# C4 Consulting & Orchard Software—
A Unique Partnership Made in the Cloud

While not highly scientific, most laboratorians are familiar with the Post-it® note methodology: create messages on Post-it notes and place them in various areas throughout the laboratory to communicate certain processes, notify staff when equipment is broken, or to contact vendor personnel when something goes wrong. In Todd Stabelfeldt's case, the Post-it notes scribbled with his contact information and placed throughout laboratories across the United States helped make his database management business, C4 Consulting, become a successful reality in 2012.

The Trail of Post-it Notes that Built a Consultancy

For 15 years, Todd Stabelfeldt dedicated his career to helping both clinical and anatomic pathology laboratories with their LIS management. While working his way up to VP of Operations for a competing LIS vendor, Stabelfeldt gained experience in all aspects of the implementation, installation, and training processes related to the LIS. But what truly made Stabelfeldt stand out with customers was his ability to create relationships during customer support calls.

Even with all Stabelfeldt's success, he was ready for his next challenge: starting C4. "It's always a risk starting a new business, but I had built relationships with many
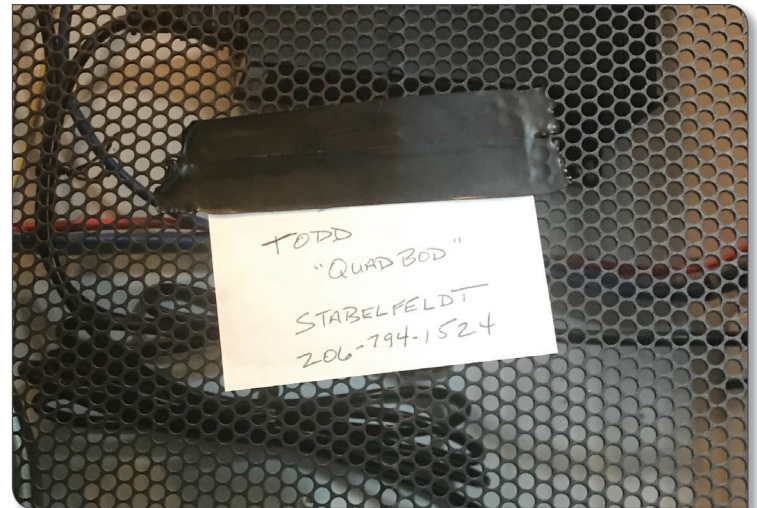
Clients are still putting Todd, known as QuadBod to some, on Post-it notes as their go-to IT resource. To learn more about Todd's story, go to his website at https://toddstabelfeldt.com/.

people over the years. My name was on the Post-it notes stuck all over their labs. Once they realized I had left my previous position, they started reaching out personally for my help regarding their software needs, quickly building my consulting business," explained Stabelfeldt. In fact, that is how Stabelfeldt met his now Director of Operations, Emily Warren.

C4 Consulting's Director of Operations, Emily Warren.

How a Series of Software Upgrades Built a 20-Year Friendship & Business Partnership

Emily Warren would never have guessed that through a series of customer support calls, her career path would transition from working inside the laboratory to eventually becoming a named partner in an IT consulting company.

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C4 Consulting & Orchard Software

Warren, C4's Director of Operations, initially met Stabelfeldt as a client 20 years ago. When the pathology laboratory Warren worked in started purchasing other labs in their area, it was Warren who was tasked with implementing new LIS software. "When you are upgrading software and sitting on the phone with someone like Todd for hours at a time, it's natural to start building a friendship," stated Warren. Eventually, Warren left her position at the laboratory and joined Stabelfeldt's team, working together for 10 years before C4 Consulting was founded. Now, Warren works alongside Stabelfeldt, providing consulting services to pathology laboratories and spearheading their newest SaaS venture, PORTRA.

How Personal Experience Influences C4's Dedication to Patient Integrity

Not only has C4 witnessed the struggles of clients who suffered from inferior service and support with their software vendors, both Stabelfeldt and Warren have experiences with healthcare that have shifted their standards for patient care.

