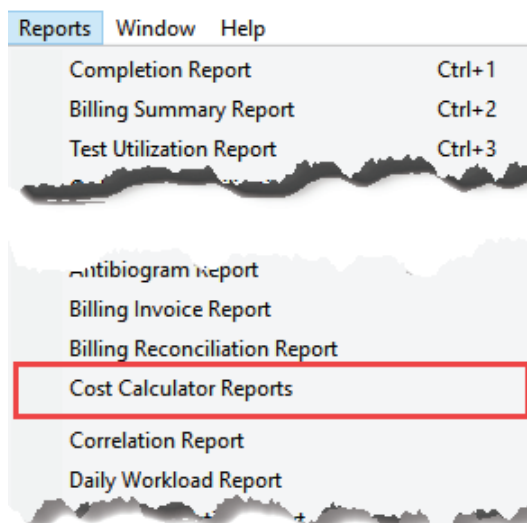


# Cost Analysis Simplified with New Cost Calculator

The latest versions of Orchard® Harvest™ and Orchard® Pathology offer an exciting new feature—a fully integrated laboratory Cost Calculator. The Cost Calculator is an advanced tool that laboratory professionals can use to develop a detailed cost analysis. It can help guide laboratories in determining variable costs per test in an easy, savable format with attention to every detail of lab testing. The program tracks costs for reagents, analyzer maintenance, calibrations, staffing, etc., alongside testing volumes to allow data-supported budget decisions that improve planning and analysis of your test menu and overall utilization.

## Creating Cost Calculator Reports

With the appropriate security settings, you can add, modify, delete, and review Cost Calculator Reports. To work with these reports, access the Cost Calculator Reports option via the Reports menu. When creating a new report, select an option from the Test drop-down list. The values in the drop-down list are a combination of the test name, abbreviation, and test-level CPT code:



To access the Cost Calculator, select Cost Calculator Reports from the Reports menu.

<Test name> (<Test abbrev>) - <Test CPT>. The list is limited to active clinical tests that have a CPT code. If your laboratory does not use test-level CPT codes, you can use a placeholder value in test setup to populate the test into this list. Once you have selected a test, the program auto-populates the Report Name field and appends the current workstation date (in the format \_YYYYMMDD) to the selected value. You can edit the Report Name field manually; however, no two reports may have the same name.

## Start with the Operational & Capital Project Inputs

If the selected test is linked to any order choices that have different CPT codes, the program auto-populates that information, as well. Next, proceed to fill out the

Operational Parameters For New Report	
Does this test include Order Choices with a different CPT Code?	No
Estimated number of this particular test performed per week	150
Will this test be run on demand?	No
If not, how many runs are performed for this test per week?	5
How frequently will controls be run per week?	5
How frequently will calibrators be run per year?	2
How frequently will linearity standards be run per year?	2
What is the estimated run (or test) failure rate?	10%
Total number of tests performed on instrument used for this test per year	17,644
Total number of tests in laboratory section (chem, hem, etc.) per year	1,545,000
Will a new instrument(s) need to be purchased?	Yes

Capital Project Inputs	
Cost of instrument(s)	\$25,000
Shipping costs	\$1,000
New construction costs	\$500
Other purchase costs	\$0
Estimated cost of test validation	\$200
<b>TOTAL CAPITAL COSTS</b>	<b>\$26,700</b>

Other parameters	
Institutional cost of capital (discount rate)	4.50%
External reinvestment rate of return	1.50%
Estimated growth in revenue	4.00%
Estimated annual inflation for reagents, controls, calibrators	2.00%
Estimated annual inflation for labor costs	2.00%
Estimated annual inflation for local fixed costs	1.00%

An example of the Operational & Project Capital Inputs tab for a Vitamin D, 25-Hydroxy test.

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See "Cost Analysis Simplified" on page 2.

# Cost Analysis Simplified

Continued from page 1.

**Cost Calculator Reports**

Test: Vitamin D, 25-Hydroxy (VITD) - 82306 Report Name: Vitamin D, 25-Hydroxy (VITD) - 82306\_20180724 Reviewed by:

Operational & Capital Project Inputs Cost Inputs 1 & 2 Cost Inputs 3 & 4 Expenses & Revenue Project Profitability Analysis

**Costs for proposed new report part 1**

Reagents & Consumables	Unit	Tests/Unit	Cost/Unit	Cost/Test
Reagent A	Box	100	\$32.00	\$0.32
Reagent B	Box	50	\$100.00	\$2.00
Reagent C	Each	1	\$0.55	\$0.55
Reagent D	Vial	25	\$12.50	\$0.50
<b>TOTAL REAGENTS &amp; CONSUMABLES</b>				<b>\$3.37</b>

**Costs for proposed new report part 2**

Calibrators (per run)	Unit	Run/Unit	Cost/Unit	Cost/Run
High Calibrator	Vial	10	\$85.00	\$8.50
Low Calibrator	Vial	10	\$85.00	\$8.50
Mid Calibrator	Vial	10	\$85.00	\$8.50
<b>TOTAL CALIBRATORS</b>				<b>\$25.50</b>

**Controls (per run)**

	Unit	Run/Unit	Cost/Unit	Cost/Run
High QC	Vial	100	\$165.00	\$1.65
Mid QC	Vial	100	\$165.00	\$1.65
<b>TOTAL CONTROLS</b>				<b>\$3.30</b>

**Linearity standards (per run)**

	Unit	Runs/Unit	Cost/Unit	Cost/Run
Linearity 1	Vial	10	\$70.00	\$7.00
Linearity 2	Vial	10	\$70.00	\$7.00
Linearity 3	Vial	10	\$70.00	\$7.00
<b>TOTAL LINEARITY</b>				<b>\$21.00</b>

Graph Report Mark Reviewed Previous Next Notes Cancel Save

Enter detailed testing and labor costs in the **Cost Inputs 1 & 2** and **Cost Inputs 3 & 4** tabs.

