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OrchardSoftware
CORPORATION

Customer Focus: DeKalb Clinic

DeKalb Clinic was one of the first Orchard customers to implement the Orchard Harvest™ LIS Microbiology Module. Three months later, they achieved a paperless microbiology lab.

Improved efficiency, consistency of documentation, reduced time spent looking up results, and consolidated patient records are all benefits of their new Harvest microbiology system according to Nancy Stoker, Laboratory Director.

> "*Harvest has been everything we have wanted from an LIS...the features of the large LIS's without the costs.*"

DeKalb Clinic became an Orchard customer in April 2000. With 37 physicians sending 300 patients/samples per day to the lab, they needed a system that would increase workflow efficiency, improve result delivery, and help with compliance.

"Harvest has been everything we have wanted from an LIS. We've worked with the big guys and got everything we wanted from Orchard: the features of the large LIS's without the costs," Nancy stated.

Harvest LIS also has fans at DeKalb Clinic outside of the laboratory. With Harvest LIS diagnosis code screening and an automated billing interface, Bookkeeping processes have been simplified. The physicians and nursing staff are also pleased with the improvements in laboratory services due to Harvest LIS reporting capabilities.

Nancy and her staff worked with Orchard's Technical Support depart-

ment as a beta test site. Nancy reported that "we really enjoy the working relationship we have with the Technical Support department. We aren't just a number to them."

Saw San, MT(ASCP), is one of DeKalb Clinic's 11 technologists.

DeKalb Clinic Laboratory has 14 Harvest LIS workstations and is staffed by 11 technologists, four patient care technicians, and one secretary.

See the "Feature Focus: Orchard Harvest LIS Microbiology Module" article for additional details on this exciting new feature of Harvest LIS. ❖

Left to right: Carol Rydberg, Laboratory Manager, and Geri Fiedler, MT(ASCP) review results in Harvest LIS.

Orchard Launches Client-Only Area of Website

Orchard Software is pleased to announce the launch of a new area of our website that will be accessible only by our clients, including those who are in the process of having their Harvest LIS system installed and those who have current support contracts. This client-only area will allow you to:

- **Download files**. Use our download center to obtain ICD9 codes or updated versions of our help files when it is convenient for you.

- **Submit support issues online.** You may still call in your report using our Technical Support hotline, but the online form is a convenient alternative.

- **Submit Request for Modification forms online.** Help us continue the pattern of providing enhanced features within Harvest LIS in response to changes in the way you manage the workflow of your labo-

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ratories. Through your feedback, we can work to keep pace with your rapidly changing needs.

- **Subscribe to our client-only discussion groups.** Orchard is now hosting discussion groups. There is a group for all Harvest LIS users and one for Microbiology Module users. See the "Join the Harvest LIS On-line Discussion Groups" article for more information.

We hope that you will take advantage of the additional support that is now available through our website.

Employee Spotlight on Bruce Heitman

Bruce Heitman

Bruce Heitman, our Northeast Regional Sales Manager, has been with Orchard for three years. He spends his time developing customer relationships in the northeast region and working on business development.

Before coming to Orchard, Bruce worked as a Major Account Representative for clients investing over $1,000,000 in medical records and physicians practice management systems at Reynolds & Reynolds.

In his free time, Bruce coaches Little League soccer and wrestling. He is also a huge fan of water sports and enjoys boating and water-skiing.

Bruce has been married for 15 years, has a 12-year-old son, and a 9-year-old daughter. They live in Ramsey, New Jersey, and have a yellow Labrador, a guinea pig, and an unusual pet called a dagu (also known as an Australian chipmunk).❖

If you have feedback on the new client-only area, or if you have suggestions for additional services we could provide through our website, please send an e-mail to webmaster@orchardsoft.com. We look forward to providing new ways to meet your needs.

Use the following instructions to get started. If you have difficulties logging in to the website, contact Technical Support at 800-571-5835.

INSTRUCTIONS: NEW USERS

1. In the Client Support section of our website, click the "Log In: New Users" link (www.orchardsoft.com/customer_area/login/newUser.asp).

2. Enter your account number and zip code, and then click the Submit button. To obtain this information, click the "Request Account Information" link (www.orchardsoft.com/customer_area/login/accountRequest.asp) and fill out a request form or call Technical Support at 800-571-5835.
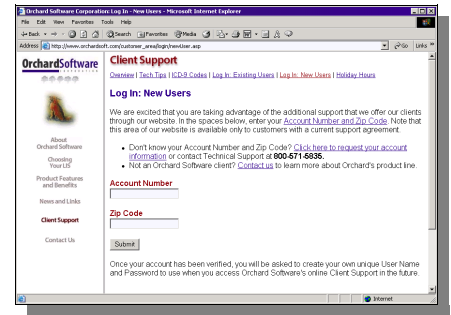
3. Once your account number and zip code are validated, create a unique user name and password. More than one user name may be created for a single client site.

