

## Orchard Harvest & Orchard Pathology v12 Preview

In June 2019, we will release the next major version of Orchard® Harvest™ and Orchard® Pathology, version 12. The current version—11—was originally released in October 2016 and has undergone 10 in-version update releases since. Beginning last year, Orchard Software’s Development department has been preparing for the upcoming version update that includes an underlying database platform upgrade.

### A New Facelift

The most noticeable changes to Harvest and Orchard Pathology are newly updated graphics. Last summer, we released new company and product logos in conjunction with our 25th anniversary. So, in v12, we updated logos, icons, and other visual elements to bring the graphical presentation of our products in line with the Orchard brand.

The Sign In window has a new, fresh look and the Work Centers icons have new graphics that depict the purpose of the shortcut.

Other updates include the icons on the Find a Patient/Sample/ Case window, icons on the Patient List window, and icons within the patient record window.



The Work Centers icons in version 11.



The Work Centers icons in version 12.



### inside this issue...

Hotkeys .....	4
Time-saving Features .....	5
Join Us at AACC .....	7
All About Orchard Technical Support.....	8
Where in the World is Orchy?.....	10
Changes to Product Documentation .....	11
End-of-Service Reminders .....	11

See “V12 Preview” on page 2.

## V12 Preview

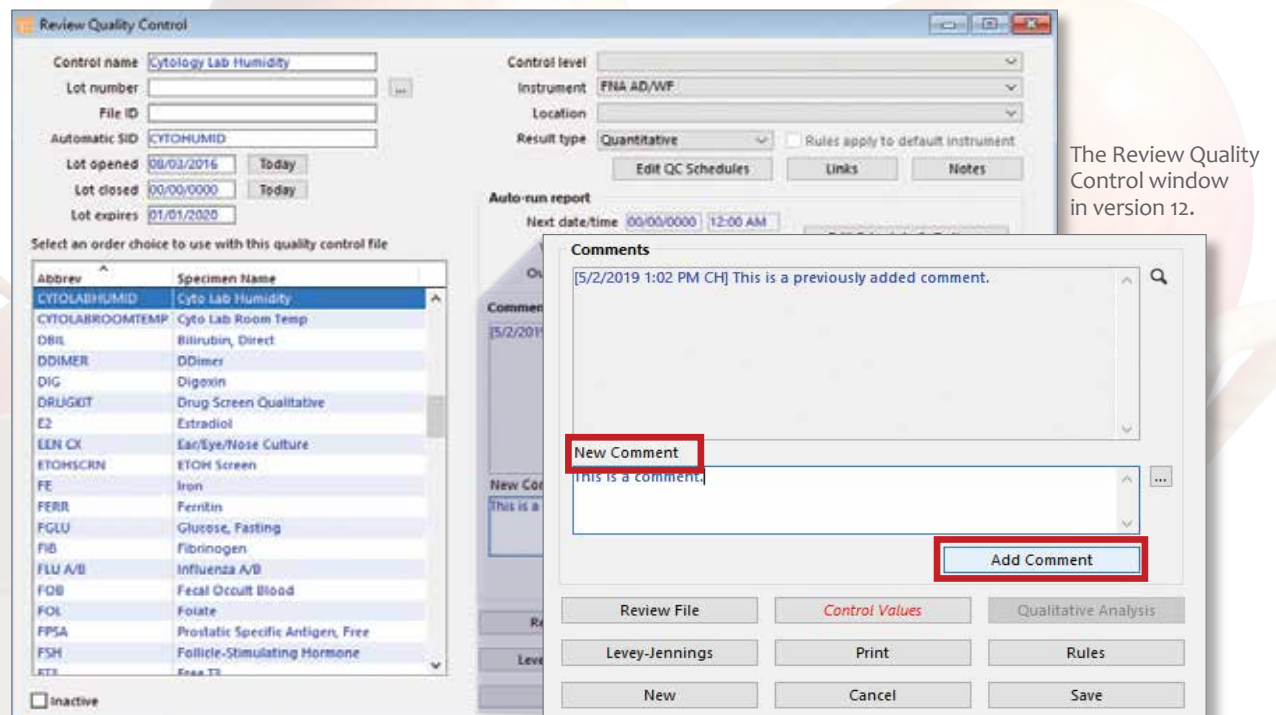
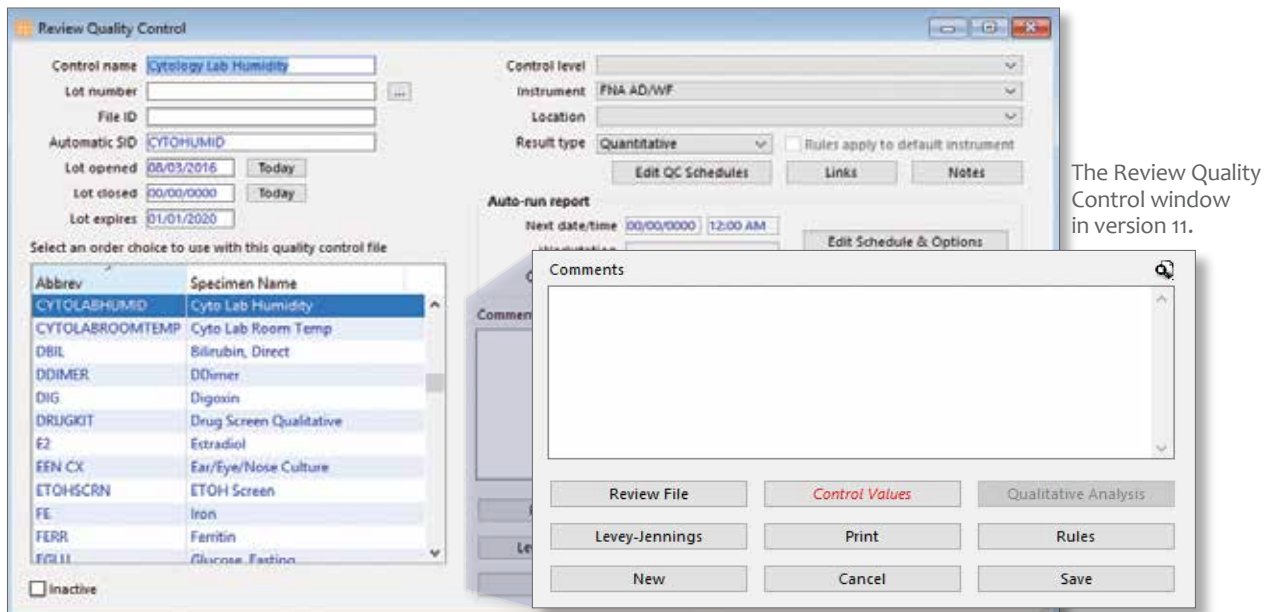
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### QC Comments Section Allows for Easily Identifiable Supervisory Review

