH) Core Objectives		
CPOE	Use CPOE for more than 60% of medication, 30% of laboratory, and 30% of radiology.	Expected to increase to 55% and require CEHRT that can transmit using the S&I Framework LOI.
Lab Results	Incorporate lab results as structured data into certified EHR for more than 55%.	Expected to increase to 80%.
Additional EH Core Objective		
Lab Results to Public Health	Successful ongoing transmission of lab results to public health agencies.	No change expected.
Menu Option for EH		
Lab Results	Provide structured electronic lab results to EPs for more than 20%.	Expected to increase to 50% and include LOINC.
NEW for Stage 3		
Order Tracking to Improve Management of Results		10% of results (lab, radiology, pathology, and referrals) must be acknowledged within three business days.

See “Checklist” on page 8.

New Rules from CMS

Since the Final Rule for Stage 2 was published in 2012, the Centers for Medicare & Medicaid Services (CMS) received a lot of feedback and made changes. The CMS rule allowing flexibility in certified EHR technology applied only for 2014 and is no longer available in 2015. The flexibility rule stated a combination of 2011 and 2014 Certification Editions could be used for attestation in 2014, but for 2015, the 2014 Edition CEHRT must be used. This rule also finalizes the extension of Stage 2 through 2016 for certain providers and announces the Stage 3 timeline, which will begin in 2017 for providers who first became meaningful EHR users in 2011 or 2012. An updated MU timeline may be found at:

www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2014-Press-releases-items/2014-08-29.html

On February 26th, 2014, CMS published a proposed rule for the Voluntary 2015 Edition CEHRT Criteria. The goal of the Office of the National Coordinator for Health Information Technology (ONC) was to publish certification criteria in smaller increments to more quickly allow the industry to adopt the new standards. On September 11th, 2014, CMS published a Final Rule for the 2014 Edition Release 2 CEHRT Criteria. This rule did not adopt the proposed 2015 Voluntary Edition, as written. Instead, this Final Rule adopted a small subset of the Voluntary Edition as “optional” 2014 criteria and made revisions to the 2014 Edition.

These changes apply only to certification and do not change the MU criteria for Stage 2. Only one of the changes may have an impact on laboratories: CPOE may now be split into three individual criteria. If a facility does not place diagnostic imaging or medication orders, it has the option to use technology that meets the certification requirements for laboratory orders and does not need technology certified for diagnostic imaging or medications. CMS also did not adopt the 2015 proposed requirement that the S&I Framework LOI standard be used for CPOE. Therefore, LOINC is not needed for laboratory orders yet, but Stage 3 will likely incorporate this standard. See www.healthit.gov/policy-researchers-implementers/standards-and-certification-regulations for more information on the new rules.

What is the ORC?

The Orchard Resource Center (ORC) is a robust knowledge base containing the latest product, company, and industry news, as well as customized features tailored to your account. Our goal is to ceaselessly expand our article offerings for each Orchard product. We have also enhanced the searching and browsing capabilities to make it easier for you to find information on all of your Orchard software needs. To access the ORC, just sign in at www.orchardsoft.com.

“ We listened to stakeholder feedback and provided CEHRT flexibility for 2014 to help ensure providers can continue to participate in the EHR Incentive Programs going forward.

We were excited to see that there is overwhelming support for this change. ”

- Marilyn Tavenner, CMS Administrator

The Stage 2 Meaningful Use Attestation Calculator

CMS has a tool on its website that may be helpful to measure your progress for MU 2:

www.cms.gov/apps/stage-2-meaningful-use-attestation-calculator/

When Can We Expect More on Stage 3?

The Meaningful Use Workgroup has released its recommendations for Stage 3. CMS was expected to release a notice of proposed rulemaking (NPRM) for Stage 3 and the corresponding ONC NPRM for the 2017 Edition of the ONC Standards and Certification Criteria in the fall of 2014. The Final Rule with all requirements for Stage 3 would follow in the first half of 2015.