**Cost Calculator Reports**

Test: Vitamin D, 25-Hydroxy (VITD) - 82306 Report Name: Vitamin D, 25-Hydroxy (VITD) - 82306\_20180724 Reviewed by:

Operational & Capital Project Inputs Cost Inputs 1 & 2 Cost Inputs 3 & 4 Expenses & Revenue Project Profitability Analysis

**Costs for proposed new report part 3**

**Labor**

Hands-on time to perform test (min): 5

Hourly rate estimate: \$20.50

**TOTAL TECHNICAL LABOR: \$1.71**

**Service contracts for instruments**

	Annual Cost	Allocated to Test
Annual cost of service/maintenance contracts:	\$15,300.00	\$6,763.77
OR		
Annual cost of estimated instrument repairs:	\$0.00	\$0.00
<b>TOTAL MAINTENANCE / REPAIRS</b>	<b>\$15,300.00</b>	<b>\$6,763.77</b>

**Costs for proposed new report part 4**

**Other local fixed costs (per Year)**

	Annual Cost	Allocated to Test
Cost of laboratory managerial labor	\$735,655.00	\$3,713.98
Proficiency testing (for test of interest)	\$1,250.00	\$6.31
Deionized water cost	\$6,700.00	\$43.92
Other annual cost A	\$0.00	\$0.00
Other annual cost B	\$0.00	\$0.00
Other annual cost C	\$0.00	\$0.00
<b>TOTAL ANNUAL LABORATORY FIXED COSTS</b>	<b>\$745,605.00</b>	<b>\$3,764.21</b>

**Reimbursement for Test**

Average revenue per test (unit revenue?): \$10.50

Institution-level overhead rate?: 39%

Percentage of all costs except overhead costs. This is usually obtained from the finance department of the institution; usually we are only interested in the contribution to overhead costs so this figure may be left blank if needed.

Graph Report Mark Reviewed Previous Next Notes Cancel Save

fields on the Operational & Capital Project Inputs tab, determining these values by frequency of patient tests, controls, calibration, and linearity, capital costs, and inflation rates.

## Enter Testing & Labor Costs to Calculate Cost per Test

The Cost Inputs 1 & 2 tab allows you to input costs associated with reagents, controls, calibrators, and linearity material. The Cost Calculator will show the cost per unit, as well as the cost per test. Click the plus sign in the upper-right corner of the category window to add additional item details.

The Cost Inputs 3 & 4 tab provides data entry fields for labor costs, service contracts or maintenance costs, additional fixed yearly costs associated with testing, and the rate of testing reimbursement.

## Calculating Expenses, Revenue, & Contribution Analysis

Based on the values entered in the first three tabs, the Expenses & Revenue tab will show various calculations for costs per test, week, and year, as well as costs plus labor and plus local fixed costs. In addition, Harvest or Pathology performs a contribution analysis that displays revenue per test, week, and year, minus variable costs, labor, local fixed costs, and overhead.

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**Cost Calculator Reports**

Cost Calculator Info  
 Test: Vitamin D, 25-Hydroxy (VITD) - 82306 Report Name: Vitamin D, 25-Hydroxy (VITD) - 82306\_20180724  
 Reviewed by:

Operational & Capital Project Inputs Cost Inputs 1 & 2 Cost Inputs 3 & 4 Expenses & Revenue Project Profitability Analysis

**Cost calculations**

Variable Cost	Per Test	Per Week	Per Year
Reagents & Consumables	\$3.370	\$505.50	\$26,286.00
Controls	\$0.110	\$16.50	\$858.00
Calibrators	\$0.007	\$1.05	\$54.60
Adjustment for failed runs	\$0.349	\$52.35	\$2,722.20
<b>TOTAL VARIABLE COST PER RUN</b>	<b>\$3.836</b>	<b>\$575.40</b>	<b>\$29,920.80</b>
Plus technical labor	\$1.71	\$256.50	\$13,338.00
<b>TOTAL VARIABLE COST PLUS LABOR</b>	<b>\$5.546</b>	<b>\$831.90</b>	<b>\$43,258.80</b>
Plus local fixed costs			\$10,527.99
<b>TOTAL VARIABLE COST PLUS LABOR &amp; LOCAL FIXED COSTS</b>			<b>\$53,786.79</b>

**Contribution Analysis**

	Per Test	Per Week	Per Year	Margin
<b>Revenue</b>	<b>\$10.50</b>	<b>\$1,575.00</b>	<b>\$81,900.00</b>	<b>100.00%</b>
<b>Less Variable Cost</b>				
Reagents & Consumables	\$3.370	\$505.50	\$26,286.00	
Controls	\$0.110	\$16.50	\$858.00	
Calibrators	\$0.007	\$1.05	\$54.60	
Adjustment for failed runs	\$0.349	\$52.35	\$2,722.20	
<b>Contribution to Labor, Local Fixed, and Overhead</b>	<b>\$6.66</b>	<b>\$999.60</b>	<b>\$51,979.20</b>	<b>63.47%</b>
Less technical labor	\$1.71	\$256.50	\$13,338.00	
<b>Contribution to Local Fixed and Overhead</b>	<b>\$4.954</b>	<b>\$743.10</b>	<b>\$38,641.20</b>	<b>47.18%</b>
Less local fixed costs			\$10,527.99	
<b>Contribution to Overhead</b>			<b>\$28,113.20</b>	<b>34.33%</b>
Less overhead			\$20,976.84	
<b>Contribution remaining after overhead</b>			<b>\$7,136.35</b>	<b>8.71%</b>

Graph Report Mark Reviewed Previous Next Notes Cancel Save

Example cost calculation data for a Vitamin D, 25-Hydroxy test appears on the Expenses & Revenue tab.