We added functionality to the Review Quality Control window to further organize and document supervisory review of quality control files.

Previously, the Review Quality Control window provided a single Comments text field that allowed users to add comments to the quality control file. This method provided no way to “lock” a comment, and any user with access to this window could alter previously entered comments.

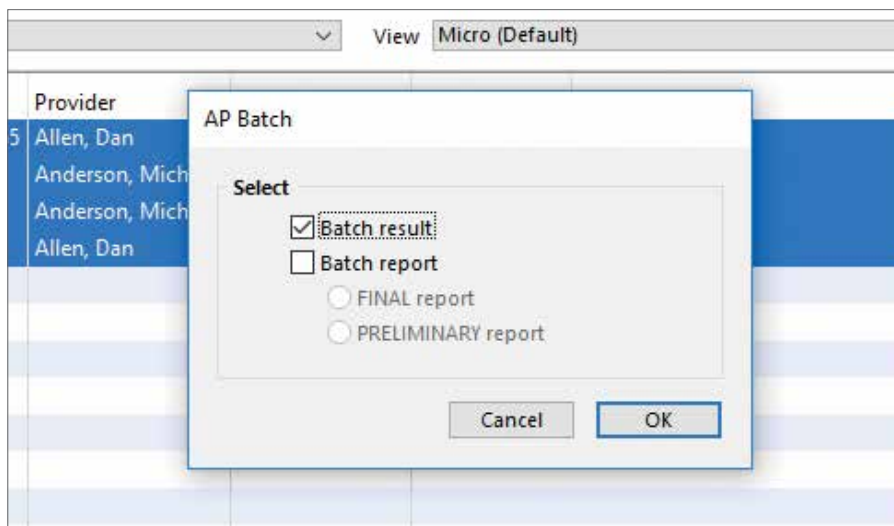
In v12, the Review Quality Control window looks a bit different. All previously entered comments appear in a read-only display field that prevents users from editing a previously saved comment. You may use the separate New Comment field to append a new comment to any previously entered comments. Additionally, you can add an ACO to automatically prepend the date, time, and CLIA ID to any new comments entered. Taken together, these features allow laboratories to track supervisory reviews in the form of date/time/user stamped comments.



