



Tina Keith and Claire Smith explore Harvest v3.0 at The Care Group, an Indianapolis based multi-specialty practice. The Care Group laboratory acted as a beta test site for Harvest v3.0 providing timely and insightful feedback to the Orchard Software development staff.

Orchard Software announces Harvest LIS version 3.0!

Orchard Software proudly announces the general release of Harvest LIS version 3.0! This important milestone represents the largest, most ambitious software project our innovative development team has yet produced. Many enhancements have been made to Harvest LIS, including added features, screen changes, and performance improvements. Here's a brief description of some of the major changes:

- Online help files provide system users quick and easy access to Harvest LIS operation manual.
- User-defined rules allow for automatic approval of results, flagging of results for technologist review, and reflex test ordering based upon result value, specific patient, ordering location, and/or ordering provider.
- Enhancements to Harvest LIS faxing features allow for improved fax networking functionality. Additionally, version 3.0 allows for user-defined scheduling of fax transmissions both on a global and destination-specific scale.
- Harvest 3.0 provides for entry and storage of ICD-9 code text descriptions. These descriptions may be entered manually or may be imported from files available from the American Medical Association.
- Duplicate test warnings alert users to any duplicate test orders at the time of order entry. The System Administrator may allow or disallow the saving of order choices containing duplicate tests.

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Look for Orchard at industry trade shows!

The Orchard Software Sales staff attended the annual CLMA (Clinical Laboratory Management Association) Conference and Exhibition, June 25-27, 2000 at the Anaheim Convention Center in Anaheim, California. Customers visiting our booth were the first to see Orchard's new web-enabled order entry and result retrieval software, Harvest Webstation. For more information on CLMA and the conference, visit their site on the web at <http://www.clma.org>.

Orchard was one of more than 600 vendors to participate in the annual HIMSS (Health Information and Management Systems Society) Conference and Exhibition, held April 9-13, 2000 at the Dallas Convention Center. The HIMSS conference once again reinforced the importance of a laboratory information system's ability to easily integrate with other information systems, such as billing and EMR (Electronic Medical Record) systems. Orchard continues to be an industry leader in terms of integration capability. Several billing and EMR vendors urged their customers to visit Orchard's booth to discuss interfacing our LIS to their systems.

More information on the 2000 HIMSS Conference can be accessed on the web at <http://www.himss.org>. Next year's HIMSS conference will take place February 2001 in New Orleans. Orchard will once again be among the leading LIS vendors in attendance. Please come and see us there! ❖

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Announcing Harvest LIS v3.0!

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- Earlier versions allowed for entry of up to four diagnosis codes for each requisition. This has been expanded to support four diagnosis codes per order choice. Extensive logic has been added to simplify the matching of ICD-9 codes to procedures, increasing accuracy of billing information.
- User-defined statuses allow for convenient tracking of order choices throughout the entire testing process.
- Customization of column views, including column selection, column arrangement, and sort order of data, in the Work In Progress, Review Results, and Result Browser screens permit the user to display the most pertinent information needed.
- CC reporting allows for "carbon copy" patient reports to be delivered to multiple providers by a variety of methods, including fax, printing and e-mail (if e-mail module has been purchased).
- Enhancements to Harvest LIS ordering screens include the ability to store, edit and use recurring (standing) orders.
- System Security improvements include timeout settings for idle logons, encrypted storage of user passwords, and greater flexibility in assignment of system function security and test result security.
- Enhancements to the Result Browser allow for rules-based statistical sorting, improving management and ad-hoc reporting functions.
- Comment fields have been expanded throughout the program to allow for entry of extensive contextual comments at the patient, requisition, order choice and lab test level.
- Export of data via spreadsheet readable formats has been enhanced to allow user-defined delimiters and export of column headers.

Fill out the information on the upgrade notice inside this newsletter and return it to Orchard Software. An OSC Systems Engineer will call to schedule your upgrade. ❖

We're on the World Wide Web!

Come visit our website! You can find Orchard Software on the web at <http://www.orchardsoft.com>.

The site was designed not only to inform prospective clients about Orchard, but to provide benefits to our current customers as well. The site features information on current industry news and upcoming trade shows, as well as links to related web sites, and serves as another access point to Orchard customer service and support.

Please be sure to check the website on a regular basis, as the information featured is continuously updated. If you have any comments or suggestions regarding www.orchardsoft.com, please feel free to contact us via e-mail or by phone. ❖



The OSC Technical Support Staff

Throughout 1999 a great many changes occurred in our Technical Support department. One of the biggest was the creation of the Call Center Manager position. Our tech support staffing increased by 400% during the year, enabling us to steadily increase our capacity to respond to calls as well as speed our installation process. All of our new Systems Engineers are accomplished laboratory professionals, most of them holding multiple certifications from ASCP, NCA, ISCLT, as well as Microsoft professional certification. Our technical support staff includes personnel who have been Orchard LIS users in their own laboratories, professionals in the laboratory information systems industry and even inspectors for COLA. Rest assured that they understand the problems faced when integrating and maintaining an LIS in the laboratory.

