

Orchard's POCT Management System Addresses the Point-of-Care Testing Challenges at University Hospitals Physician Services

Patricia Hines, University Hospitals Physicians Services (UHPS) Laboratory Administrator, has faced POCT challenges throughout her career. Responsible for the laboratory oversight of more than 200 freestanding physician offices, Hines shares her story about the difficulties of manual entry, managing quality control with a staff of non-laboratorians, and how implementing an Orchard Software POCT software solution has positively impacted UHPS facilities.

University Hospitals Health System at a Glance

University Hospitals Cleveland Medical Center (UHCMC), the parent health system to UHPS, has dramatically transformed throughout its 150 years in the Northeast Ohio region. What started in a wooden, two-story house is now a vibrant health system that spans across 15 counties and serves more than one million patients annually.



UHPS Lab Administrator Patti Hines with employees Kevin Cichon and Joann Sams.

Today, UHCMC is affiliated with Cleveland's Case Western Reserve University and comprises 18 hospitals, 40 health centers, and a large number of medical practices. This includes Ohio's only hospital for women—UH MacDonald Women's Hospital—and other nationally recognized facilities such as UH Rainbow Babies & Children's Hospital and UH Seidman Cancer Center.

Side by side, UHCMC has grown with the Northeast Ohio community. It has created more than 26,000 jobs, making it the second largest employer in Northeast Ohio. UHCMC is committed to providing

high quality, affordable healthcare. In the past decade, it has made more than \$2.2 billion in charitable contributions to address the greatest health needs in the communities it serves.

How UHPS Differs from its Competition

"Our standalone physician offices are eclectic. They can be found in state-of-the-art facilities, strip malls, inside grocery stores, and in older homes that have been remodeled in rural areas," Hines said. Compared to competition that owns its physicians, UHPS has an independent financial model. It is responsible for its financial stability as well as maintaining its own staff. UHPS has the autonomy to determine hours of operations and the services it provides its community while benefiting from being part of a large institution. It provides centralized billing, purchasing, and ancillary services, as well as research and support groups to its community physician groups.

See "Point-of-Care Challenges at University Hospitals" on page 2.

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Patricia Hines' Expanding Role

Hines has been responsible for the laboratory oversight of UHPS' freestanding physician offices for the past 12 years. During that time, she has been responsible for managing quality control, laboratory inspections, and applying for and maintaining CLIA licenses for the facilities she manages. She also assists in the logistics of laboratory acquisitions, as well as the opening and closing of labs.

During her time with UHPS, Hines has enjoyed watching the organization expand. In the past five years, Hines' oversight has grown from 90 freestanding physician offices to more than 200 that are located in 10 different counties throughout Northern Ohio. The facilities Hines oversees vary in lab specialty and complexity level. These facilities perform approximately 500,000 tests annually, and they billed more than \$38 million in gross revenue in 2016.

Challenges Faced in a Diverse POCT Environment

1) Quality Control Compliance

Managing more than 200 sites in such a large geographical area poses many laboratory administrative challenges for Hines. The facilities Hines oversees offer pediatric, primary, specialty, and urgent care services. Because of the diversity in services offered, the complexity level of each laboratory supporting these providers varies.

In order to maintain CLIA standards for quality control, frequent communication with staff and review of their day-to-day operations is imperative. With the majority of staff performing POCT being non-laboratorians, Hines has found herself reviewing faxed copies of QC charts, creating

overwhelming amounts of paperwork, and traveling up to 30,000 miles a year to inspect facilities.

2) The Hidden Costs of Manual Entry

UHPS was performing approximately 80,000 urinalysis tests throughout its sites, and entering results manually. With forecasts of urinalysis tests increasing to 100,000 annually, staff members started questioning how this increase would affect the rest of their operations.

After completing a cost analysis involving the manual entry of lab tests at UHPS sites, Hines' team learned that it took staff members an average of 2.5 minutes to enter a urinalysis test. Calculating the amount of urinalysis tests performed throughout UHPS sites, Hines' team determined this process alone took 3,333 hours to complete at a cost of \$40,000 annually.

With lab test reimbursements diminishing, Hines and the UHPS team knew they needed to be more proactive with their time and resources.

Choosing Orchard Software as a POCT Management Solution

Before choosing Orchard Software in 2015, Hines and the UHPS team spent a year researching vendors for a software solution robust enough to meet the needs of a growing health system.

The LIS system it was utilizing before was not meeting Meaningful Use standards and did not have the data mining capabilities its providers wanted in order to maximize its ability to treat patients with chronic illnesses.

Based on its EHR integration initiative, UHPS needed a solution that could interface with its current EHR, Allscripts. It was also important to implement a solution that would decrease data entry errors and also increase remote oversight and efficiency. "Cost played a big factor," Hines said. "With our financial model, whatever we purchase is directly paid for by each facility. We had to make sure the interface we chose for our facilities was affordable, regardless of whether or not they have had a successful month."

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

Patient Reporting Changes Help UHPS Attest for Meaningful Use

Patient reporting capabilities in Orchard's POCT management system were a complete game-changer for UHPS. With its previous LIS, medical assistants had to log in to the EHR and attach a scanned copy of test results to a patient's record. This process made it difficult for physicians to quickly review patient results. Now, providers are able to easily access patient information and create treatment plans in a graph format using historical data. These features have given physicians at UHPS the opportunity to finally build a database and also help meet Meaningful Use regulations.