## Project Profitability Analysis & Payback Period

The final tab, Project Profitability Analysis, displays the cost and revenue calculations for the test broken down over a period of five years, as well as a simple payback period. The Cost Calculator automatically updates the fields and calculations on this tab and the Expenses & Revenue tab as you enter values on the first three tabs. Remember that these calculations may be incomplete if data is missing from the first three tabs.

**Cost Calculator Reports**

Cost Calculator Info  
 Test: Vitamin D, 25-Hydroxy (VITD) - 82306 Report Name: Vitamin D, 25-Hydroxy (VITD) - 82306\_20180724  
 Reviewed by:

Operational & Capital Project Inputs Cost Inputs 1 & 2 Cost Inputs 3 & 4 Expenses & Revenue Project Profitability Analysis

**Profitability Analysis**

Item	Investment	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Sum of cash flows	(\$26,700)						(\$26,700)
Revenue		\$81,900	\$85,176	\$88,583	\$92,126	\$95,811	\$443,596
Reagents, controls, calibrators		(\$29,920)	(\$30,519)	(\$31,129)	(\$31,752)	(\$32,387)	(\$155,709)
Technical labor		(\$13,338)	(\$13,604)	(\$13,876)	(\$14,154)	(\$14,437)	(\$69,411)
Local fixed costs		(\$10,527)	(\$10,633)	(\$10,739)	(\$10,847)	(\$10,955)	(\$53,703)
<b>Sum of cash flows</b>	<b>(\$26,700)</b>	<b>\$28,113</b>	<b>\$30,418</b>	<b>\$32,836</b>	<b>\$35,372</b>	<b>\$38,031</b>	<b>\$138,072</b>
<b>PV Cash Flows</b>	<b>(\$26,700)</b>	<b>\$28,113</b>	<b>\$29,108</b>	<b>\$30,069</b>	<b>\$30,997</b>	<b>\$31,891</b>	<b>\$123,480</b>
<b>FV Retained Additive Cash Flows</b>		<b>\$29,838</b>	<b>\$31,808</b>	<b>\$33,829</b>	<b>\$35,903</b>	<b>\$38,031</b>	<b>\$169,410</b>

\* Five year cash flow (no terminal cash flows beyond year 5)

**Profitability Analysis Summation**

<b>Simple Payback Period</b>	
Payback period (years)	0.94
Payback period (months)	11.39
Payback period (weeks)	49.38
Project Net Present Value	\$123,480
Modified internal rate of return	44.70%

Graph Report Mark Reviewed Previous Next Notes Cancel Save

Example Profitability Analysis and Payback Period for a Vitamin D, 25-Hydroxy test.



See "Cost Analysis Simplified" on page 4.



# Cost Analysis Simplified

Continued from page 3.

At any point, you can see a graph of the final calculations on the Project Profitability Analysis tab by clicking the Graph Report button. Be aware that the calculator assumes you have entered all the data, so if there are any missing data points, the graph may be incomplete.

## Save Cost Analysis Data & Update as Needed

Click the Save button to save the report data at any point and return to update it at a later time. You can edit a report until someone clicks the Mark Reviewed button. Once that occurs, the name of the person who reviewed it appears in the Reviewed by field, the report is no longer editable, and the report cannot be deleted for a period of time. You can set that period of time using an Advanced Configuration Option.

## Report View, Copy, & Print Options

To edit or view an existing report, select the report from the list on the Cost Calculator Reports window, then either double-click the report or click the Enter button.

You can print two different reports from the Cost Calculator Reports window: the list of reports or a specific report.

- **List of Reports:** While on the Cost Calculator Reports window that shows the list of reports, select Print from the File menu, or click CTRL+P to print a report of the list. You can print the complete list or a list of selected entries.
- **Specific Report:** If the window is currently focused on a specific report, select Print from the File menu, or click CTRL+P to print the values shown on each of the tabs and the graph based on the values in the Project Profitability Analysis tab.



Click the **Graph Report** button to display the profitability analysis graph.

## Additional Report Actions

Once a report has been saved, you can click Notes to add notes when a specific report is being viewed. You can also delete reports (assuming they have not been reviewed or are within the review period), export the list of reports to a .csv formatted file, view changes made to the reports via the Change Log button, or copy existing reports. Copied reports carry over all data except the reviewed status, and Harvest or Pathology automatically updates the report name so it is not duplicated.

## Savvy Laboratories Understand Their Testing Costs

The Cost Calculator is an exciting tool for savvy laboratory managers who are conscientious about laboratory costs and intent on showcasing their laboratory's contribution and value. By understanding the cost structure of internal testing, laboratories can be better prepared for the impact of the Protecting Access to Medicare Act (PAMA) reimbursement changes and advanced laboratory stewardship efforts. To learn more information about enabling this feature in your laboratory, visit Orchard Resource Central or contact Technical Support at (800) 571-5835. 🌱



# Save Time & Streamline Workflow with QC Scheduling

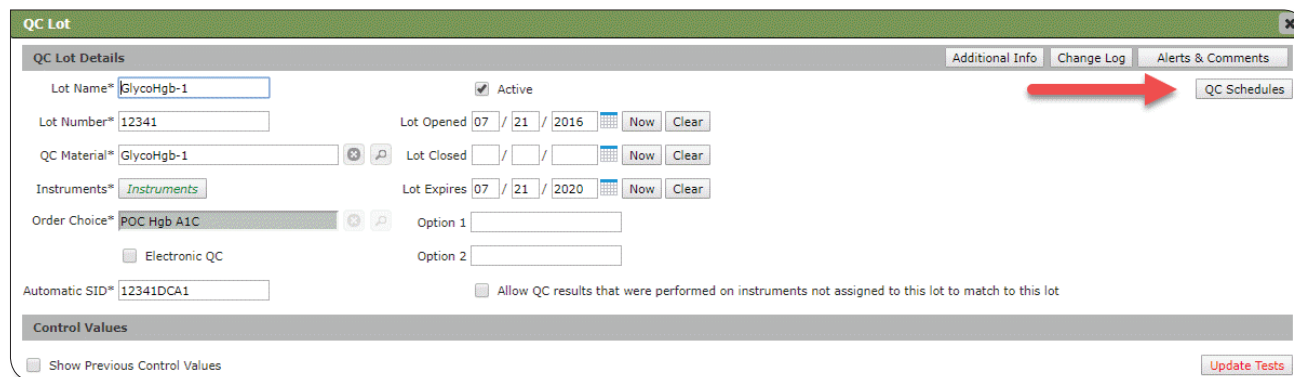
As you know, laboratory regulations require quality control (QC) to be performed on all instrumentation within the laboratory. QC can be performed every day or on set day/time intervals, depending on each laboratory's procedures. As many labs become more point-of-care centric, with the possibility of dealing with hundreds of devices, Orchard Software understands the need to streamline the ordering of QC and has developed a QC scheduler for Orchard® Trellis™. By utilizing the scheduler and implementing quality control practices, laboratories can ensure correct reporting of patient results.