Stabelfeldt's life story has been surrounded by medical personnel and has been acknowledged in the name of his business. After a tragic accident that severed Todd's spinal cord at the C-4 vertebra, Stabelfeldt has been paralyzed from the neck down for over thirty years. Through his own struggle to find independence, Stabelfeldt understands the importance of transparency and providing services clients can rely upon and trust. Those that work with Stabelfeldt

> " Until someone experiences the vulnerability of how the results of a laboratory test can impact the rest of your life, it can be hard to understand our passion for patient integrity. "
>
> *-Emily Warren*

Photo of Todd Stabelfeldt: GeekWire Summit – 2017, Seattle. WA, Photo by Dan DeLong (Articles - https://www.geekwire.com/?s=todd+stabelfeldt, Video - https://youtu.be/8SZyVbJi5LY).

recognize his efforts to instill those values into his business practices every day.

Who is C4 Consulting?

When Stabelfeldt started C4 Consulting in 2012, the business was focused around his team's core competency: database management. Today, C4 Consulting proudly employs six people who provide around-the-clock database administration services for more than 10 million patient records across the United States.

The C4 team is always looking to find new ways to help their clients secure patient data while continuing to grow their business. As C4 Consulting nears the six-year mark, their services continue to expand beyond database administration. Today, C4 prepares clients for annual CAP IT inspections with their patient integrity services, provides extensive system auditing services to optimize database performance, and now offers a cloud-based lab results delivery solution.

C4 Consulting's Accidental Path to an Orchard Software Partnership

Preparing to network with users looking for database management services, Warren attended Orchard's 2016 User Group & Symposium event. What she didn't expect was that a conversation with Orchard's VP of Operations would lead to C4 purchasing Orchard's laboratory outreach and integration software solution, Orchard® Copia®.

After multiple discussions regarding Orchard's Copia solution, C4 realized that many of their clients could benefit from Copia but did not have the capacity to administer the software on their own. With superior training and support

from Orchard Software, C4 was successful in building a SaaS product they were confident in offering to clients. PORTRA was commercially launched in 2017 and has been gaining traction with C4's clients specializing in toxicology and anatomic pathology.

What Clients Can Expect from C4's SaaS Product, PORTRA

Designed for facilities interested in enhancing their report delivery options while remaining budget friendly, C4 Consulting now offers a SaaS product built around Orchard Copia, PORTRA. PORTRA is a highly customizable, cost-effective, platform laboratories can utilize without the up-front costs of installing and administering a new software solution.

With PORTRA, clients enjoy increased productivity from having a platform customized to fit their laboratory work-flow and financially benefit from the minimal requirements needed to use the solution. All clients need is the PORTRA interface installed on a facility computer and an Internet connection.

With C4's expertise in database management services, every aspect of the PORTRA product is managed in a cloud-based environment. From customizing order-entry templates to ensuring client databases meet the proper backup standards, clients can expect C4 to manage every detail, big and small, regarding patient data. This allows PORTRA clients to focus on their core business while efficiently delivering lab reports in a secure environment.

How Orchard Copia's Features Are Building PORTRA's Credibility

One of Warren's favorite features of Copia is the flexibility of building reports for clients. "Copia allows me to build reports on multiple foundations. Having the capability to build reports based upon parameters as broad as a system default or as precise as a user, is a huge feature in our industry. It gives our team the ability to quickly meet the specific needs of our clients."

The C4 team also utilizes Copia's patient and data management report delivery dashboard to monitor client activity in a real-time setting. This allows the C4 staff to see when reports have been successfully received. If a member of the team notices a failed fax in Copia's outbound queue, they can quickly resend reports with minimal effort.

Copia's diverse workflow management capabilities and versatile report delivery options also increase the marketability of C4's PORTRA. Within the PORTRA environment, C4 can confidently secure patient data for each client separately and deliver them in any medium requested.

Orchard's Excitement for C4's PORTRA

Between Orchard's Application Specialist team assisting C4 with product demonstrations and working closely with Orchard's Copia experts, the PORTRA platform has come a long way since its 2017 inception. But what truly makes the PORTRA SaaS model successful is the expertise and unparalleled compassion the C4 team has for its clients. "We are all about relationships," explained Stabelfeldt.