Decreasing Data Entry Errors Builds Physician Confidence

UHPS now has greater confidence in its POCT results. With Orchard's POCT solution, results are electronically transmitted to the EHR in real time. Electronic connectivity also makes reporting more efficient by reducing the time spent manually entering patient results and eliminating data entry errors.

"The reduction of errors alone was well worth the cost."

-Patricia Hines

Before implementing Orchard's POCT management solution, data entry errors were an issue for UHPS labs. When a medical assistant was interpreting the results of a urinalysis test, there were multiple opportunities for clerical errors. In a random review during a CLIA inspection, every test pulled by the inspector had an error. After implementing Harvest LIS, audit results for urinalysis tests showed zero errors. "When presenting these findings to upper management, the reduction of errors alone sold them on Orchard's POCT management product," Hines said.

Remote Access & Real-time Analysis Creates Stronger QC Accountability

Now that UHPS sites have Orchard's POCT management solution, Hines finally has remote access to POCT QC. Using the **Dashboard** feature, Hines can quickly review result statuses and QC statistics. Now, when Hines sees a failed QC test result, she can quickly contact the facility and troubleshoot the issue with staff the same day.

"The best thing I like about Harvest LIS Remote Workstation is its accountability and traceability. I can see what my staff is doing on a day-to-day basis. I can make sure they are running controls and see what kind of volume they had."

-Patricia Hines

With Orchard's POCT management solution, Hines also has more control over who has access to the UHPS POCT system. Using the **Personnel Management** and **Certification Tracking** features, Hines can monitor competency and training assessments for all staff members and devices throughout her facilities. This holds staff more accountable for maintaining their competency training and ensures that quality of testing meets inspection requirements.

Providing the Right Tools for Success

Providing high-quality, affordable care to communities in Northeast Ohio has always been the inspiration behind UHCMC. As healthcare continues to evolve and test reimbursement models change, it is important to implement a cost-effective laboratory solution that promotes efficiency and patient safety.

Together, Orchard and Hines have taken a collaborative approach in implementing the correct software solutions for UHPS offices. Orchard's POCT management system has given Hines the opportunity to monitor her sites remotely and in real time. The laboratory staff now has new tools that reduce task time, increase efficiency, and properly meet quality control compliance for point-of-care testing. Orchard Software is proud to partner with UHPS. 🍏

Using Result Browser to Bulk Review QC

One task every laboratory must perform is documentation of quality control (QC) review. As you may be aware, reviewing a large amount of QC runs can be pretty tedious when using the **Review Quality Control** window in Orchard® Harvest™ LIS. This is especially true in larger labs with numerous QC files.

Adding QC Comments

One recommended method for documenting QC review involves using the **Comments** field located on the **Review Quality Control** window of each QC file. Every time a QC file is reviewed, documentation is placed in the **Comments** field on that QC file. A text shortcut, combined with a system variable, allows you to produce a comment such as “QC reviewed by Donna Director on 08/01/2017 at 10:00.”

Some caveats to this method are that it only places the comment on the lot setup and it requires opening each QC file individually.

Using Browsers for QC Review & Documentation

Result Browsers provide more options for displaying, filtering, and documenting review of QC. The first step in configuring the browser is setting up column views. Determining the selected column views is a matter of deciding what data needs to be filtered on and visualized. On the **Column Views** table, set up two views: one for Result Browser and one for Result Browser Pivot. Using the browser in pivot view is optional; some users prefer this horizontal method of visualization to the vertical method seen in standard view.

Review Quality Control

Control name: QC CBC Norm
Lot number: 321654987
File ID:
Automatic SID:
Lot opened: 08/01/2017 Today
Lot closed: 00/00/0000 Today
Lot expires: 02/01/2018

Control level: Normal
Instrument: Hematology (123456)
Location:
Result type: Quantitative Rules apply to default instrument
Edit QC Schedules Links Notes

Auto-run report
Next date/time: 00/00/0000 12:00 AM
Workstation:
Output format:
Edit Schedule & Options
Clear Schedule & Options

Select an order choice to use with this quality control file

Abbrev	Order Choice Name
QC CBC	CBC QC
QC CHEM	Chem QC
QC COAG	QC COAG
QC ESR	ESR QC
QC HA1C	HA1C QC
QC MicAL	MICROALB QC
QC MICRO SPO	QC MICRO SPOT
QC MONOT NEG	MONO TEST NEG CTRL
QC MONOT POS	MONO TEST POS CTRL
QC RA	RA QC
QC RPR	RPR QC
QC RPR N-C	QC RPR NEEDLE-ROTATOR