## Scheduled POCT QC Simplifies Workflow

This feature, which assists in aiding the management of QC for the laboratory, is available beginning with the July 2018 release of Trellis. Placing QC on a schedule to be ordered automatically promotes efficiency in the laboratory and simplifies workflow. With proper security, a point-of-care manager or operator can access the QC Lots administration page and configure a schedule for any QC lot.

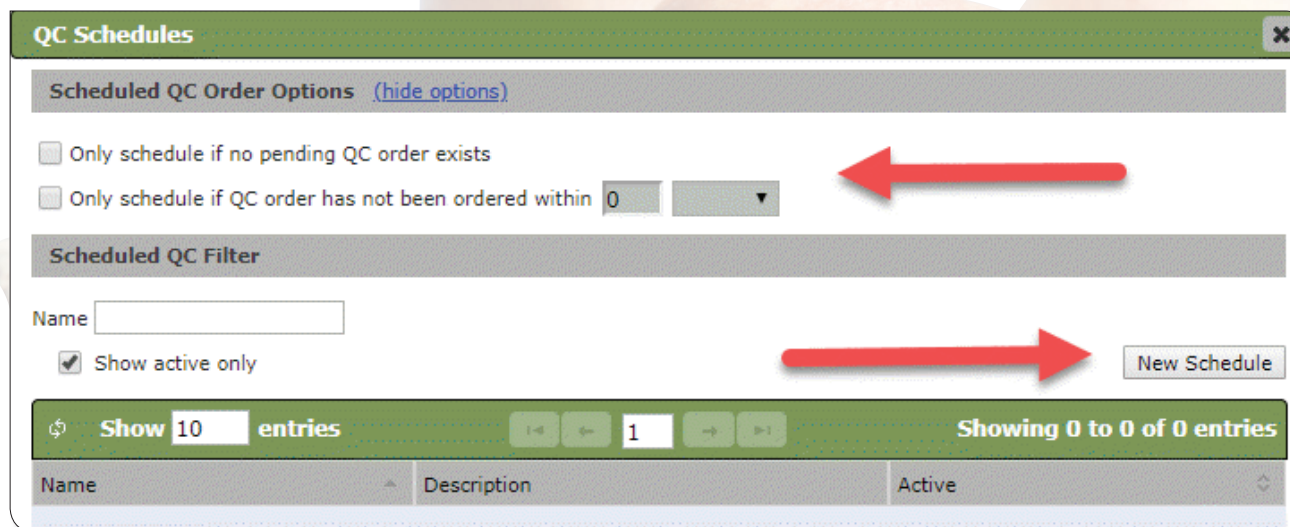
Follow the steps below to create a QC schedule:

1. Navigate to the **QC Lots** administration page.
2. Open the QC lot file you want to schedule.



The screenshot shows the 'QC Lot' administration window. The 'Lot Name' is 'GlycoHgb-1', 'Lot Number' is '12341', and 'QC Material' is 'GlycoHgb-1'. The 'Lot Opened' date is '07 / 21 / 2016' and 'Lot Expires' is '07 / 21 / 2020'. The 'Order Choice' is 'POC Hgb A1C'. A red arrow points to the 'QC Schedules' button in the top right corner.

3. Click **QC Schedules**.
4. Select (if needed) QC order options (below).
5. Click **New Schedule** (below).



The screenshot shows the 'QC Schedules' configuration window. Under 'Scheduled QC Order Options', there are checkboxes for 'Only schedule if no pending QC order exists' and 'Only schedule if QC order has not been ordered within 0 days'. Under 'Scheduled QC Filter', there is a 'Name' field and a 'Show active only' checkbox. A red arrow points to the 'New Schedule' button. At the bottom, there is a table with columns 'Name', 'Description', and 'Active'. The table shows 'Showing 0 to 0 of 0 entries'.

See "Save Time & Streamline" on page 6.

## Save Time & Streamline

Continued from page 5.

Edit Schedule

Schedule Pattern

Hourly

Daily\*

Weekly

Monthly

Yearly

Repeat every 1 days

Repeat every weekday

Starting Date/Time

Next Date

05 / 18 / 2018

10 : 23 AM

Now

Clear

The system will populate the Next Date field if it is left blank.

Range of Recurrences

End After 0 recurrences

Continue recurrences for a total of 0

End By / /

Now

Clear

Save

Exclude Dates

Cancel

- Enter a name for the schedule in the **Schedule Name** field.
- Click **Instruments** and choose the instrument that QC will run on.
- Click **Save**.
- Click **Edit Schedule** and create a schedule pattern (left).

Schedule Details

Schedule Name\*

Lot Name

Order Choice

GlycoHgb-1

GlycoHgb-1

POC Hgb A1C

Schedule Pattern

Instruments

Edit Schedule

Active

Generate every 1 day. Reoccurring 52 more times.