With 40+ years of combined experience in professional database, engineering, and software consultation, C4 Consulting understands the business needs of the laboratory. Their commitment to providing clients with top-notch services places them in a class of their own. We are proud that C4 Consulting would choose to partner with Orchard on their newest SaaS venture, PORTRA. 🌳

Orchard Software's Harvest Version 11 Achieves ONC Health IT 2015 Edition Health IT Modular Certification

On September 9, 2018, Orchard Software's Orchard® Harvest™ version 11 achieved ONC Health IT 2015 Edition Health IT Modular Certification, which builds on the 2014 Edition to focus on greater interoperability and health information exchange through new and enhanced certification criteria, standards, and implementation specifications. Harvest version 11 was certified by ICSA Labs, an Office of the National Coordinator-Authorized Certification Body (ONC-ACB) and is compliant in accordance with applicable criteria adopted by the Secretary of Health and Human Services.

About ICSA

ICSA Labs, an independent division of Verizon, offers vendor-neutral testing and certification. The 2015 Edition ONC Health IT Certification is granted to those technologies that meet the rigorous testing criteria developed to support providers and hospitals who wish to advance their ability to use health IT to deliver higher quality patient care and exchange clinical information securely. ONC Health IT certification conferred by ICSA Labs does not represent an endorsement of the certified Health IT technology by the U.S. Department of Health and Human Services.

Certification Details

Orchard Harvest version 11's certification number is 180007R00. Orchard Harvest version 11 meets the following 2015 Edition Health IT Modular Certification criteria:

- 170.315(d) Privacy and Security
- 170.315(d)(1) Authentication, access control, and authorization
- 170.315(d)(2) Auditable events and tamper-resistance
- 170.315(d)(3) Audit reports
- 170.315(d)(7) End-user device encryption
- 170.315(f) Public Health
- 170.315(f)(3) Transmission to public health agencies – reportable labs
- 170.315(g) Design and Performance
- 170.315(g)(4) Quality Management System
- 170.315(g)(5) Accessibility-centered design

For full certification details and disclosures, including any additional types of costs and/or limitations, visit **www.orchardsoft.com/certification-disclosure.html**.

Spotlight On: Orchard Device Engine Development Team!

The ODE team is comprised of (from left to right) Shan Monroe, Duke Yin, David Hardwick, Travis Handak, and John Schellinger.

Within the Development department at Orchard is the Orchard Device Engine (ODE) team—a group hard at work facilitating connections in and out of the Orchard software. The team is focused on the continued adoption and success of the ODE within the Sequoia, Trellis, and Harvest products.

What's so Great About the ODE?

The ODE makes device connectivity, such as lab instruments and label printers, available to different lab information systems (LISs), and it provides the means for these different LISs to be offered as local or hosted cloud solutions. The ODE is currently in production at four client sites, including a pure POCT hospital and a geographically disperse facility running over 15 separate ODE instances.

How DO they do it all?

What is the secret to their success? According to David Hardwick, Product Development Manager, "coffee—good coffee, and lots of it! We have a private coffee maker in our team room. We only drink freshly ground whole bean coffee, and our coffee consumption averages a gallon a day. (Yes, we keep stats!)"

The ODE team is currently made up of five people: David Hardwick, Shan Monroe, Duke Yin, Travis Handak, and John Schellinger. This does not seem like a very big number, considering all they do. But with coffee, a plan, and a great team like this, growing new things at the Orchard has never been more exciting.

In the latest versions of Orchard® Trellis™ and Orchard® Copia®, we have made several data table enhancements throughout the system and in the Client Services Module that will make it easier to work with your displayed data.

Double-clicking to Activate Default Actions

You can now double-click rows to access the default action on that row. For example, **double-clicking** a row on the Work in Progress page opens the row's Results pop-up, as though you clicked the Results button. While on the Review QC page, if you double-click a row, it opens the row's Review Quality Control pop-up, as if you clicked the Status button. Note that this is currently supported on the Work in Progress and Review QC pages in Trellis, though we have plans to expand this to other pages in future releases.