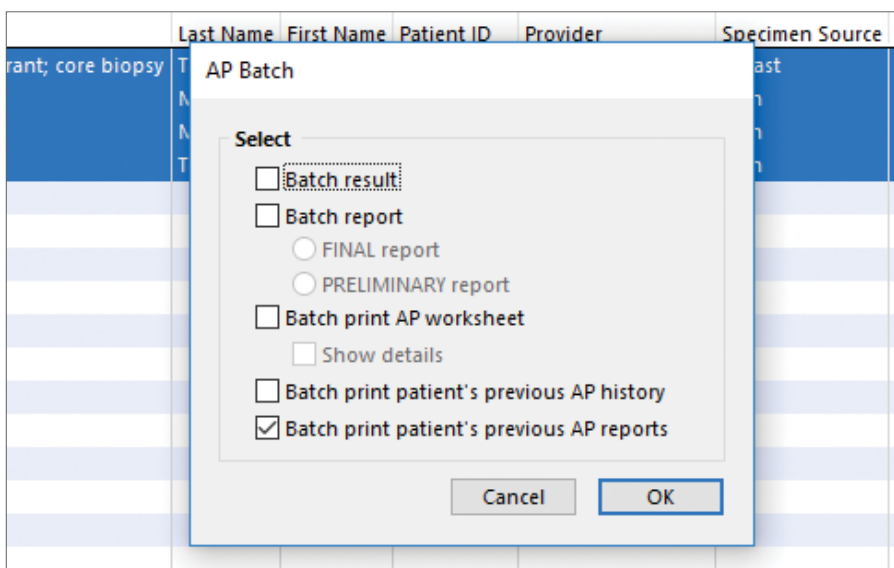


## V12 Boasts New Time Savers in Work in Progress

We added anatomic pathology (AP) features to Work in Progress (WIP) to assist with the batch manipulation of records. Prior to this release, the only batch micro/AP features available in WIP were the options to batch result and batch report multiple specimens at once. In Harvest and Orchard Pathology v12, we added batch micro/AP options in the AP Batch Selection window, including the ability to batch print the AP worksheet with or without details, batch print a patient's previous AP history, and batch print a patient's previous AP reports.



Batch options in version 11.



Batch options in version 12.

## Orchard Pathology Undergoes Significant UI Update

Also included in the v12 release is an updated and refreshed user interface for the electronic worksheet in Orchard Pathology. If you have not already signed up to attend Orchard's symposium in June, there is still time to sign up and come see the new anatomic pathology worksheet in action in the See What's New in Orchard Pathology breakout session. At our annual User Group & Symposium, you can learn all about the newest features in all our laboratory information systems. Visit [www.orchardsoft.com/symposiums](http://www.orchardsoft.com/symposiums) today to sign up.

If you are interested in upgrading to Orchard's newest release of Harvest or Orchard Pathology, contact Orchard Technical Support today at **(800) 571-5835**.



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View the newsletter online at: [www.orchardsoft.com/newsletters](http://www.orchardsoft.com/newsletters).

# Hotkeys Help Move Quickly & Conveniently Through Orchard Pathology, Harvest, Copia, Trellis, & Sequoia



For more than 15 years, since the release of Orchard® Harvest™ v5 in 2003, Orchard Software's products have contained hotkeys designed to help you perform common tasks more efficiently. The phrase "hotkeys" is a technology term for keyboard combinations that act as shortcuts to open specific windows or perform certain functions. In more recent years, Orchard has expanded the development of hotkey shortcuts to other products, including Orchard® Pathology, Orchard® Copia®, Orchard® Trellis™, and Orchard® Sequoia™.

## Orchard Pathology & Harvest Hotkeys

In Orchard Pathology and Harvest, there are approximately 250 different hotkey combinations available throughout all modules of the application.

Some of the more common hotkeys that are universally used in a variety of windows:

- Ctrl+, – Opens the Release Stored Orders (RSO) window.
- Alt+E – Opens the Edit menu.
- F5 – Refreshes the current window (where available).
- Ctrl+W – Closes the active window.
- Ctrl+Q – Exits the Harvest or Orchard Pathology application.
- Ctrl+P – Opens the print dialog box.
- Ctrl+F – Opens the Search and/or Find Patient/Sample/Case window.

A couple newer hotkey functions:

- Simultaneously pressing the Ctrl and down arrow key in the Batch Order Entry window allows you to cycle through up to 10 of the most recent orders made since the window was opened.

- Holding the Ctrl key while using the left/right arrow keys allows you to navigate through tabs in the Editing Patient, Work in Progress, Review Results, Reference Labs, Deliver Finished Results, Send to Host, Preferences, Fax Queue, Manage HL7 Files, Patient List, Order Patient Samples, Advanced Configuration Options, and Find Patient or Sample/Case windows.

## Copia, Trellis, & Sequoia Hotkeys

Copia, Trellis, and Sequoia also provide a variety of hotkeys. Given that Copia, Trellis, and Sequoia are browser-based applications, hotkeys specific to an Internet browser, such as Alt+F to open the File menu and F5 to refresh, also work in conjunction with Orchard-specific hotkeys.

Some common Copia, Trellis, and Sequoia hotkeys:

- Alt+F1 – Toggles the navigation menu between visible and hidden status.
- Alt+C – Cancels the current action or engages the Back button in AdminCenter menus.
- Alt+S – Selects buttons labeled Save, OK, or Select (if available on the current page).
- Alt+P – Moves the cursor from its current position to the Find Patient field at the top of the page.
- Alt+Q – Signs you out of the program.
- Alt+? – Opens online help in the Product Center.