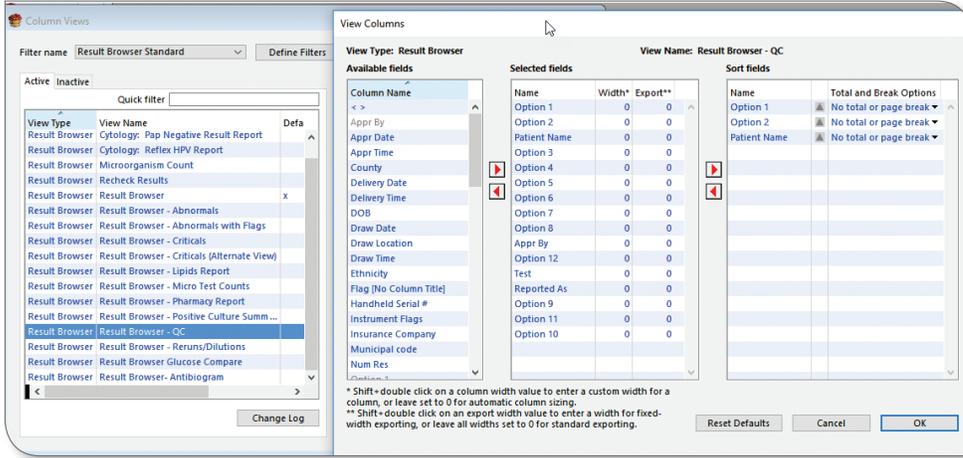
Inactive

Comments
QC reviewed by Donna Director on 01/01/2017 at 08:00
QC reviewed by Donna Director on 02/01/2017 at 09:00
QC reviewed by Donna Director on 03/01/2017 at 08:09
QC reviewed by Donna Director on 04/01/2017 at 10:53
QC reviewed by Donna Director on 05/01/2017 at 11:13
QC reviewed by Donna Director on 06/01/2017 at 09:45
QC reviewed by Donna Director on 07/01/2017 at 10:00
QC reviewed by Donna Director on 08/01/2017 at 08:00

Review File Control Values Qualitative Analysis
Levey-Jennings Print Rules
New Cancel Save

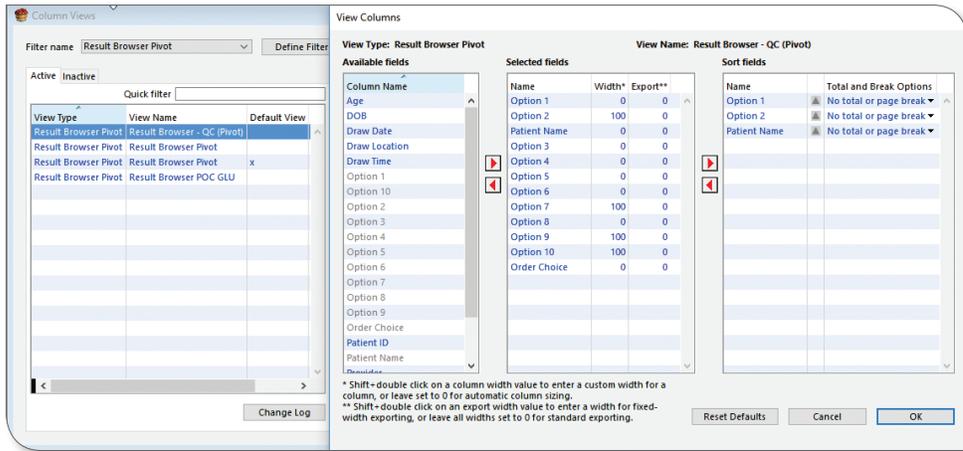
Use a text shortcut in the **Comments** text box to quickly document QC file review.

Result Browser – Standard – Column View



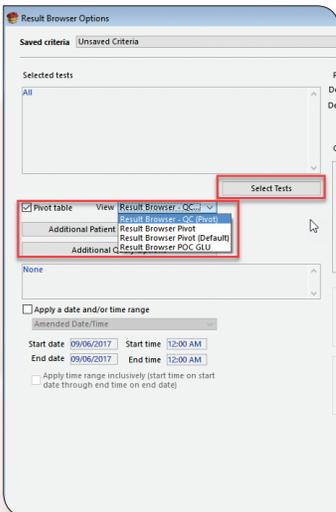
The first step in configuring your QC review browser is setting up column views.

Result Browser – Standard – Column View



Pivot view is a horizontal display option that some users prefer.

Configuring Result Browser Options



Select the tests to review.

Next, from the **Laboratory** menu, select **Result Browser** to open the **Result Browser Options** window. Click **New** to clear any previously saved options.

Click **Select Tests** to choose the test or tests that the browser is being configured for. For the purposes of this article, the **All Tests** tab is selected. If pivot view is desired as the initial view, select the **Pivot table** checkbox on the **Result Browser Options** window and use the **View** drop-down list to select the Result Browser pivot view configured earlier.

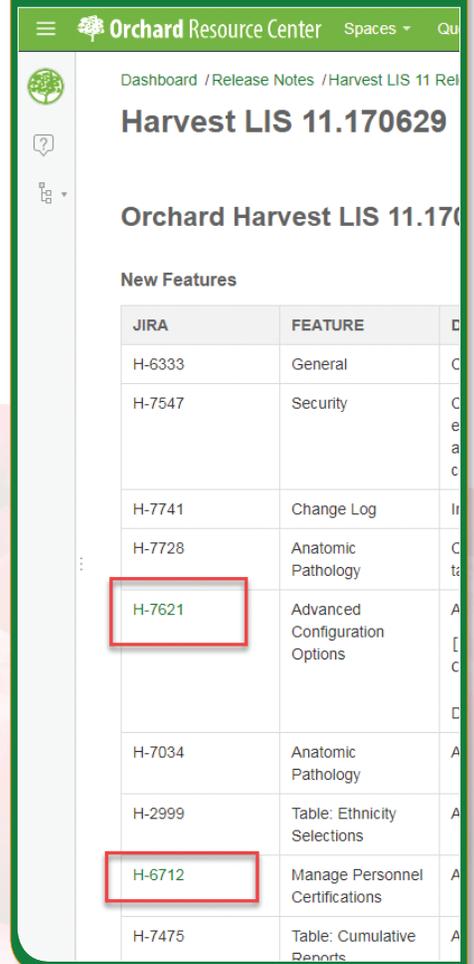
See "Bulk Review QC" on page 6.