Scheduled Orders

Showing 1 to 5 of 52 entries

Scheduled Date

10:23 AM Friday, May 18, 2018

10:23 AM Saturday, May 19, 2018

10:23 AM Sunday, May 20, 2018

10:23 AM Monday, May 21, 2018

10:23 AM Tuesday, May 22, 2018

Existing Orders

Showing 0 to 0 of 0 entries

Ordered Date

Instrument

No matching records found

History

Showing 0 to 0 of 0 entries

Type

Event Date

Description

No matching records found

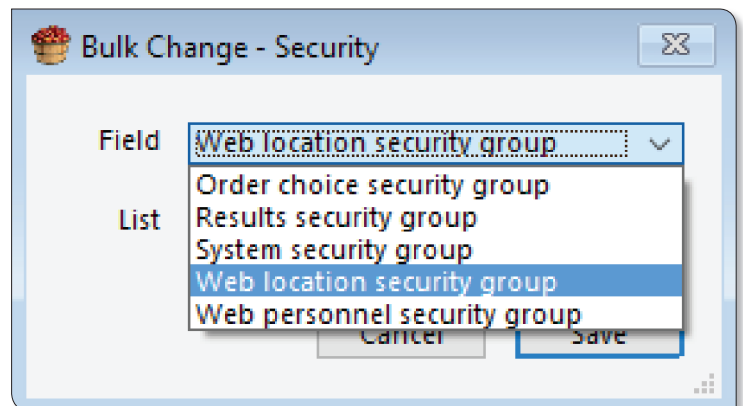
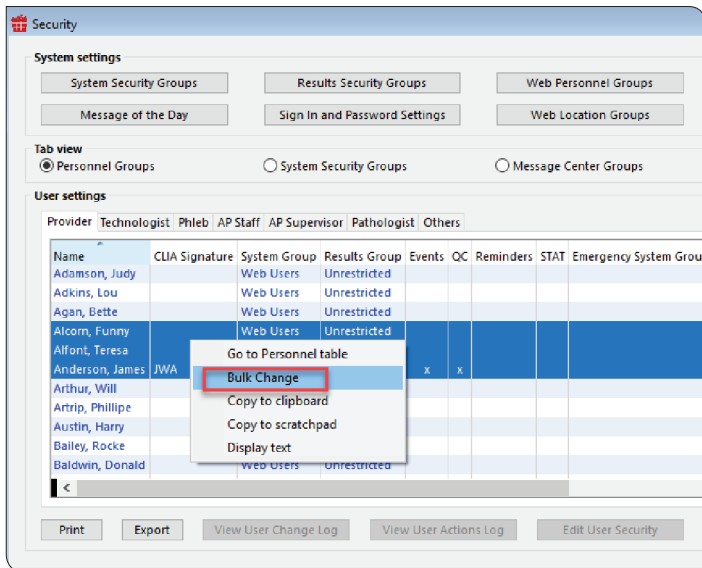
- Click **Save**.
- Click **Save** on the **QC Schedule Summary** pop-up. You can now see your scheduled orders and the schedule pattern (left).



# Tech Tip: Bulk Change User Security

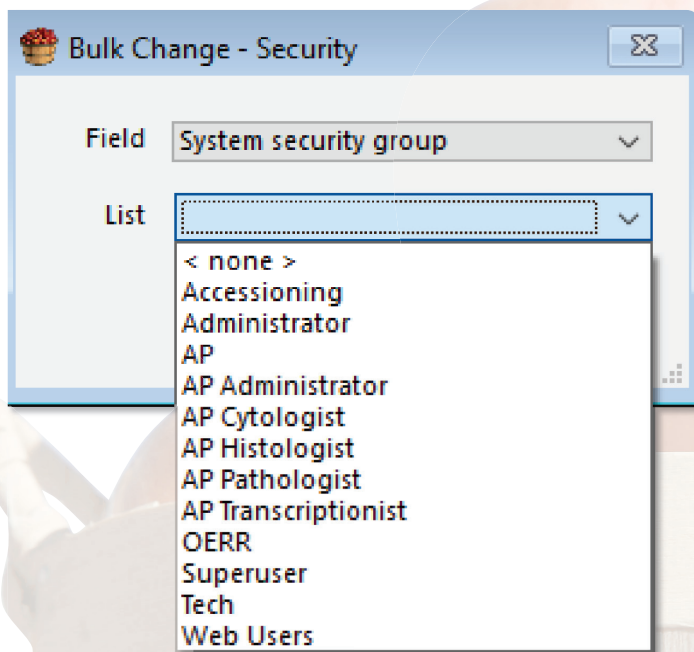
Orchard® Harvest™ and Orchard® Pathology users can now bulk change user security using the Bulk Change contextual menu option for groups in the User settings section on the Security window. This eliminates the need to individually select users for security groups, and it streamlines and speeds up the process of selecting security groups for individual users.

To use this feature, simply highlight multiple personnel on the Security window, right-click the selected users, and select the Bulk Change option. Select the security group from the **Field** drop-down list. Select the security group you want to change. Click **Save**.



Select multiple users and right-click the selection to view the contextual menu options.

Select the security group from the Field drop-down list.



Select the security group you want to change. Note that setting the group to < none > is a valid option.

# Copia Tech Tip: Bypass Duplicate Test Checking

Orchard® Copia® users can now bypass duplicate test checking for specific order choices. This is especially useful for microbiology and AP order choices that have reports on them.

Navigate to the Order Choice Details page, where you will see two options under the Duplicate Test Checking section: “Allow duplicates” and “Restrict if active duplicate exists.” Select the “Allow duplicates” option to bypass test checking for your order choice (the “Restrict if active duplicate exists” option is selected by default).