At Orchard, we develop our applications with the knowledge that your laboratory is busy and your time is valuable. It is our goal to provide you with the tools you need to speed your workflow and increase your productivity. If you would like to review the complete list of hotkeys available in each application, sign in to Orchard Resource Central from our website, [www.orchardsoft.com](http://www.orchardsoft.com), open the Product Center, and search for "hotkey" and your product name. 🌳

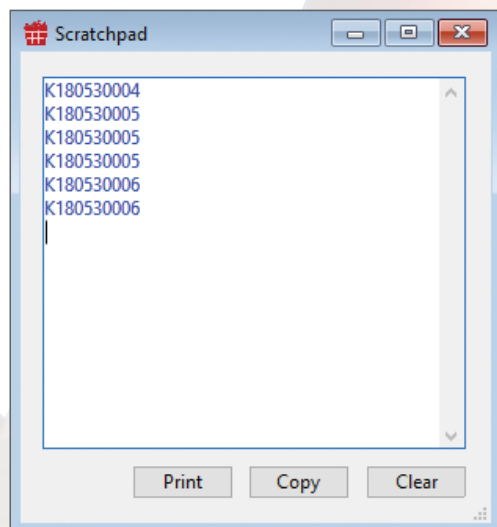
# Orchard Products Boast Many Useful Time-saving Features

A 2017 *Select Science* article states that there are three variables that dictate the level of efficiency in a life science laboratory. First, the people working in the lab; second, the processes they follow; and third, the equipment they have and how they use it. We are committed to giving you the very best tools for your laboratory. We know that your LIS is not just “equipment,” but is a useful tool that can help you get the most out of your laboratory’s business. We do not want to just be your LIS vendor; we want to be your partner. Therefore, we also want to help you use your LIS solutions to their ultimate potential.

For more than 25 years, we have been developing our laboratory solutions with you and your laboratory in mind. We know how important efficiency is to the success of your laboratory, so we would like to provide you with a synopsis of some essential time savers that your Orchard laboratory information systems can provide for you.

## Scratchpad Copies Large Amounts of Information Quickly

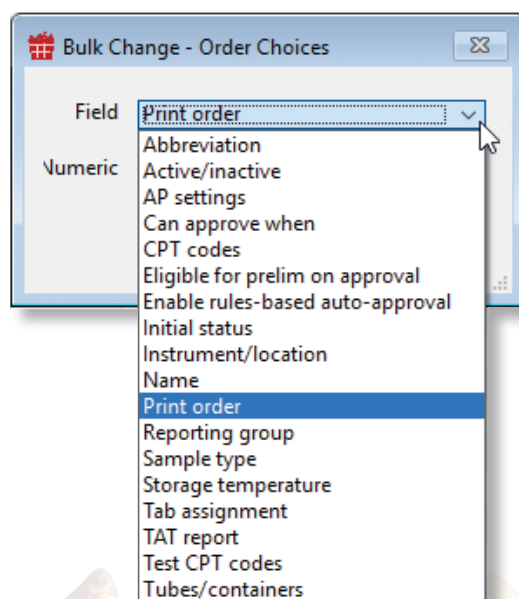
Beginning in version 11.161222 of Orchard® Harvest™ and Orchard® Pathology, a scratchpad feature is available that allows you to easily create, copy, print, and paste text notes while using the programs. This feature is available as a right-click contextual menu option you can enhance with Advanced Configuration Options (ACOs).



Use the scratchpad to create, copy, print, and paste text notes.

All right-click contextual menus in the program that contain “Copy to clipboard” and “Display text” options also contain the “Copy to scratchpad” option.

To manually add information to the scratchpad, right-click on fields in Harvest or Orchard Pathology that allow copying and select the “Copy to scratchpad” menu option. You can also highlight multiple rows and copy an entire column of information to the scratchpad. Visit the Product Center on Orchard Resource Central and search for “scratchpad” to view the Expanded Release Note for more information on how to use the scratchpad.



Bulk edit options on the Order Choices table.

## Bulk Change Increases Efficiency During Setup & Maintenance

Another useful time saver in Harvest and Orchard Pathology is the ability to bulk change table fields. Over the years, based on your feedback, we have continued to add more bulk change functionality throughout our applications. Now, there is an extensive list of fields eligible for bulk changes. For example, in the above screenshot, there are 18 different fields in the Order Choices table you can bulk edit. Try it out in your system and see how you can quickly and efficiently update your data tables.

See “Time-saving Features” on page 6.



## Time-saving Features

Continued from page 5.

### Streamlining the Use of Text Shortcuts

Text shortcuts are additional time-saving features that have been available in Harvest and Orchard Pathology for many years. We would like to point out additional functionality you can use with your text shortcuts to make using them even easier.

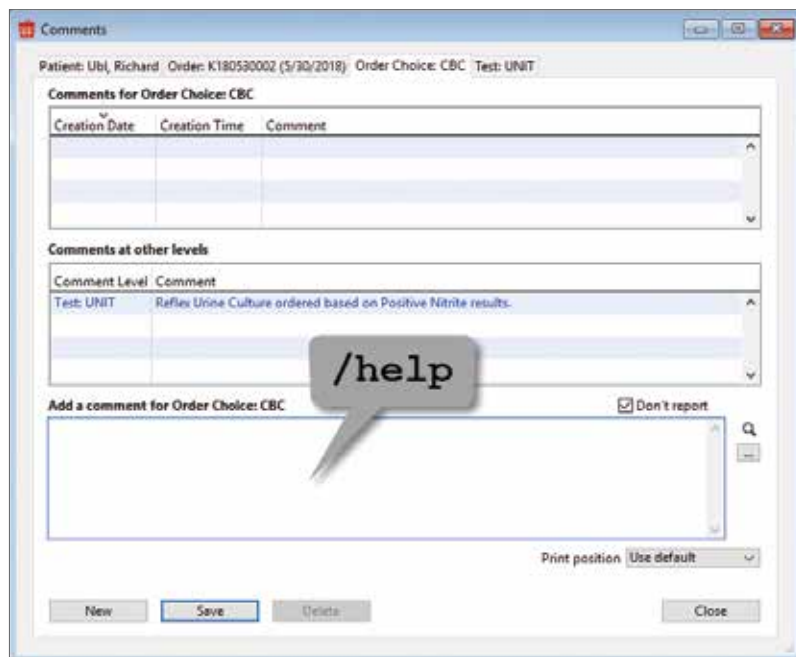
As a refresher, text shortcuts are user-defined comments you can use by pressing a combination of keys, causing the system to expand those characters into longer text. This greatly reduces the amount of time needed to enter patient alerts, add comments, or record observations. Once configured, text shortcuts are invaluable tools for your LIS users.