Don't forget to review our Expanded Release Notes for each software release!

To access the expanded notes:

On the Orchard Resource Center (ORC), visit the Release Notes page for your product.

Click a number link to see expanded details on that release note.



Select the **Apply a date and/or time range** checkbox and select **Result Run Date/Time** from the drop-down list. Enter the date and time range of data to be pulled.

Select the appropriate date range for your QC review.

Enter a title describing the browser in the **Report title** field, change the default view in the drop-down list to the Result Browser standard view created earlier, and click **Define Filters**.

Enter the title, select the default view, and click **Define Filters**.

When the **Set Result Browser Filter** dialog box opens, click **New** to create a browser filter.

On the **Set Result Browser Filter** dialog box, click **New** to create a browser filter.

Configuring Filter Options

The filter configuration is very simple. The goal is to filter out all patients and show only QC. Enter a filter description such as “QC Only,” and then select the following checkboxes:

- **Eliminate patients**
- **Include within 2 SD**
- **Include 2 SD to 3 SD**
- **Include greater than 3 SD**
- **Include empty results**
- **Include inactive QC**

Your filter will remove patients in order to display only QC.

Click **Save** to save the filter, then click **Close** to close the dialog box. Select the new **QC Only** filter from the **Default filter** drop-down list.

Configuring Optional Columns

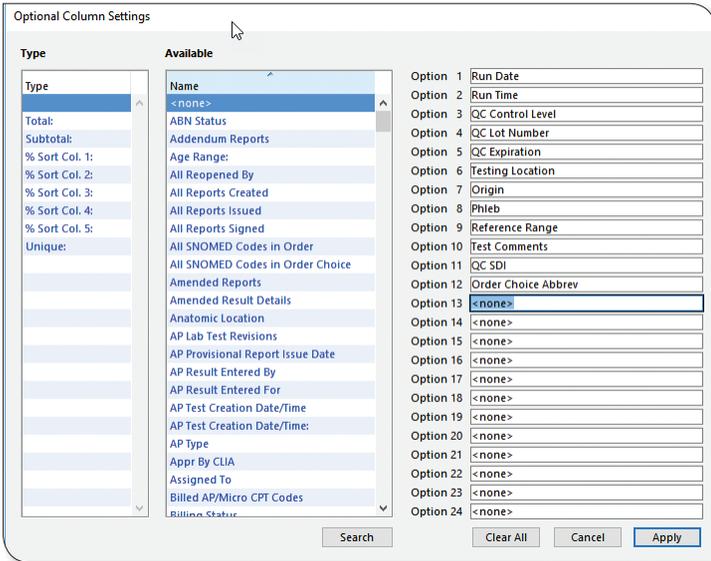
At this point, define the optional columns that will be included on the browser. Optional column definitions apply to both the standard and pivot views; for example, if Optional Column 1 is set to Run Date, it will show in the Optional Column 1 position for both types of views. Click **Select Optional Columns**, select the desired columns, and click **Apply** to save your choices.

You will also need to define optional columns.

For this example, the following optional columns were selected in this order:

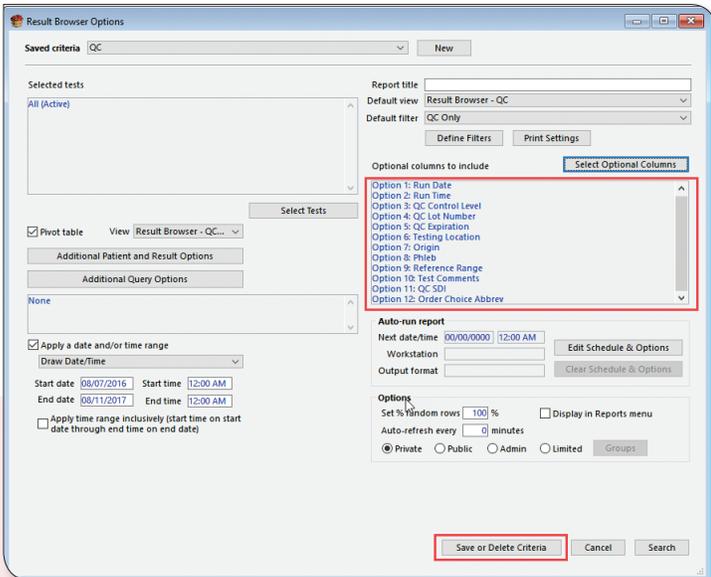
- Run Date
- 2- Run Time
- 3- QC Control Level
- 4- QC Lot Number
- 5- QC Expiration
- 6- Testing Location
- 7- Origin
- 8- Phleb
- 9- Reference Range
- 10- Test Comments
- 11- QC SDI
- 12- Order Choice Abbreviation

Note: Pivot view only allows 10 optional columns; columns 11 and 12 will not display in pivot view.



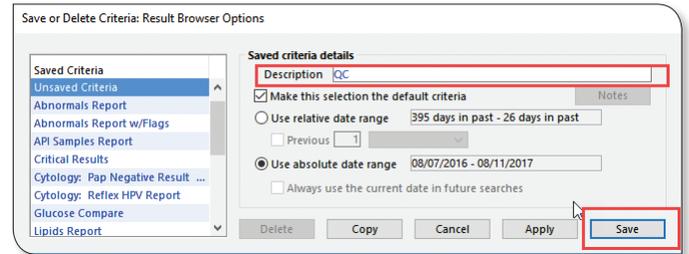
This is an example of optional column settings.