ICD-10: Update for 2015

Déjà vu! Here we are at the beginning of the year looking forward to the ICD-10 transition—again! The ICD-10 implementation date is now officially October 1st, 2015. Hopefully this gives those who needed it more time to prepare because successful ICD-10 implementation will involve preparation and thorough testing in advance of the deadline.

Through September 30th, 2015, ICD-9 codes will be in use; beginning October 1st, 2015, ICD-10 will be used. Systems will need to access both ICD-9 and ICD-10 codes during the transition period and mapping will be necessary so that appropriate codes can be associated. Using the General Equivalence Mapping (GEM), or “crosswalk” files supplied by the U.S. Department of Health & Human Services (HHS), Orchard products can present ICD-10 codes that correlate (or expand upon) the ICD-9 code supplied, giving users the option to choose the appropriate new code. You can find the customer guide, “Using GEMs/ICD ‘Reference Mapping’ in Orchard Harvest LIS”, in the **Orchard Resource Center**. Type the guide name into the search field to navigate to the document and download it.

Steps to take to prepare for the transition:

1. Download and import ICD-10 codes into the LIS database.
2. Import both GEM files from the CMS website.
 - Forward-mapping GEM (ICD-9 to ICD-10)
 - Backward-mapping GEM (ICD-10 to ICD-9)
3. Make sure to have proper NCD codes as well, when available.

Orchard's ICD-10 Conversion Package

For labs that would like assistance with the ICD-10 transition, Orchard offers a special ICD-10 Conversion Package to help guide labs through the testing and validation process to ensure a smooth transition. Some of the highlights of the package include:

- Install a test system
- Ensure backup of the live system
- Assist in establishing connectivity with participating vendors
- Promote planning and communication through weekly conference calls
- Oversee validation and testing documents for each interface
- Import of ICD-10s and GEM file
- Assist in testing
- Training

Orchard's ICD-10 Conversion Package offers a guiding hand through the process. Additional information is available on our website, or if you would like to speak to someone about the ICD-10 Conversion Package, please contact your Orchard Account Manager at **(800) 856-1948**.

PAMA Kicks in on January 1st, 2016

The law that delayed ICD-10 implementation, H.R.4302 - Protecting Access to Medicare Act of 2014 (PAMA), also created provisions that directly impact laboratories and their reimbursements. Section 216 of PAMA, entitled "Improving Policies for Clinical Laboratory Tests," sets into motion a plan to begin basing Medicare reimbursements for clinical lab tests on private sector payment rates beginning in 2017.

Laboratories must begin reporting their test volumes per payor and payor reimbursement rates on January 1st, 2016, and then every three years thereafter. CMS will use this data to establish new Medicare payment rates based on the weighted median payments for private payors. If the new payment rate is significantly lower than the current rate, the decrease will be phased in over a six-year period. The maximum reduction for years 2017 through 2019 is 10% of the previous year's rate and 15% for years 2020 through 2022.

A Well-planned 2015

Although it may not always feel like it, the changes that are taking place in the healthcare system are intended to make improvements in the delivery of healthcare in the U.S.—moving toward a more patient-centric and efficient structure. Advances in healthcare technologies are creating improvements in electronic exchange and better ways to involve patients in their personal healthcare decisions. In order to be as efficient as possible, each area of the healthcare team has to work together to their fullest potential and bring their expertise to the table.

With change comes challenge, but also opportunity. Laboratories are in the golden age with abundant opportunities ahead. A well-thought-out plan, taking into account upcoming changes as much as possible, will help you start 2015 on a positive note, and Orchard will be there to support you along the way. 🍎

Year	
2017	10%
2018	10%
2019	10%
2020	15%
2021	15%
2022	15%
Cum. Max. Reduction	75%

Featured ORC Question

What happens when a result evaluation rule “holds” a test?

The Questions area of the Orchard Resource Center provides a forum for timely and detailed answers to your inquiries regarding Orchard’s product line. Navigate to orc.orchardsoft.com/questions to sign into the main Questions page, where you can browse existing questions or topics, or even submit new questions. Searching for questions is as simple as typing the question or subject into the search bar of the main ORC page.