To help with training, and as a useful refresher, there is a shortcut to access your shortcuts. Yes, you read that correctly! You can display a list of text shortcuts by typing “/help” (no quotes) into any field that supports text shortcuts. This prompts Harvest and Orchard Pathology to list all active text shortcuts in the Shortcut Dictionary window with up to 50 characters of the expanded text for each. Enter text in the Search field to narrow the items in the Shortcut Text column (note that Harvest and Orchard Pathology search the last column clicked or sorted). After searching, click the Show All button to again display all shortcuts in the list. To insert a text shortcut, you can either double-click the desired entry or highlight a shortcut and click the Insert button.

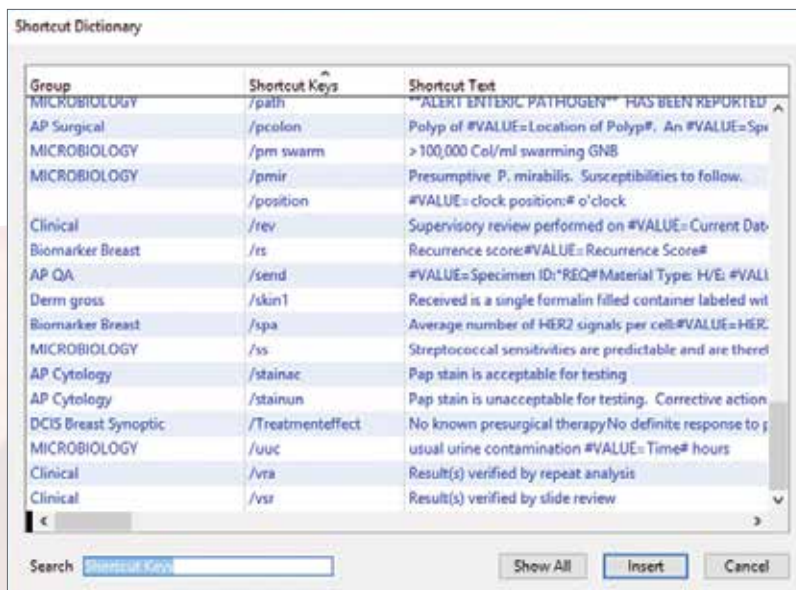
Note that you can apply an ACO to use a different shortcut if “/help” does not suit your needs. For example, if you add this ACO:

[Shortcuts]  
Dictionary=/?

And type “/help,” nothing will happen. But if you type “/?”, the Shortcut Dictionary window displays.



Type /help into any window that supports text shortcuts to open the Shortcut Dictionary window.



The Shortcut Dictionary window displays all active shortcuts.

### Custom Navigation Menus Allow for Role-specific User Menus

Perhaps the most useful customization feature in Orchard's products is the ability to create custom user-, location-, and/or practice-specific navigation menus.

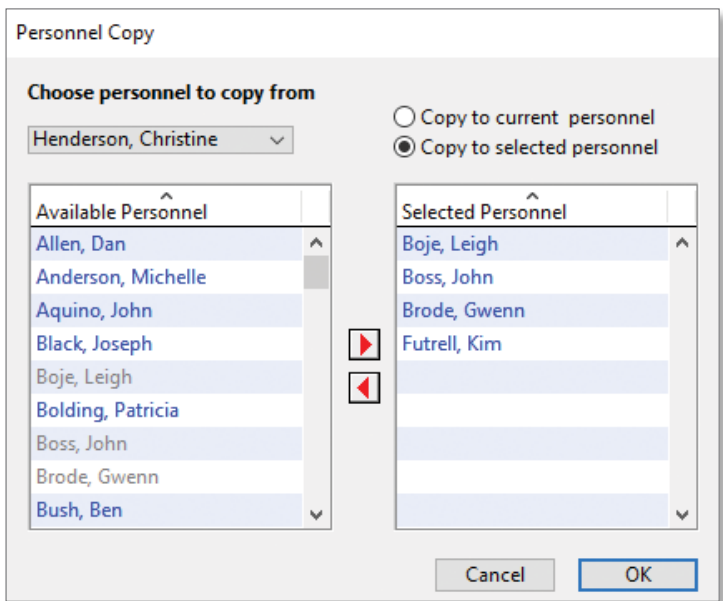
In Harvest and Orchard Pathology, there are more than 25 different shortcuts that may be applied to the user-specific Work Centers toolbar. You can change your Work Centers toolbar by selecting My Work Centers from the File menu. Here, you can

view all available shortcuts, as well as add, remove, and rearrange shortcuts in your own Work Centers toolbar. One newer feature on the Work Centers Preferences window is the ability to copy preferences from one user to another. This saves time in setting up new employees in the system.