The optional column choices display on the **Result Browser Options** window. Click **Save or Delete Criteria** to save the browser configuration for future use.



View selected optional columns on the **Result Browser Options** window.

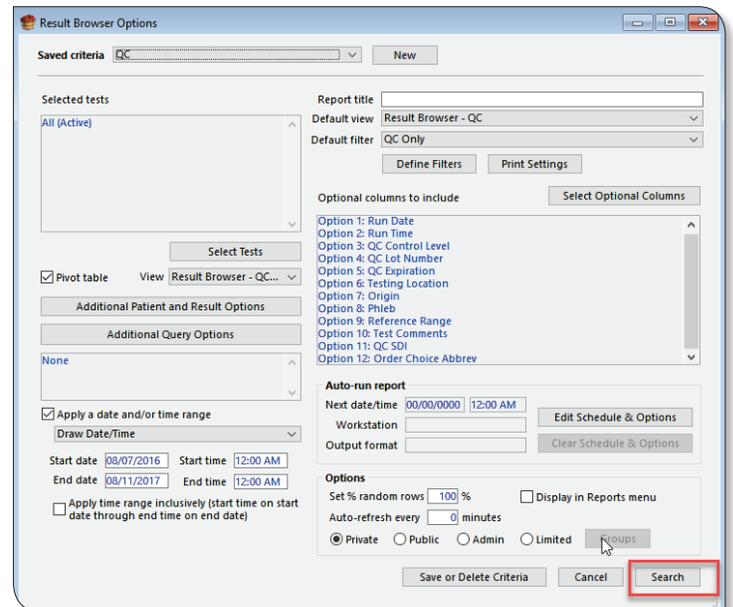
On the **Saved** or **Delete Criteria** dialog box, enter a description and adjust any other options, and then click **Save**.



Add an easy-to-remember description and remember to save the criteria.

Now that you have configured and saved all options for future use, click **Search** to run the browser.

The system pulls and filters the data. In-range results display as blue, while out-of-range results display in red.



After the browser is set up, click **Search** to run the QC review browser.

See "Bulk Review QC" on page 8.

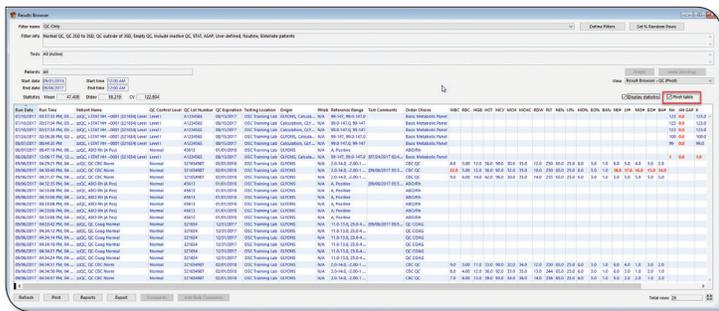
Pivot View vs. Standard View

If the **Pivot table** checkbox is selected on the **Result Browser Options** window, the data will display with results listed using a row for each order choice and a column for each result in addition to selected columns from the column view. Pivot view is often preferred for visual review of data and the ability to see entire testing events on one row. Currently, however, Harvest LIS does not support making individual or bulk comments when the browser is in pivot view.

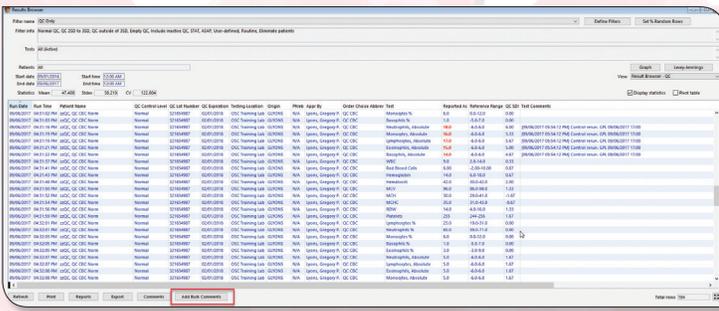
Note: If Harvest LIS is configured to prompt for corrective action when QC is out of range, and that documentation is saved as a test comment, that information will display in the **Test Comment** column.

Clear the **Pivot table** checkbox to display the data in standard view.

In standard view, you can select one or more results that are out of range, and then click **Add Bulk Comments** to document the resolution of the out-of-range value.



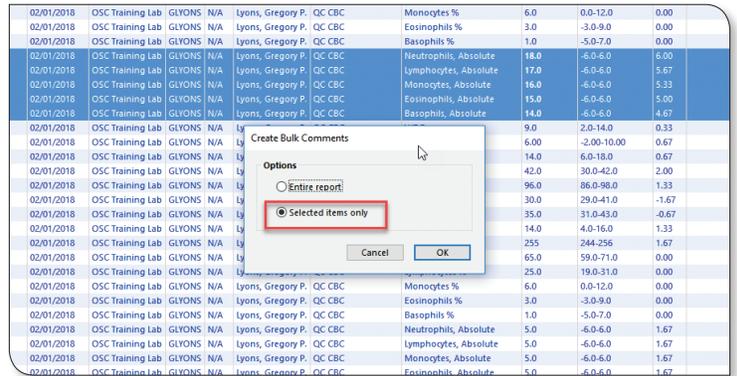
These are examples of the QC Result Browser in pivot view (above) and standard view (below).