Enabling Infinite Scrolling

Infinite Scrolling is another enhancement in recent versions. This is the ability to configure specific table column views to load additional pages of results while you scroll. When you enable the new **Load additional pages as users scroll** setting for a column view, the program does not display normal paging controls for the table. Instead, as you scroll, the system loads additional pages at the end of the displayed results until there are no additional results to display. When there are more rows to display than room on the page, you will see a scroll bar to navigate the list.

This feature is currently supported on the following column views: Work in Progress > No Results, Work in Progress > Unapproved Results, Work in Progress > Approved Results, Client Services > Items (tab), and Client Services > Clients (tab) > Items (table; requires a client to be selected).

Selecting a Range of Rows

To quickly select a group of rows when viewing a table with multiple entries, select the first row by clicking the checkbox in the Select column, and then hold the Shift button and click another Select checkbox. These two rows (and all the rows in between) will be selected, exactly as though you had selected each of the checkboxes in the range individually. This method is also referred to as "using Shift-click" or a "Shift-click selection."

Customizing Highlighting for a Range of Rows

Now, you can configure the system to apply **specific highlighting** to selected table rows. You can enable this feature at the system default or practice level by entering a color code for the Table Selection Highlight option in the Appearance Setup section of the System Defaults or Practice administration pages. Once set up, as you select the rows in data tables that support this feature, the system will add the chosen color. This setting will apply whether you select one row, or even use the Shift-click method described above.

Selecting Records by Clicking the Rows

Another new time-saving option is the **Select record with row click** setting. Enable this setting to allow users to click anywhere in a row to mark the corresponding Select checkbox for that row. This makes it easier to select rows, as you do not have to click exactly on the checkbox to make a selection. 🌳

Column Configuration

Header * Select

Blank Display Value -blank-

Select record with row click. ☑ ⓘ

Enable this setting to allow users to click anywhere in a row to mark the corresponding **Select** checkbox for that row.

This makes it easier to select rows, as you do not have to click exactly on the checkbox to make a selection.
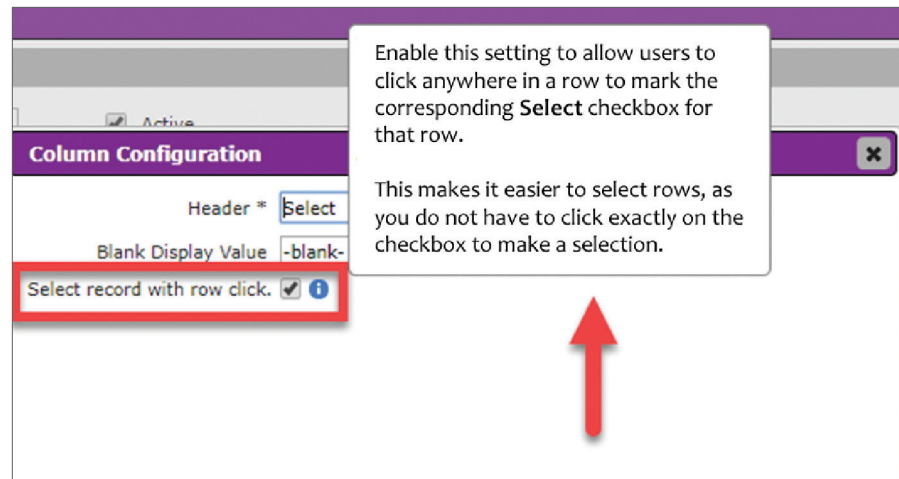
Where in the World is Orchy?

Last time we saw Orchard Software's famous mascot, Orchy®, he was hunting for a magic carpet in the shadow of the Koutoubia Mosque, in the city of Marrakesh, Morocco. While there, he enjoyed the Moorish architecture while strolling in the bazaars of the old medina. Orchy will miss the shade of palm trees, camel rides, cinnamon tea, and tangines.

Congratulations, Katie!

Katie Davis, MT(ASCP), from SWEDISH Medical Group, guessed Orchy's location and has won the drawing for the Orchy prize package.