The Technical Support department is available via phone Monday thru Friday, 8:00 am to 5:30 pm, Indianapolis time. On-call support is available after hours via our paging service. The on-call tech will respond within 30 minutes. Heavy call volume may cause a rare delay. When possible please restrict the use of on-call support to emergencies. See the Tech Tips panel on page 3 for information regarding how you can help expedite the tech support process. ❖

Introducing the Orchard Software Sales Staff

In 1999, Orchard Software tripled its sales staff, with each member of the staff assuming a geographical territory to serve. For any questions regarding upgrades, expansions and system referrals please contact the sales representative in your region. You can reach the Orchard Software sales staff at 1-800-856-1948, or via e-mail at sales@orchardsoft.com.

Curt Johnson, Vice President of Sales. *Orchard Ext: 6660. E-mail: cjohnson@orchardsoft.com*

Robin Ades, Sales and Marketing Manager. *Orchard Ext: 2582. Email: rades@orchardsoft.com*

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Bruce Heitman, Northeast Regional Sales Manager. *Orchard Ext: 6652. E-mail: bheitman@orchardsoft.com*. Based in New Jersey. Territory includes Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New York, Pennsylvania, New Jersey, Maryland, Delaware, and Washington, D.C.

Keith McKinney, Midwest Regional Sales Manager. *Orchard Ext: 6653. E-mail: kmckinney@orchardsoft.com*. Based in Kentucky. Territory includes Wisconsin, Michigan, Illinois, Indiana, Ohio, West Virginia, Kentucky, and St. Louis, Missouri.

Chris Jones, Central Regional Sales Manager. *Orchard ext: 2545. E-mail: cjones@orchardsoft.com*. Based in Kansas. Territory includes Idaho, Montana, Wyoming, Utah, Colorado, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma, Texas (except El Paso), Minnesota, Iowa, Missouri (except St. Louis), Arkansas, and Louisiana.

John Harbaugh, Western Regional Sales Manager. *Orchard ext: 6651. E-mail: jharbaugh@orchardsoft.com*. Based in Arizona. Territory includes Alaska, Hawaii, Washington, Oregon, California, Nevada, Arizona, New Mexico, and El Paso, Texas.

Tim Tulin, Southeast Regional Sales Manager. *Orchard Ext: 2543. E-mail: ttulin@orchardsoft.com*. Southeast Regional Sales Manager. Based in Florida. Territory includes Tennessee, Mississippi, Alabama, Virginia, North Carolina, South Carolina, Georgia, and Florida.



The Orchard Sales Staff shows their 'stuff' at CLMA 2000

Tech Tips

When calling into Orchard Software's Technical Support department there are several very useful pieces of information that aid our System Engineers in troubleshooting your problem. As a means of helping us assist you in an efficient fashion, we offer this short list of items to have ready for the System Engineer assisting you on the phone:

- Your Harvest LIS version number. This can be located by going to the File menu and dragging down to "System Information". The version number will be displayed in this window with the format #.#.#####.
- The **complete** text of any error messages displayed.
- Any messages displayed in the Bi-Host queue for a particular instrument problem.
- Any messages displayed in the ASTM message log.
- Any event log messages that pertain to the problem.

Help us to help you: have this information ready when you call!

Make sure to verify your backups were performed! For multiworkstation systems, check the monitor on the Harvest LIS server for error messages. If an error is displayed in its own window, or in the backup scheduler window, contact OSC Tech Support for assistance in resolving the problem. For single-user systems, backups are performed manually. Don't let those backups go undone! They are your protection against down time and data loss. Also, make sure to document your backups for CLIA purposes.

Clean power is important! Protect your computers from power sags and surges with a battery powered uninterruptible power supply. ❖

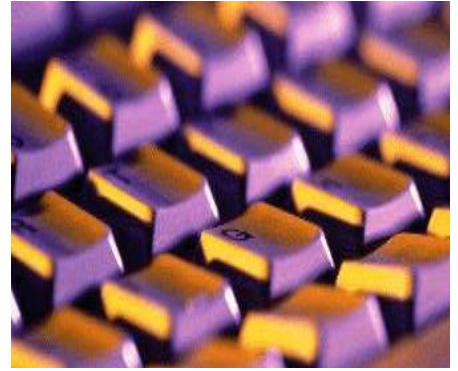
Welcome to News@Orchard

Thank you for your continued support of Orchard Software and welcome to the first newsletter published for you, our valued customers. As we continue to grow, Orchard recognizes the need to provide you with important, useful information on a regular basis. Our goal for this newsletter is to help you get the most out of your Orchard LIS by providing you with up to date information regarding Orchard and our products.

The newsletter will be published quarterly and will provide articles on Orchard, our products, and related health industry information. Future plans include the profiling of our clients as well as introducing the Orchard Software staff. The newsletter will also provide helpful tips for Orchard system users. The contents of the publication will also be posted on our web site at <http://www.orchardsoft.com>.

Here at Orchard we understand that as we grow we must remain focused on our customers and their changing needs in the evolving health care industry. We strive to continue as an innovative leader in the industry, setting the standard for the laboratory information system market.

Please take a few moments to enjoy this publication. If you have any comments or suggestions regarding this newsletter, feel free to contact us by phone or via our website. ❖



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