Add Bulk Comments

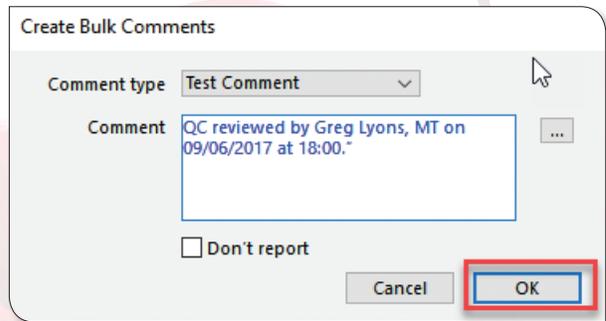
To quickly and easily document the review of all runs of quality control, you can use the **Add Bulk Comments** button. The steps are the same whether documenting corrective action for one or more runs or documenting the review of all QC runs.

Click **Add Bulk Comments**. If reviewing or documenting on one or a few highlighted QC runs, select **Selected item(s) only**. If reviewing or documenting on all QC runs, select **Entire report**. Then click **OK**.



Use the **Selected items only** option to document any QC corrective actions taken on selected items.

A **Create Bulk Comment** dialog box appears. Document review of QC with a comment such as, "QC reviewed by Greg Lyons, MT on 09/06/2017 at 18:00." Accept the **Test Comment** default comment type. To make this even easier, the comment text can be added as a text shortcut or Quick Comment. Once the comment has been entered, click **OK**.



Text shortcuts on the **Create Bulk Comments** dialog box can speed QC documentation.

The system will process and add a test comment to each QC test displayed in the result browser. An alert will acknowledge the creation and number of comments.

The screenshot shows a software interface for Quality Control (QC) results. At the top, there are filter options and statistics. The main area is a table of test results. An alert dialog box is open in the center, displaying the message "Successfully created 194 comments." with a confirmation button labeled "OK". The table below the alert shows columns for Run Date, Run Time, Patient Name, QC Control Level, QC Lot Number, QC Expiry, and QC SDI. The table contains multiple rows of data, including patient names like "Lyons, Gregory P." and various QC test results.

Both the corrective action comments and overall QC review comments are displayed.

Note: In the highlighted area, both the corrective action comment and the overall QC review comment are retained.

These comments are viewable when looking at or printing the Levey-Jennings graph(s) or Qualitative Analysis. In addition, running a Result Browser again with the same dates will display the comments already present.

Using Result Browsers to bulk review QC makes QC review more efficient, and makes it easier to document important QC review comments that can be presented during inspection. 🍎

Spotlight On: Steve Brady, Vice President of Development

Steve Brady is Orchard Software's Vice President of Development. Previously, Steve held the position of Copia Product Manager for the Development department. He has been with Orchard for 17 years. Prior to Orchard, Steve worked for five years in a research lab in the molecular biology and protein chemistry fields. He has a Bachelor of Science from Purdue University in West Lafayette, Indiana, as well as a Master of Science in Computer Science from Indiana University–Purdue University Indianapolis.

Steve, his wife, Nancy, and their daughter, Lyla, have two cats and two dogs (a Rottweiler and a Cockapoo). He enjoys movies, reading science fiction, and photography.



Steve was recently promoted to his current position after Debbie Schilling, our former Executive Vice President of Development, retired at the end of June. Along with John Miller and Heather Ashburn, Steve has been a key leader in the Development department for many years. Shortly after announcing her retirement, Debbie said, "One of the great things that will happen to Orchard when I leave is that my amazing team of directors will step into the spotlight because I will no longer be casting a shadow... Removing me from the equation will enable them to shine even more brightly than they currently do, and Orchard, and our clients, will benefit from that." 🍎



Where in the World is Orchy®?

The last time we saw Orchard Software's famous mascot, Orchy®, he was hanging at the Tokyo Tower in Tokyo, Japan. While in Tokyo, Orchy was entertained by Godzilla and King Kong.

Congratulations!

Frankie Luley from Slocum Dickson Medical Group in New York correctly guessed Orchy's location at the Tokyo Tower and won the drawing for the Orchy prize package.

Orchy's Bucket List

On this trip, Orchy is crossing a box off his bucket list. While at this location, he was outnumbered by the wildlife. Orchy followed in the famous footsteps of a young naturalist who spent five weeks, and only 19 days of those on land, studying the flora and fauna at this special place. There was even a very famous book published with his results. Orchy arrived with his bathing suit and snorkel, and swam with sea lions, manta rays, sunfish, and sea turtles. While hiking, Orchy came nose to nose with a giant creature that wanted him for dinner. He politely declined. 🍎



Orchy continues to make new friends.

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

Orchard Software Participates in Annual Plane Pull for Special Olympics



On Saturday, August 26th, Orchard Software participated in the 2017 Special Olympics Indiana Plane Pull Challenge at the Indianapolis International Airport Postal Hub. This year, 1,500 participants pulled the 80-ton FedEx Boeing 757. The plane pull is Special Olympics Indiana's largest single-day fundraiser of the year. Sixty teams helped Special Olympics Indiana raise more than \$174,000. This money supports Special Olympics Indiana year-round programs and events.