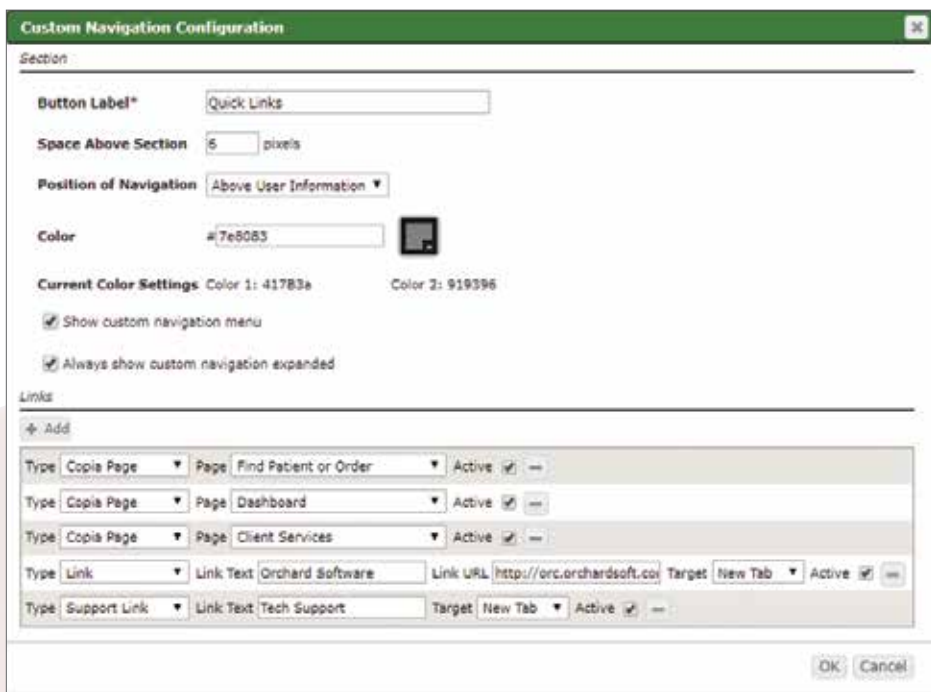
Similarly, in Orchard® Copia®, Orchard® Trellis™, and Orchard® Sequoia™, system administrators can create custom navigation menus for their practices or locations to provide faster links to frequently used menu items. These links display in the side toolbar with the user's information and allow quick access to pages within Copia, Trellis, or Sequoia or to external locations.

Note that if you have configured both system default and location-specific custom navigation, the signed-in location's settings will take precedence. Take it for a spin in your Copia, Trellis or Sequoia system and see what you think!

For more information on these and other time-saving shortcuts within Orchard's applications, search for the features in the Product Center on Orchard Resource Central. 🌳



Copy Work Centers preferences from one user to another.



Create custom navigation menus in Copia, Trellis, and Sequoia.

## Join Us at AACC 2019: See Trellis & Sequoia at the Show

Each year, laboratory scientists from across the globe travel to attend the world's largest laboratory industry event, the American Association for Clinical Chemistry's (AACC) Annual Scientific Meeting & Clinical Lab Expo. Packed with nearly 300 educational sessions and the opportunity to experience first-hand the introduction of more than 200 new industry products, attendees from various disciplines network with peers while learning the latest trends taking place in laboratory medicine.

This August, Orchard Software is proud to head west to Anaheim, California, to share its POCT data management and integration solution, Orchard® Trellis™, and its enterprise-class LIS, Orchard® Sequoia™. If you're heading to AACC, make sure to stop by our booth, #1351, to see our newest laboratory solutions. We're excited to share what we've been growing! 🌳



# All About Orchard Technical Support

Orchard Software's Technical Support team is consistently excelling at customer service amidst tremendous growth. Technical Support is the largest portion of the Operations department, with more than 35 associates in varying levels of front-facing client support. This group of talent is the face of Orchard.

## Orchard's Technical Support Team

When customers call Technical Support, they enter a queue. Our Technical Support team springs to action to serve customers in the order they call in, and it does its best to keep the wait time down.

When a client calls or emails Technical Support, a Technical Support Receptionist fields the request, performing the "triage" by answering, dispatching, and routing the inbound calls.

Then, the team has three tiers of front-line support to facilitate an escalation system for trouble issues:

- **Tier 1:** Provides front-line support to Orchard clients via phone and email.
- **Tier 2:** Provides escalated support for Tier I and our system installers on the Field Implementation team.
- **Tier 3:** Provides escalated support for the entire Operations department; performs optimization maintenance on databases; creates custom SQL queries and 4D commands; and travels on-site as needed.