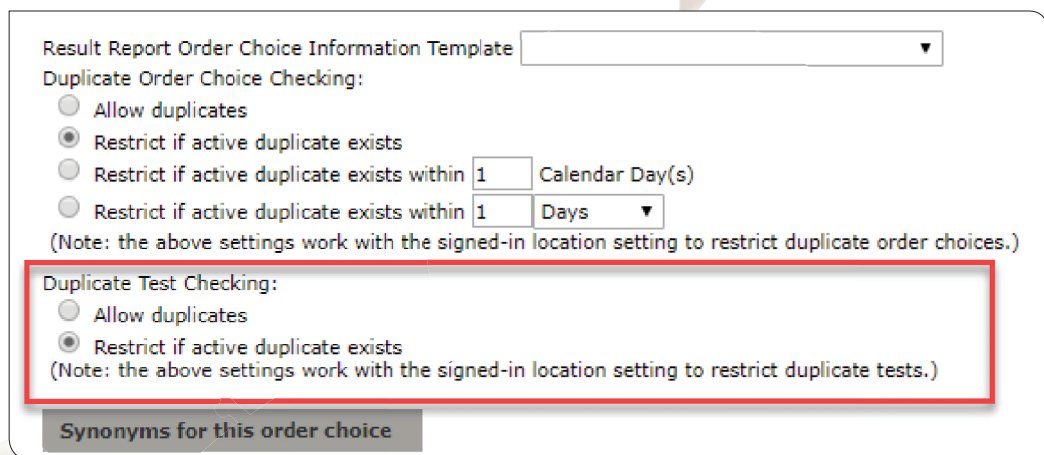
This option overrides the “Enable duplicate test checking when saving an order” location-level setting located on the Signed-in Location tab of the Location Details page.

## Watch for Conflicting Order Entry Rules

Note that if you use an order entry rule to add an order choice that contains a duplicate test(s), the “Restrict order from being saved if duplicate is found” setting applied to the signed-in location might not take effect, allowing Copia to save the order and consequently fire the rule to add an order choice that may contain duplicate tests. This means it is also possible to use an order entry rule to bypass the signed-in location setting that prevents duplicate tests. Be sure to carefully review your order entry rules for such conflicts.

## Maintain Consistency in Tests within Order Choices

Also note that the order choice needs to be consistent with the contents of the tests performed on a host-by-host basis, or Copia will not know which tests are expected to return as resulted. If you’re trying to prevent duplicates, but the order choice being ordered does not always contain the same tests, you can have problems that cause test duplication. If you don’t want duplicate testing to be checked for an order choice, you can set that up independent of the tests in the order choice; Copia will “skip” duplicate test checking on the entire order choice. 🌱



Result Report Order Choice Information Template

Duplicate Order Choice Checking:

- ☐ Allow duplicates
- ☒ Restrict if active duplicate exists
- ☐ Restrict if active duplicate exists within  Calendar Day(s)
- ☐ Restrict if active duplicate exists within  Days

(Note: the above settings work with the signed-in location setting to restrict duplicate order choices.)

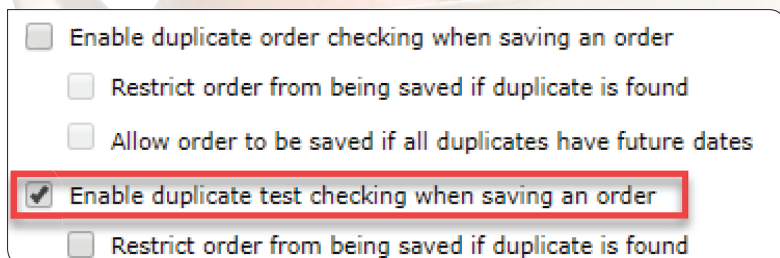
Duplicate Test Checking:

- ☐ Allow duplicates
- ☒ Restrict if active duplicate exists

(Note: the above settings work with the signed-in location setting to restrict duplicate tests.)

Synonyms for this order choice

The Duplicate Test Checking section on the Order Choice Details page.



☐ Enable duplicate order checking when saving an order

- ☐ Restrict order from being saved if duplicate is found
- ☐ Allow order to be saved if all duplicates have future dates

☒ Enable duplicate test checking when saving an order

☐ Restrict order from being saved if duplicate is found

The Enable duplicate test checking when saving an order checkbox on the Location Details page.



# Spotlight On: Matt Modleski, Executive Vice President of Corporate & Business Development



## What projects are you currently working on?

I am working on our Software as a Service (SaaS) project, as well as Trellis as a population health- and performance-based contract management tool.

## Where did you go to college?

I acquired a Bachelor of Science (Business) degree from Wilmington College in Delaware and a Masters of Applied Science (focus on Aviation Business) degree from Embry-Riddle Aeronautical University in Florida.

## Motto or personal mantra?

Make it happen!

## Tell us about your family.

I am blessed with a great family. I have been married to my wife Dianne for 31 years. She is a nurse practitioner who does house calls for homebound seniors. We have two boys, Keaton, 17, and Jacob, 13. They are both very active in sports and have brought great joy to our lives. Keaton is a senior this year and Jacob is finishing middle school. We also have a dog named Sadie. She is a rescue Puggle and while crazy, she is a good fit in our family.

## What do you like to do in your free time?

I love to fly airplanes, and more than that I love to fish. I dabble in golf, but both boys can beat me now, and my wife is working hard on her game, so she could be next!

## What is your biggest achievement to date?

Professionally, I was honored to fly as a member of the USAF Thunderbirds as one of the solo pilots in 1996 and 1997. The teamwork was unbelievable, and the people I met during those two years were phenomenal.

Personally, I'd like to think that being a good father and husband are my most important achievements. There are certainly days where I don't measure up to expectations, but there is nothing more important to me than fulfilling those obligations in a positive way.

## Favorite movie?

Top Gun

## Favorite travel spot?

The UK

## Favorite sport?

Football



## People would be surprised if they knew:

I enlisted in the Air Force at 17 years old as a Jet Engine Mechanic. I still enjoy working on things to this day.