Bubble Soccer & More Family Fun

The day was full of activities for all ages. Along with the plane pull, there was a car show, bubble soccer tournament, and a family fun festival with food vendors and live music. Orchard employees competed in the plane pull, the children's plane pull, and the bubble soccer tournament. This is our sixth year participating in this rewarding event. We are proud to partner with Special Olympics Indiana, and we look forward to next year! 🍎

Tech Tip: Preparation for Migration

An Orchard® Harvest™ LIS migration—the relocation of a function from one machine to another—can be categorized into two types.

Types of Migration

The first is a migration of the entire server and database to a new machine, usually in preparation for upgrading the Harvest LIS version.

- Larger-scale operation involving an Orchard Projects technician, a new server, and larger blocks of time.
- Not usually performed by the end user or during the workday. Typically performed after hours when end users are not working in the system.

The second type of migration is for a Harvest LIS client workstation. Regardless of the function provided (HL7, auto delivery, faxing, etc.), all Harvest LIS machines run in an instance of a Harvest LIS/Pathology client application.

- Client migrations are a matter of installing Harvest LIS on the new machine, associating the machine name in Harvest LIS, pushing over preferences and advanced configuration options, and installing any associated software, such as Mapper or Zetafax.
- Client migrations can be done while the lab is running during the day by an Orchard technician, or can be scheduled for after support hours.

Migrating Elements Outside of Harvest LIS

Any Harvest LIS settings reside in the database. Other software interacts with the Harvest LIS client workstation, and this software is stored on the local machine. The software does its task and communicates with the Harvest LIS client.

Some examples are:

- Locally connected label printers (not including networked printers)
- Instrument interface adapters, such as Digi Neo and Edgeport cards
- Mapper
- Zetafax
- Printers, scanners, and peripherals

This software must be moved separately from the Harvest LIS software. It is installed on the new machine and reconfigured where necessary. For example, for a label printer that connects via USB, the label setup and the printer still exist in Harvest LIS, but the printer must also be installed and configured in Windows. 🍏

Orchy Eclipsed

On Monday, August 21st, the Great American Eclipse passed over Central Indiana. Orchard Software employees celebrated the eclipse with the rest of the country. As the moon passed in front of the sun, Orchard employees enjoyed Kona Ice and watched in amazement.

We look forward to the next eclipse on April 8th, 2024! 🍏



Featured ORC Question

Sign in to the ORC today and join the conversation!

Q How do you control how the order choices sort on the Order Patient Samples screen? Currently, it sorts by abbreviation. (orc.orchardsoft.com/questions/68097812/order-choice-sorting)

A There are a few settings that go into this: the **Display Order Choices in alphabetical order when print orders are the same** system default setting (under the **Basic Setup** menu in AdminCenter) and the Print Order setting for the individual order choices (under the **Order Choice Setup** menu in AdminCenter).

The individual **Print Order** entries for the order choices should take precedence. The lower the number, the higher it will be in the list when ordered. For example, if one order choice has a 10 for its print order, and the other a 5, the one with the 5 should appear first in the list.

If the print order for two order choices is the same, it will look at that system default setting. If it is enabled, the order choices will be alphabetized based on order choice abbreviation. If it is not enabled, the order choices will appear in the order that they were added to the order.

There is also a **Keep Profile components together on Order Patient Samples** subsetting to the system default setting mentioned above. When this is on, you will need to take into consideration the print order assigned to the profile as well as the print order assigned to each of the order choices in the profile on the **Profile Setup** screen. For that to take effect, turn on the **Display profile components together when showing an order's Order Choices, using the following Print Order** profile setting.

Lastly, **Manual Sort Order** is an order choice column type that can be added to the **Order Patient Samples** template. If you manually sort an order choice on the ordering screen, that will take precedence over all configurable sort criteria.

The Questions area of the Orchard Resource Center (ORC) provides a forum for timely and detailed answers to your inquiries regarding Orchard's product line.

Navigate to www.orchardsoft.com/questions to sign into the main **Questions** page, where you can browse existing questions or topics, and 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! 🍏

www.orchardsoft.com/questions

Tech Tip: HL7 Migration

Orchard® Harvest™ LIS uses the HL7 electronic message format to standardize patient communications between various medical software platforms. When migrating an HL7 workstation, clients are changing the workstation in charge of this communication. All HL7 settings are stored in the Harvest LIS database. Harvest LIS workstation preferences, advanced configuration options, Mapper software, and Windows folders relating to the HL7 process are stored locally on the HL7 workstation. All of this will need to be relocated to the new workstation.

Preparing for the HL7 Workstation Migration

Before migrating an HL7 workstation, clients need the following:

- Access to both the current and the replacement HL7 workstations
- Windows permissions to install and make changes to programs
- Windows permissions to move and create folders and subfolders
- The IP address of the replacement workstation
- Harvest LIS permissions to generate a PIN for the Orchard Superuser
- To update the IP address that any other medical software platforms, such as a reference lab, send to. Failing to change the IP address for incoming connections will result in HL7 messages not being delivered.

Collaboration with Orchard

Migrating an HL7 workstation requires collaboration with an Orchard Software Support Technician. They are the only ones able to push Harvest LIS workstation preferences, install the Mapper software, and update the ports and IP addresses within Harvest LIS for incoming connections. For more information or to schedule an HL7 migration, call Orchard Software Technical Support at **(800) 571-5835**. 🍏

Orchard Software 2017 Calendar

The Orchard Software Sales and Administrative offices will be closed for business on the dates listed.