When we last spoke to Orchy, he was very excited; he was headed to a small town's festival to celebrate everything pumpkin! In the shadow of their pumpkin-shaped watertower, Orchy sampled every pumpkin-related food he could find, including pumpkin donuts, pancakes, burgers, ice cream, cookies, fudge, brownies, cream puffs, waffles, pumpkin seeds, and pumpkin pie. He watched seven different parades, thumped on huge pumpkins, and even saw the world's largest pumpkin pie! While enjoying his visit, Orchy met paranormal investigators who invited him to go on a ghost hunt in a home that is 165 years old and shaped like an octagon. We haven't heard form Orchy since he left with this ghoulish group of ghost hunters, but Orchy did send us this photo before the hunt. If you happen to hear from him, please let us know!

If you think you know where Orchy is located, please send your answer to **news@orchardsoft.com** by Friday, January, 18, 2019 to be eligible to win an Orchard prize package. 🌳

* 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's 2018 User Group & Symposium was a fun-filled two days chock-full of learning opportunities. Held in downtown Indianapolis, the symposium was attended by more than 100 customers from 35 states, as well as many Orchard employees. Based on feedback from attendees, we are busy making plans for our 2019 meeting. If you missed this year's event, or would like to come back for more, save the 2019 dates: June 18 & 19.

Encouraging the Lab to Extend Its Reach

Day one of the User Group & Symposium gave attendees an opportunity to hear from industry leaders to gain insights into overall healthcare changes that affect the laboratory. After an industry update by Orchard's Curt Johnson, COO, and Matt Modleski, VP of Business Development, Brad Brimhall, MD, MPH, University of Texas Health Science Center, shared several exciting analytics projects he has successfully implemented that use laboratory data to demonstrate the lab's value beyond providing test results. Discussion included an overall focus on the laboratory's growing role in population health management and point-of-care testing (POCT)—opportunities for the lab to extend its reach and demonstrate added value.

POCT, Stewardship, & Attitude

Jock Murray, President of the Jock Murray Group, and Kim Futrell, MT (ASCP), MSHI, Products Marketing Manager, discussed opportunities for laboratory professionals to oversee and lead POCT initiatives. Michael Astion, MD, PhD, Seattle Children's Hospital, lead a hilarious and well-received discussion on laboratory stewardship and the need to "nudge" providers in the best direction regarding lab usage. The day closed with an audience favorite, Sam Glenn, The Attitude Guy©, who used his gifts of humor and art to share his insights on how to maintain a positive outlook when faced with challenges.

CPT II Codes—What?

Orchard's Nancy Stoker and Greg Lyons lead a dual presentation that highlighted the continued growth of POCT. Nancy discussed the use of Current Procedural Terminology (CPT) Category II codes that many insurance companies are now using to close care gaps and to assess Healthcare Effectiveness Data and Information Set (HEDIS) and Star rating scores. Many symposium attendees were unfamiliar with these codes and appreciated the learning opportunity.

Orchard User Group & Symposium

HEDIS & Star Ratings Measure Quality

HEDIS is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) used to measure and compare quality across health insurance plans. The Centers for Medicare & Medicaid Services (CMS) Five-star Quality Rating System is used to measure the quality of care for Medicare Advantage (MA) and Prescription Drug Plan (Part D) beneficiaries.

Both HEDIS and Star ratings affect healthcare organization reimbursements. They are improved by encouraging patients to have preventive health visits, screenings, and tests; educating patients about medication adherence and side effects; and reaching out to those who are non-compliant.

Some CPT II Codes Are Based on Lab Test Results

Diabetes Care – Hgb A1c	
HgbA1c	CPT II
<7	3044F
7-9	3044F
>9	3046F

CPT II codes are tracking codes used by CMS to "grade" performance. These "follow-up" codes come into play as additional information that demonstrates the level of quality to the insurance provider.

For example, in tracking Hgb A1c levels for diabetic patients, the CPT II codes correspond to the Hgb A1c result (see the table below). Laboratory professionals need to be aware of these types of reimbursement policies and determine where lab data applies in new reimbursement models and quality scores.