Questions are evaluated not just by Orchard staff, but also Orchard clients and other experts!

So, what happens when a result evaluation rule holds a test?

Check out orc.orchardsoft.com/questions/31722939 to find the answer! 

Sign Up Now for Our FREE Webinar On Test Utilization

Tuesday, March 3rd, 2015 at 1:00 P.M. EST

It is no secret that healthcare is a rapidly evolving environment, shifting from a fee-for-service reimbursement model to one that is more focused on delivering value for the patient. One key player in the healthcare industry that will feel the effects of this shift is the laboratory. For years, laboratories have been reimbursed based on the volume of tests they have performed. Those days are quickly coming to an end. Now, laboratorians must focus more than ever on delivering accurate, timely results to represent their value.

A vital component to the laboratory’s success is proper test utilization. A recent study by Beth Israel Deaconess Medical Center, found that nearly one-third of all laboratory testing is unnecessary. Although lab tests are relatively inexpensive upfront, their long term effects can be financially devastating to both the patient and the lab if they do not correctly diagnose the patient. It is important that the correct test is ordered the first time, resulting in a positive outcome for the patient and reimbursement for the lab.

In Orchard’s mission to keep laboratorians informed and empowered, we are proud to present a webinar focusing on proper test utilization. Kim Futrell, Orchard’s Products Marketing Manager, will be giving an educational presentation on how effective test utilization can keep the lab relevant in the future of healthcare. She will dive into why tests are misordered, the role laboratorians play in better test utilization, and how to create a test utilization program.

To register for the event, visit www.orchardsoft.com/test-utilization-webinar/. 

Did You Forget About Business Associate Agreements?

Because we provide support services to our clients that may involve access to their patient information, we become, by definition, a business associate. In this situation, one of the requirements is to enter into a Business Associate Agreement (BAA). Thank you to everyone who has already completed a BAA with us. If you have not, you may be out of compliance as the deadline for obtaining a BAA was September 22nd, 2014.

If your organization has a BAA document, we would be happy to review and sign your document. If you prefer to use Orchard’s BAA as a template, you may download a copy from our website: orchardsoft.com/business-associate-agreement/. Please forward a signed copy of either BAA to the attention of your Account Manager or Orchard’s Regulatory Affairs Manager, Ginger Wooster (gwooster@orchardsoft.com). We will review, countersign, and return a completed agreement to you for your records. 

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



REGISTRATION IS NOW OPEN!

2015 Annual User Group & Symposium

Join us for our 2015 annual User Group & Symposium at the Caribe Royale in Orlando, Florida, on June 17th & 18th.

Register now for our 2015 annual User Group Meeting & Symposium, which will be held at the Caribe Royale in Orlando, Florida, on June 17th & 18th.

Orchard's annual user group symposium is designed for current users 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 annual User Group Meeting & Symposium is spread over two days. Day one is packed with empowering

educational opportunities that will provide 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.

To find out more about the two-day agenda, visit Orchard's Symposium page at orchardsoft.com/symposiums/ to see speakers, topics, and the schedule. 🍎

We look forward to seeing you there!

OrchardSoftware



Harvest the Power



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**Registration is NOW OPEN for the Orchard Symposium
June 17th & 18th in Orlando, Florida!**

2015 Orchard Software Event Calendar

Date	Trade Show/Event	Location
3/23 - 3/26/15	American Medical Group Association (AMGA)	Las Vegas, Nevada
3/29 - 4/1/15	Clinical Laboratory Management Association (CLMA)	Orlando, Florida
4/12 - 4/16/15	Healthcare Information and Management Systems Society (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	Association of Public Health Laboratories (APHL) Annual Meeting	Indianapolis, Indiana
6/17 - 6/18/15	Orchard Software User Group Meeting & Symposium	Orlando, Florida
7/26 - 7/30/15	American Association for Clinical Chemistry (AACC) Clinical Lab Expo	Atlanta, Georgia
9/8 - 9/12/15	PAINWeek	Las Vegas, Nevada