Beyond these three levels of front-line support, Orchard has Technical Support Team Leads who are available for issue escalation and to serve as liaisons between direct client support, account management, and product development. Team Leads report to the Call Center Manager, who, along with the Assistant Call Center Manager, is responsible for high-level issue escalation, as well as long-term strategic planning, ongoing policy development, documentation, and functional components of the Technical Support team.

## Contact Technical Support by Phone, Email, or Web

Throughout our 25-plus years, we have made listening to our customers a major part of our company culture. So, when customers requested improvements to the accessibility of our Technical Support services, we answered. You now have several options to contact Orchard Technical Support:

1. **Call Center:** Contact our call center 24 hours a day, seven days a week at **(800) 571- 5835**. This is best for emergency and urgent issues; however, please feel free to call with any issue.
2. **Email Technical Support:** Email us at **[support@orchardsoft.com](mailto:support@orchardsoft.com)**. We recommend this method for submitting non-emergency support issues, scheduling a Technical Support phone call, or sending screenshots of error messages.
3. **Submit a Form:** Access our Contact Technical Support form on our website at **[www.orchardsoft.com/contact-technical-support-form.html](http://www.orchardsoft.com/contact-technical-support-form.html)**. Contact us this way to submit non-emergency support issues, schedule a system upgrade, request account information, and obtain technical specifications and hardware requirements for all Orchard products.

Remember that you can also view your Technical Support history at any time by signing in to our website. Once signed in, you may review previously closed and currently open support tickets.

## Speed Up Your Technical Support Calls

Here are some steps you can take to help us resolve your problem more efficiently when you do find it necessary to call our Technical Support team:

- **Designate Staff for Calls:** Be selective about whom you designate to contact and work with Orchard's Technical Support team. It is preferable to have only



The Orchard Software Technical Support team celebrates Support Appreciation Week in March 2019.



your local system administrator(s) call regarding system problems because they will be able to access the entire application for repairs.

- **Record Error Messages:** Record the exact wording of any error messages you received, as well as the details of the problem, including the frequency of the problem and any actions taken immediately before the problem occurred.
- **Note Your Version:** Record the version/build number that you are calling about.
- **Know Your Account Number:** Have your account number available. This will help our staff as they create your support ticket.
- **Set Aside Time:** Be prepared to work with the Orchard Technical Support Specialist on your problem. It is important that you and the Technical Support Specialist form a partnership. We rely on you to be our eyes and ears as we work together to troubleshoot the problem and find a solution.
- **Have Network Admin On-hand:** If you suspect that your network is related to the problem, be sure to have your network administrator available for the support call.
- **Get Your Phone Ready:** Make sure your phone is near your computer when you call. This will make it easier to answer questions about your system and the problem you are having. This also enables you to try solutions proposed by the Orchard Technical Support Specialist.
- **Use a Handset or Headset:** If you are using a speakerphone, consider switching to a handset or headset. We have had experience with speakerphones cutting off unexpectedly or picking up a lot of external noise, making communication difficult.
- **Record Your Ticket Number:** If it is a new problem and you are given a ticket number, please write that number down so you can refer to it in future conversations. This helps us log problems and track them through to completion.

- **Provide a Ticket Number (if you have one):** Let us know up front if your problem is an existing issue. If you were given a tracking or ticket number in a previous call, please give us that number.
- **Describe Your Issue:** Your description of the issue will help the Orchard Technical Support Specialist determine the correct troubleshooting steps. If you can reproduce the problem, describe each step in the order that generates the problem.
- **Describe Recent Changes:** Note and describe any recent changes you have made to your system, network, or instrumentation. No matter how insignificant a change may seem, it is important to know about it to ascertain what effects it may have had on your system. Think back to when the system was working properly, and then to when you first noticed the problem. Note any changes made around that transition.
- **Prepare to Troubleshoot:** Be prepared to troubleshoot the problem. The Orchard Technical Support Specialist may ask you to perform some tasks to get a better picture of what is happening or take some steps toward fixing the problem. If you have already performed some of the steps, make sure to tell the Technical Support Specialist about the outcome of those steps. It may still be necessary to repeat some of the steps with us.
- **Ask Questions:** Make sure to ask questions if you do not understand something the Orchard Technical Support Specialist asks you to do. We want to make certain you are confident using your Orchard system. We will be glad to answer any questions you have about the problem you were having or the solution to your problem.

## Technical Support Feedback Process

On October 1, 2018, we began utilizing a new Technical Support feedback process, where we email customers questions related to their experiences with the Technical Support team. Each time an Orchard Technical Support Specialist closes a ticket for a client, that client receives an email containing a link to a survey.

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See “About Orchard Technical Support”  
on page 10.

## About Orchard Technical Support

Continued from page 9.

We are pleased to share that the top answer from Quarter 4 2018 (October 1–December 31) was “Very Satisfied.” Even so, we will continually refer to all feedback to make improvements in our customer service interactions. If you have contact with our Technical Support team, keep your eyes on your email inbox for your survey link.

### Orchard Sits High in KLAS Rankings

We appreciate you as our customer and as a part of our Orchard family. Our mission and our appreciation of you is evident in our consistently high KLAS rankings and customer feedback. According to the most recent KLAS data (from April 2019), Orchard scored a 91.0 out of 100 in the Relationship segment, which includes executive involvement and service and support. This score was above most competitors and the average segment score of 86.2.