Learn to Maximize Orchard's Products

The two-day symposium format offers time to gain an industry background and to delve into Orchard products and exciting news within the company. Many attendees also appreciated the opportunity to speak with their Account Managers to touch base on ideas and future prospects.

Save the Dates for 2019!

Orchard's 2019 User Group & Symposium will be held Tuesday and Wednesday, June 18 and 19, at the Hyatt Regency in Indianapolis, Indiana. We have a block of hotel rooms available at $169.00 single/double plus tax. As always, there is no cost to attend the symposium, and breakfast and lunch are provided each day. However, attendees are responsible for travel, lodging, and other meals. As we confirm our agenda, more details, including registration information, will be made available. Stay tuned to our website and newsletter for more information.

Make the Most of Your Orchard System with Enhanced Support Options

Throughout our 25 years of LIS innovation, our strategic direction has been driven by our current customers, our prospective customers, and the future needs we foresee within the healthcare marketplace. Our products constantly evolve, directed by customer input and feedback. Always looking to the future, we develop our software to support the current and anticipated trends shaping the diagnostic industry and its role in improving patient care.

Steadfast Focus on Customers for Superior Support

- One-on-one technical assistance from our highly proficient support team in Carmel, Indiana, is available 24/7/365, whenever you need guidance.
- Several levels of support are available, giving you the option to select the one best suited to your organization's needs and budget.
- Software upgrades are included with all our support options.

SILVER
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)

GOLD
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)
- One seat for an Orchard user training course

PLATINUM
- Software upgrades
- Telephone support coverage
- Interactive technical support and training
- Access to Orchard Resource Central (ORC)
- One seat for an Orchard user training course
- One scheduled, week-long visit from an Orchard Field Implementation Analyst at your facility for designated tasks

Tech Tip: Scheduling Browser Reports Based on the Last Run Time

With the June 2018 release of Harvest, you can now create a schedule to auto-run browsers at certain times. Once set up, Harvest will automatically run a browser at the specified time interval based on the last time it automatically ran the browser. We added this feature in response to a request from a client utilizing Electronic Laboratory Reporting (ELR) and Laboratory Response Network (LRN). It can be used with any of the auto-run browser output options.

About Electronic Laboratory Reporting

ELR generally refers to the automated messaging of laboratory reports sent using one or more electronic communication protocols. Under the Office of the National Coordinator (ONC) Final Rule (45 CFR Part 170), the ELR and LRI 2.5.1 Implementation Guide: Electronic Laboratory Reporting to Public Health, Release 1 (US Realm) was adopted as the base standard for electronic laboratory reporting.

Laboratory Response Network

LRN was established by the Department of Health and Human Services, Centers for Disease Control and Prevention (CDC) in accordance with Presidential Decision Directive 39, which outlined national anti-terrorism policies and assigned specific missions to federal departments and agencies.
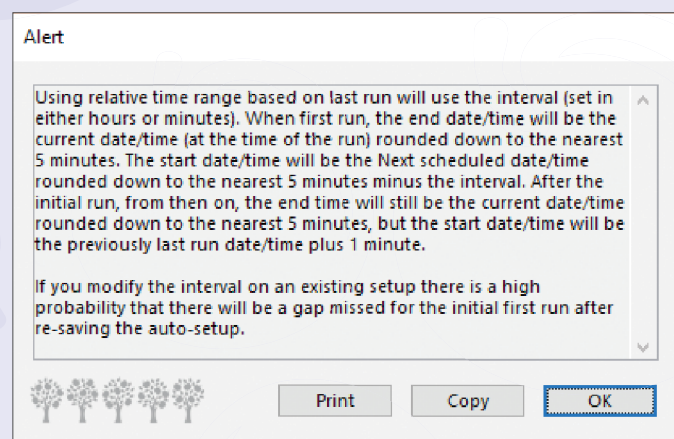
Frequency of Browsers

Previously, a standard ELR and/or LRN deployment would run the browser once a day in the off hours, giving it lots of time to run and to avoid conflict with the system backup. However, based on our clients' experiences, we now recommend running these browsers more frequently than once per day.