## What is on your bucket list?

A cabin on a lake with big fish right off my dock!

## What is the weirdest job you've ever had?

I was an Air Traffic Controller, and while it was unique and at times stressful, I loved it!

## Any additional information you would like to provide:

I am thrilled to be a part of the Orchard family! It is a great company completely committed to its people, our customers, and improving the healthcare system as a whole. 🌱







## Where in the World is Orchy?



The last time we saw Orchard Software's famous mascot, Orchy<sup>®\*</sup>, he was in the presence of "the King." The two-room shotgun house in Tupelo, Mississippi, where Orchy posed last is the birthplace of the best hip shaker ever, Elvis Presley!

### Congratulations, Kathy!

Kathy Sargent of Lafene Health Center correctly guessed Orchy's location and won the drawing for the Orchy prize package.

### Orchy Is Seeing Red

When we recently spoke to Orchy, he was on the hunt for a magic carpet in this magical "red city" that lies near the foothills of the snow-capped Atlas Mountains. While searching, Orchy discovered this large mosque and tower. The grounds are so stunning they reminded Orchy of a grand palace. He watched in wonder as the muezzin conducted the call to prayer, amazing Orchy with the beautiful sound. While in the shadow of this incredible tower, he enjoyed cinnamon tea and lamb tagine, and dreamed of riding with a caravan of camels across the Sahara Desert.

If you think you know where Orchy is located, please send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by Friday, September 21, 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 Turns 25 & Gets a Fresh New Look!



This past July, Orchard Software celebrated its 25<sup>th</sup> anniversary. To ring in this milestone, we are proud to present our new company and product logos, as well as the “freshening up” of Orchard Resource Central (ORC) and our website.

## The ORC Has Become... the ORC

Fully focused on supporting our customers, we strive to continuously improve the resources we provide. With this in mind, we launched the new ORC on July 1. What we previously called the Orchard Resource Center is now Orchard Resource Central. It is still the “ORC” you rely on, but we have added enhanced tools that enable you to self-manage your account and access online help and product information.

## Required ORC Account Changes

Because we have switched the tools we use to handle account management on the ORC, there are a few major changes to note:

1. You need a new ORC account, with a new user name and password, to continue accessing the system—even if you had an account on the original ORC.
2. Each facility must have one or more ORC account administrators who add and remove user accounts for their site.
3. You should contact one of the ORC account administrators for your facility to create your account if you haven’t set one up yet.

Often, the ORC account administrator is the lab manager or Orchard system administrator. We have been working for a few months to get these administrators set up in the new ORC system; however, we know some sites do not yet have a designated admin.

If you don’t know who your ORC account administrator is or if you should be an administrator for your facility and you don’t have an account, please call your Orchard Account Executive at (800) 856-1948 or Orchard Software Technical Support at (800) 571-5835 for assistance.

## Website Refresh

Also, as of July 1, Orchard’s corporate website at [www.orchardsoft.com](http://www.orchardsoft.com) has a fresh new look. We invite you to check it out and let us know what you think at [feedback@orchardsoft.com](mailto:feedback@orchardsoft.com).

## Expanded Product Center in Progress

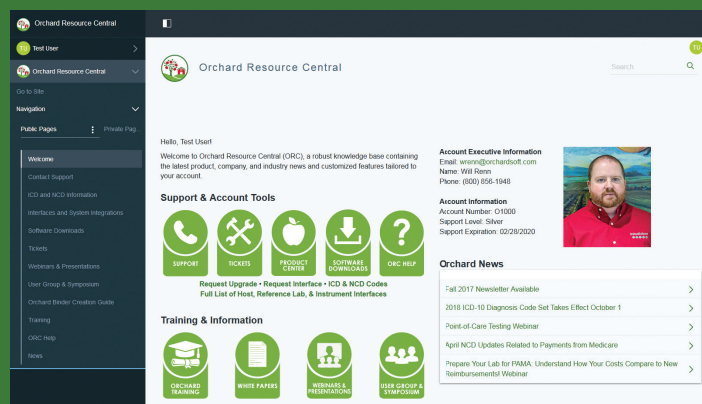
In addition to the ORC and website changes, we are beginning to transition our product documentation to the Product Center repository on ORC. Once there, our software will link users to this centralized online help location. Orchard® Trellis™ already uses this system, and Orchard® Copia® users began seeing this change when they upgraded to the January 2018 (or later) software release.

These are exciting changes that will enhance your access to product documentation, including expanded technical and user manual sections and improved search capabilities. Visit the ORC to view additional details and video tutorials on using the system. Feel free to email us at [feedback@orchardsoft.com](mailto:feedback@orchardsoft.com) to share your feedback!

## Dedication to Customers

Through years of steady growth, we have gained specialized experience by actively listening to our customers and to industry needs. By helping laboratories across the United States demonstrate their value and contribution to patient care, and by celebrating a culture of work/life balance and innovation, Orchard has grown into a company where both employees and customers alike can be proud to call Orchard home. 🌱

If you don’t know who your ORC account administrator is or if you should be an administrator for your facility and you don’t have an account, please call your Orchard Account Executive at (800) 856-1948 or Orchard Software Technical Support at (800) 571-5835 for assistance.



# Orchard's User Group & Symposium Combines Fun & Learning: 2018 Recap & 2019 Dates



## Mark Your Calendar: Orchard Software's User Group & Symposium June 18 & 19, 2019

Hyatt Regency  
Indianapolis • Indiana

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.

### 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, Executive Vice President of Corporate & 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).

### POCT, Stewardship, & Attitude

Jock Murray, President of the Jock Murray Group, teamed up with Orchard's Kim Futrell to discuss opportunities for laboratory professionals to oversee and lead POCT initiatives. Michael Astion, MD, PhD, Seattle Children's Hospital, led 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 Software President Rob Bush speaks to the crowd about the importance of the lab during Orchard's 2018 User Group & Symposium.