### Let Us Support You

At Orchard, we make it our mission to support your laboratory in a manner that exceeds your expectations daily. We want you to be equipped with the best tools to provide your patients with excellent care. Because of this mission, we continuously assess our ability and method of providing support to you, and we are consistently open to altering our procedures and organizational structure to best support your needs.

Please let us know how we can support you. Sign in to Orchard Resource Central from our website, [www.orchardsoft.com](http://www.orchardsoft.com), or call Technical Support at (800) 571-5835. 🌱



## Where in the World is Orchy?

Orchy® was last seen at the Sultan Ahmed Mosque in Istanbul. Blue hand-painted tiles adorned the interior walls, which is why it is also called the Blue Mosque. Orchy was amazed and taken in by all the glorious colors and smells coming from the market.

### Congratulations, Dorinda!

Dorinda J. Fiore is the Laboratory Manager at Associates for Women’s Medicine in North Syracuse, New York. She guessed Orchy’s location and is the Orchy prize package winner.

### Wicked Good Time

Recently, Orchy was seen in a historic city where the police still Make Way for Ducklings. Orchy stopped and raised a toast “Where everybody knows your name.” Later that afternoon, he stopped for a spot of tea, then walked a famous trail through the old city, feeling free. When he came to the harbor, he was speechless: There in front of him, launched in 1797, made of oak, winner of 33 battles, was the symbol of this country’s fighting spirit. Orchy got apple chills! He thought, “Come by land or by sea, this is something to see!”

If you think you know where Orchy is, please send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by June 24, 2019, to be eligible to win an Orchard prize package. 🍏



Want to keep up with Orchy’s travels? Visit our Company Culture webpage at <https://www.orchardsoft.com/company-culture.html> and click “Read More” under Orchy’s picture to view an interactive map with all his destinations pinned, plus additional pictures and descriptions for each location.

\* 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.



# Changes Coming to Product Documentation

You may remember from newsletter articles last year that we are enhancing and expanding the Product Center on Orchard Resource Central (ORC). We're excited to update you on the progress we've made so far.

## Updates Available Now

Last year, we started the process of moving the documentation for Orchard® Trellis™ and Orchard® Copia® to our centralized online help location in the Product Center. This year, Orchard® Sequoia™ product documentation is available on the Product Center. Visit the ORC ([orc.orchardsoft.com](http://orc.orchardsoft.com)) and click the Product Center icon to view additional details and video tutorials on using the new help system.

## Updates Coming Soon

By the end of this year, Copia, Trellis, and Sequoia users will see the return of targeted help topics that open based on your current location in the software. In addition, the Product Center will house:

- Orchard® Harvest™ online help, with a link from the software.
- Orchard® Pathology online help, with a link from the software.
- Expanded technical and user manual sections for Copia, Trellis, and Sequoia.
- Enhanced navigation to more easily access help for specific versions of the software.

Beyond the changes noted above, future documentation updates will include additional embedded eLearning videos and enhanced

search capabilities. We appreciate your patience as we continue to implement these major changes to how you access and use online help. This work is setting the stage for us to make some incredible enhancements to the product documentation, and we can't wait to share everything we have planned.

## Additional Info & Feedback

Stay tuned to this newsletter, the ORC, and your email inbox for more information about the changes coming this year. As always, please email us at [documentation@orchardsoft.com](mailto:documentation@orchardsoft.com) to let us know what we can do to make our online product documentation even better. We greatly appreciate your feedback! 🌱



In versions of our software that use the new help system, press Alt+? to open the help, then navigate to, or search for, the topic you wish to open. Future software releases will have enhancements that open the help for the page you are on by default.

## Staying Up to Date: End-of-Service Reminders

To help you stay on top of hardware and software updates, we offer these reminders of timelines when Orchard Software, Microsoft, or other companies will stop supporting various products. If you have questions, contact Orchard Technical Support at (800) 571-5835.

- Orchard Software will not release updates to the Interface Engine (IE) version that is compatible with Orchard® Harvest™10, Orchard® Pathology 10,

and older versions once Harvest 12 and Orchard Pathology 12 are released in June 2019. Clients will need to update to Harvest 11, Orchard Pathology 11, or newer to implement new instrument interfaces.

- Microsoft will no longer provide support or security updates for **Windows 7** starting in January 2020.
- Microsoft will discontinue support for **Windows Server 2008 R2 editions** in January 2020. 🌱





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## Learn More About Orchard Harvest & Orchard Pathology v12

### 2019 Orchard Software Event Calendar

Date	Trade Show/Event	Location
6/3-6/6	APHL Annual Meeting	St. Louis, MO
6/18-6/19	Orchard Software 2019 User Group & Symposium	Indianapolis, IN
8/4-8/8	AACC Annual Scientific Meeting & Clinical Lab Expo	Anaheim, CA
9/21-9/25	CAP19	Orlando, FL
11/9-11/13	American College of Veterinary Pathologists Annual Meeting	San Antonio, TX