How to Schedule Browser Reports

To use this new feature when setting up a schedule, navigate to the Hourly tab on the Edit Schedule & Options window. There is a new checkbox labelled "Use relative time range based on last run." Select this checkbox to have Harvest auto-run reports on the hour or minute interval you selected. Harvest displays an alert when you select this option. Click OK to proceed with your interval settings.

Alert

Using relative time range based on last run will use the interval (set in either hours or minutes). When first run, the end date/time will be the current date/time (at the time of the run) rounded down to the nearest 5 minutes. The start date/time will be the Next scheduled date/time rounded down to the nearest 5 minutes minus the interval. After the initial run, from then on, the end time will still be the current date/time rounded down to the nearest 5 minutes, but the start date/time will be the previously last run date/time plus 1 minute.

If you modify the interval on an existing setup there is a high probability that there will be a gap missed for the initial first run after re-saving the auto-setup.

[Print] [Copy] [OK]

Note: If you edit an existing auto-run schedule, you will likely experience a time gap or time overlap between the last run before the edit and the initial run after the edit.

Example setup and run times:

Initial Browser Schedule Setup	Initial run: 5/18 at 9:53	Next Run: 5/18 at 10:15	3rd Run: 5/18 at 10:40	Downtime	4th Run: 05/19 at 07:03	5th Run: 5/19 at 7:25
Run every 25 minutes. Next run time 9:53	Initial Browser Date/Time Start: 5/18 at 9:25 Initial Browser Date/Time End: 5/18 at 9:50	New Browser Date/Time Start: 5/18 at 9:51 New Browser Date/Time End: 5/18 at 10:15	New Browser Date/Time Start: 5/18 at 10:16 New Browser Date/Time End: 5/18 at 10:40	Workstation controlling browser is shut down 5/18 at 10:40 and is not restarted until 5/19 at 07:03	New Browser Date/Time Start: 5/18 at 10:41 New Browser Date/Time End: 5/19 at 07:00	New Browser Date/Time Start: 5/19 at 07:01 New Browser Date/Time End: 5/19 at 07:25

As always, contact Orchard Software Technical Support at **(800)-856-1948** if you have any questions about using this feature.

Read Orchard's Latest White Paper: Point-of-care Testing, Population Health, & Patient Engagement!

Following our earlier white paper explaining the growth of population health, our newest paper expands on this topic, discussing the importance of patient engagement and how the laboratory can be involved through oversight of quality point-of-care testing (POCT).

Moving to Proactive Healthcare

As healthcare continues to evolve to a more patient-centric, proactive practice of medicine, laboratories must transition as well and determine how they fit into the overall value proposition. The healthcare system shift from reactive, sick visits to a greater focus on proactive and preventive care often includes adoption of population health management (PHM) programs that focus on improving the overall health of the patient population as part of value-based care. An integral part of PHM is engaging patients as active members of their own care team and finding ways to encourage them to make good health decisions.

POCT as a Patient Engagement Tool

Any intervention aimed at increasing a patient's understanding and motivation level influences patient engagement. One tool that can drive patient engagement in certain patient scenarios is POCT, which can have a positive impact on both health outcomes and spending. POCT is growing in popularity and in response to the overall changes in healthcare. As healthcare organizations attempt to encourage patients to make decisions that improve their health and help them have a greater understanding of their chronic diseases, POCT comes into the picture as a tool that improves patient understanding and engagement.

## Laboratory Professionals Can Influence Patient Engagement with Quality POCT

Engaged patients are known to have better health outcomes and spend fewer healthcare dollars. POCT is a tool known to improve patient engagement. Laboratory professionals are well-equipped with the knowledge base to ensure POCT is applied in the appropriate patient scenarios and that test results meet quality requirements. Therefore, the laboratory has an opportunity to positively influence patient engagement through POCT oversight.