### 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 Date: June 18 & 19, 2019, in Indianapolis, Indiana

The 2019 event will follow a two-day format on Tuesday and Wednesday, June 18 and 19, at the Hyatt Regency in Indianapolis, Indiana. We are sharing the dates and location so that you have plenty of time to plan your trip. For more information, visit [www.orchardsoft.com/symposiums](http://www.orchardsoft.com/symposiums). 🌍



# Two New Training Courses: Copia Advanced User & Trellis POCT Management



The Orchard Training department is pleased to announce two new course offerings: Orchard® Copia® Advanced User and Orchard® Trellis™ POCT Management.

## Copia Advanced User

The Copia Advanced User course is intended for experienced Copia users who want to acquire advanced-level knowledge and skills with the software while networking with peers. This class allows experienced users to dive deeper into Copia and learn about advanced features while analyzing and configuring the software. It provides opportunities to gain knowledge of advanced features, analyze and configure real-life scenarios, and troubleshoot the system. We recommend completing the Copia System Administrator course prior to taking this training.

## Copia Advanced Course Objectives

Develop the knowledge and skills to perform administrative tasks in the following areas:

- Advanced Ordering
- Sample Management
- Routing
- Advanced Result Delivery
- Fixing Order Issues
- Fixing HL7 Issues
- Data Mining
- System Performance
- New Features in Copia

## Copia Advanced User Upcoming Training Dates

- September 18-20, 2018
- November 13-15, 2018

## Trellis POCT Management

The Trellis POCT Management course is intended for point-of-care managers/coordinators who are preparing

to install Trellis at their facility. This class is designed to instruct how to use Trellis to configure and manage point-of-care testing. The training builds on the concepts learned in the Copia System Administrator training, with a focus on point-of-care testing. Successful completion of the Copia System Administrator course is a prerequisite for this training.

## Course Objectives

Develop the knowledge and skills to perform administrative tasks in the following areas:

- Introducing Trellis
- POCT New Client Setup
- Certification Management
- Reviewing & Approving Results
- QC Management

## Trellis POCT Management Upcoming Training Dates

- October 18-19, 2018
- December 13-14, 2018

## P.A.C.E® Accreditation/Contact Hours

Orchard Software is approved as a provider of continuing education programs in the clinical laboratory sciences by the ASCLS P.A.C.E.® Program. The Copia Advanced User training is approved for 16.5 P.A.C.E.® continuing education contact hours. The Trellis POCT training is approved for 5.0 P.A.C.E.® continuing education contact hours.

## Training Questions

If you have any questions regarding training, please call your Orchard Account Executive at (800) 856-1948. 🌱

## Coming Soon: Technical Support Feedback Process

Starting October 1, 2018, Orchard Software will be utilizing a new Technical Support feedback process. This entails emailing clients questions related to their experience with the Technical Support department. Each time an Orchard Support Technician closes a ticket for a client, that client will receive an email containing a link to a survey. To the right is an example of the email that will be sent out after a ticket has been closed. If you have contact with our Technical Support department on or after October 1, 2018, keep your eyes on your email inbox for your survey link. 🌱

Thank you for your ongoing support of Orchard Software! You are receiving this invitation for feedback because you recently interacted with our Technical Support team.

At Orchard, we are constantly trying to improve our service and would like your feedback on how we performed in our last engagement using the survey below.

The survey is short, typically taking only about 2 minutes. We personally process all written comments, so please provide specific information on how we can continue to improve.

[Start Survey For TST-22986](#)

Thank you in advance for taking the time to provide your feedback. If you have any questions, please contact us at (800) 571-5835 or at [support@orchardsoft.com](mailto:support@orchardsoft.com).

Best regards,

Shawn Russell, Call Center Manager

Orchard Software, 701 Congressional Blvd, Carmel IN 46032  
If you prefer not to receive these feedback invitations, please click [here](#) to unsubscribe.

## POC Webinars

Orchard Software is pleased to be sponsoring a group of POC-related webinars in partnership with Whitehat Communications. Below are the dates, topics, and speakers. Visit our website to register for these webinars.

In addition, we are offering two of our own webinars for those interested in learning more about how Orchard® Trellis™ can address your POCT challenges and for those interested in viewing a live Trellis demonstration. See the table below for details. 🌱

Date	Time	Topic	Speaker
September 13	12 PM EST	The Life Cycle of a New POC Test	Jeanne Mumford, BS, MT(ASCP) New Jersey POC Group
September 18	1 PM EST	Orchard Trellis: Manage POCT People, Places, Devices, & Dollars*	Kim Futrell, MT(ASCP), MSHI & Yuri Dozier, MT(ASCP)
October 9	1 PM EST	Interference & POC Devices	Nam K. Tran, PhD Southern California POC Group
October 23	1 PM EST	Orchard Trellis: Manage POCT People, Places, Devices, & Dollars*	Kim Futrell, MT(ASCP), MSHI & Yuri Dozier, MT(ASCP)
December 6	12 PM EST	POC Testing in Special Populations	Nam K. Tran, PhD Texas Gulf Coast POC Group

\*Orchard Webinars

# 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, we offer 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](http://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
- Population Health Management: How can the laboratory contribute?

**Call us 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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Email: [news@orchardsoft.com](mailto:news@orchardsoft.com)

Website: [www.orchardsoft.com](http://www.orchardsoft.com)

## Orchard's New Fully Integrated Lab Test Cost Calculator

### 2018 Orchard Software Event Calendar

Date	Trade Show/Event	Location
10/3 - 10/5/2018	ASCP 2018 Annual Meeting	Baltimore, MD
10/20 - 10/24/2018	CAP18–The Pathologists' Meeting	Chicago, IL
10/22 - 10/23/2018	CAPHLD	Lake Tahoe, CA
11/1 - 11/1/2018	AACC POCT Boot Camp & Beyond	Portland, OR