Our Technical Support department will be open 24 hours a day, 7 days a week, as always. 🍏

Day before Thanksgiving Day	Wednesday, November 22 nd
Thanksgiving Day	Thursday, November 23 rd
Day after Thanksgiving	Friday, November 24 th
Christmas Day	Monday, December 25 th
Day after Christmas	Tuesday, December 26 th
New Year's Day	Monday, January 1 st

A Preview of What We're Growing for 2018

Next year marks Orchard Software's 25th anniversary, and we have a number of exciting developments we will be bringing to you in 2018. Below is a sneak peek at what is on the horizon.

Orchard's 2018 User Group & Symposium

This event is designed for current and prospective users, providing in-depth information about the healthcare industry as it relates to the laboratory, Orchard, and Orchard's products.

The symposium offers a valuable opportunity to monitor the pulse of the laboratory market, to meet Orchard employees, and to network with other Orchard Software users.

Dates: June 20th & 21st

Location: Hyatt Regency in downtown Indianapolis, Indiana

Registration: **Available soon!**

Learn more: www.orchardsoft.com/symposiums



A New Look for Orchard's Website & Online Resources

While the company is celebrating its silver anniversary, we'll be unveiling an exciting new look for our website and Orchard Resource Center (ORC). In addition, the ORC will feature an expanded, centralized hub for product documentation and related resources, as well as personalized account management.

More to Come

We can't wait to show you more! Be sure to keep reading this newsletter and visiting our website and the ORC for additional information. 🍏

2018 Training Classes

Class Date	Class Title	Class Date	Class Title
1/16/2018	Harvest System Admin	7/10/2018	Harvest System Admin
1/23/2018	Orchard Pathology	7/24/2017	Orchard Pathology
1/23/2018	Microbiology	7/24/2017	Microbiology
2/6/2018	Advanced User	8/7/2018	Copia Integration 1
2/6/2018	Copia System Admin	8/7/2018	Harvest System Admin
2/20/2018	Copia Integration 1	8/21/2018	Advanced User
2/20/2018	Harvest System Admin	8/21/2018	Copia System Admin
3/6/2018	Orchard Pathology	9/11/2018	Copia Integration 2
3/6/2018	Microbiology	9/11/2018	Harvest System Admin
3/20/2018	Copia Integration 2	9/25/2018	Orchard Pathology
3/20/2018	Harvest System Admin	9/25/2018	Microbiology
4/3/2018	Advanced User	10/9/2018	Harvest System Admin
4/3/2018	Copia System Admin	10/16/2018	Advanced User
4/17/2018	Harvest System Admin	10/16/2018	Copia System Admin
5/1/2018	Orchard Pathology	11/6/2018	Harvest System Admin
5/1/2018	Microbiology 3	11/13/2018	Orchard Pathology
5/15/2018	Harvest System Admin	11/13/2018	Microbiology
6/5/2018	Harvest System Admin	12/4/2018	Harvest System Admin
6/26/2018	Advanced User	12/11/2018	Advanced User
6/26/2018	Copia System Admin	12/11/2018	Copia System Admin

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

Harvest the power of Orchard's white paper series to help you demonstrate the value your laboratory provides.



The changes taking place in healthcare necessitate careful decisions about health information technology partners. As part of our ongoing efforts to support the laboratory community, Orchard Software offers an informative white paper series chock-full of the latest lab-related information you need to stay successful.

A "Must Read" for Laboratorians & Healthcare Leaders

If you are interested in learning about the laboratory's role in the changing healthcare environment, download Orchard's informative white papers at www.orchardsoft.com/whitepapers.

- *The Value of the Lab in the New Healthcare Model*
- *The Value of Data in the New Healthcare Model*
- *Structured Data: Essential in Healthcare Analytics & Interoperability*
- *Effective Test Utilization: A Laboratory's First Step in Contributing to the New Healthcare Model*
- *Laboratory Informatics: Supporting the Future Needs of Healthcare*
- *Laboratory Point-of-Care Testing: A Future Outlook*
- *Laboratory Data Integration Driving Meaningful Medical Analytics*
- *Tulare County Public Health Lab's Lean Journey*
- *Molecular Informatics: Shaping Change in the Lab*
- *Point-of-Care Testing: The Great Boom Ahead*
- *Extending the Laboratory's Reach to Meet Healthcare's New Paradigm*
- *Total Cost of Ownership for a Laboratory Information System*
- *A Personal Journey: Understanding the Value of Medical Analytics*
- *Laboratory Leadership in a Time of Change*

Call Orchard at (800) 856-1948 to learn more about our various lab information systems and how they can assist you in demonstrating your lab's value.





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Orchard's POCT Management System Provides the Tools for Success

2018 Orchard Software Event Calendar

Date	Trade Show/Event	Location
3/5 - 3/9/2018	HIMSS	Las Vegas, NV
4/5 - 4/6/2018	Clinical Laboratory Collaborative Conference (CLCC)	Northglenn, CO
4/8 - 4/11/2018	Netsmart CONNECTIONS	Phoenix, AZ
5/6 - 5/9/2018	CLMA	Long Beach, CA
5/30 - 6/2/2018	COLA Symposium	Miami, FL
6/2 - 6/5/2018	APHL Annual Meeting	Pasadena, CA
6/20 - 6/21/2018	Orchard User Group & Symposium	Indianapolis, IN
7/31 - 8/2/2018	AACC Clinical Lab Expo	Chicago, IL
10/3 - 10/5/2018	ASCP 2018	Baltimore, MD
10/21 - 10/24/2018	CAP 18—The Pathologists' Meeting	Chicago, IL