Download Your Free Paper Today

Read more by downloading the full white paper. All of Orchard's white papers are available for download at http://www.orchardsoft.com/whitepapers/. As always, Orchard is invested in the laboratory and its changing needs, and we are proud to present the latest addition to our white paper series to support and educate those in the industry. 🌳
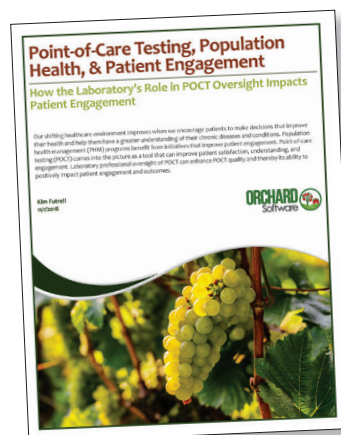
Orchard Software Holiday Hours
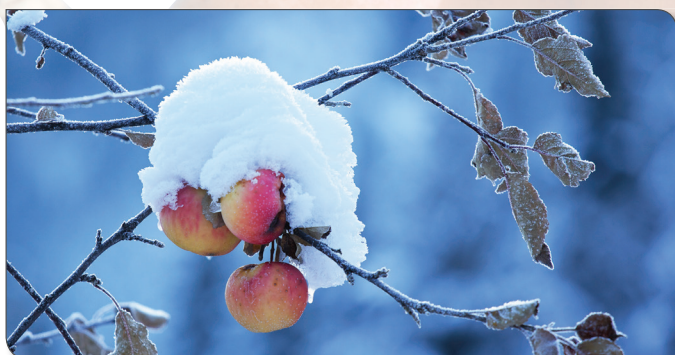
Just a reminder that our corporate offices are closed for the holidays on the dates listed below, but our Technical Support team is available 24/7 at (800) 571-5835 to assist you. 🌳

November 21-23, 2018
December 24-25, 31, 2018
January 1, 2019

Schedule of 2019 Training Classes

We've expanded our course offerings for 2019, so please review the dates below and contact your Orchard Account Executive at **(800) 856-1948** to sign up for training. Seats are available on a first come, first served basis. Note that our Copia Integration courses are advanced-level courses, and you must schedule them through your Orchard Account Executive. Visit **www.orchardsoft.com/training.html** for course descriptions. 🌳

Orchard® Harvest™ Advanced User Training Course

February 5-7, April 9-11, June 4-6, August 6-8, September 8-10, December 3-5

Orchard® Harvest™ Microbiology Administrator Training Course

January 29-31, March 5-7, May 7-9, July 9-11, September 10-12, November 5-7

Orchard® Harvest™ System Administrator Training Course

January 15-17, February 19-21, March 19-21, April 23-25, May 21-23, June 25-27, July 23-25,
August 20-22, September 22-24, October 19-21, December 17-19

Orchard® Pathology Administrator Training Course

January 29-31, March 5-7, May 21-23, July 9-11, September 10-12, November 5-7

Orchard® Copia® System Administrator Training Course

April 9-11, June 4-6, August 6-8, September 8-10, December 3-5

Orchard® Copia® Advanced User Training Course

March 5-7, May 7-9, July 9-11, November 5-7

Orchard® Copia® Integration Level 1 & Level 2 Training Courses

You must schedule course dates through your Orchard Account Executive.

Orchard® Trellis™ Administrator Training Course

March 19-21, June 25-27, September 24-26, December 17-19

Enhanced Controls for Navigating Trellis & Copia

2019 Orchard Software Event Calendar

Date	Trade Show/Event	Location
2/12-2/14	HIMSS19 Global Conference & Exhibition	Orlando, FL
3/31-4/2	CLMA KnowledgeLab	Grapevine, TX
4/3-4/6	Symposium for Clinical Labs/COLA	Las Vegas, NV
5/12-5/15	NetSmart Connections 2019	Washington, D.C.
6/3-6/6	APHL Annual Meeting	St. Louis, MO
8/3-8/8	AACC Annual Scientific Meeting & Clinical Lab Expo	Anaheim, CA
9/22-9/25	CAP19 Knowledge Relationships Expertise	Orlando, FL
10/22-10/23	CAPHLD	Lake Tahoe, CA