4. After your unique user name and password are added to the system, you are logged in and may visit any of the links.

INSTRUCTIONS: EXISTING USERS

1. In the Client Support section of our website, click the "Log In: Existing Users" link (www.orchardsoft.com/customer_area/login/login.asp).

2. Enter your user name and password to login.❖

Join the Harvest LIS On-line Discussion Groups

Orchard Software proudly announces the creation of two on-line discussion groups for the users of the Orchard Harvest LIS system. These discussion groups, hosted by yahoogroups.com, are moderated by Thom Franklin, CLS(NCA), QA Project Manager; Robin Ades, MT(ASCP), Sales and Marketing Manager; and Henry Oglesby, Orchard Technical Director.

You may join either or both of the Harvest LIS-related discussion groups. The *orchardharvest* group is open to questions and discussion for all Harvest LIS users. The *orchardmicro* group is geared toward users of the Harvest LIS Microbiology Module.

All you need to participate in the discussion groups is Internet access and an e-mail client. Log into the client-only area of the Orchard corporate website (www.orchardsoft.com) to access instructions for subscribing, unsubscribing, and posting to the user groups. See the "Orchard Launches Client-Only Area of Website" article for instructions on logging into our corporate website.

We hope you take a few moments to subscribe soon, so that you can communicate with fellow Harvest LIS users to see the ways different sites are using the various features and optional modules of Harvest LIS.❖

Feature Focus: Orchard Harvest LIS Microbiology Module

O rchard Harvest LIS 4.0 features an optional Microbiology Module that allows you to create a nearly paperless environment for performing microbiology procedures.

Electronic Worksheet

The core of the Microbiology Module is its electronic worksheet that allows you to document observations, add new tests, as well as read and evaluate results performed manually or by automated methods. The Microbiology Module supports up to four isolates and their corresponding susceptibilities.

Instrument Interfaces

Harvest LIS 4.0 supports interfaces with the Biomerieaux Vitek and Dade Microscan series instruments, two of the most popular microbiology instruments.

Label Printing

Use the updated Label Setup Wizard to design labels that you can print for microbiology primary and subculture media. When you scan barcode information on microbiology labels with the optional barcode scanner, Harvest LIS automatically finds and opens the scanned culture in the microbiology electronic worksheet.

Result Delivery

You can send microbiology results using paper, fax, or email reports, or through an interface to an HIS or EMR system. Orchard Harvest™ Webstation users can also view results via the web.

Ordering Information

Contact your sales representative or call 800-856-1948 for more information on purchasing the Microbiology Module to provide advanced information management for your microbiology lab.❖

Sample Microbiology Screens

Electronic Work Sheet
The microbiology electronic worksheet allows you to review observations, add microbiology tests, print labels, describe findings, create preliminary or final reports, and approve results.

Customizable Report Options
You may select the CPT codes related to the microbiology tests to be billed, and you may tailor reports to include all pertinent information for each culture isolate.

Tech Tips: Performing Software Verification

A ny time you change your system (modify instrument interfaces, upgrade or update the software or hardware, or make any other changes), we recommend that you perform a verification of Harvest LIS.

Performing a software verification procedure will help you confirm that your LIS is functioning as expected. As a part of this process, you should confirm that results, billing, and

interface information is correctly sent to and received from systems outside of Harvest LIS.

Your facility is responsible for performing this verification. However, you may obtain a copy of the Orchard Harvest LIS Software Verification Guidelines to help with this activity.

Note that the Orchard Harvest LIS Software Verification Guidelines may

or may not cover the requirements set forth by your facility's regulating agency. We recommend that you consult that agency to confirm the steps required to verify your LIS.

To obtain a current copy of the verification guidelines, log into our website (www.orchardsoft.com/customer_area/login/login.asp) or call 800-571-5835.❖

Requests for Modification: Epidemiology Reporting

We have received several requests to add an epidemiology report to Harvest LIS. We are looking for any input you may have on epidemiology reporting.

Please consider each question below as you provide feedback on the proposed report.

To whom do you report? The CDC? A local agency? If a local agency, does the local agency eventually forward your reports to the CDC?

What are the minimum required data elements?

Do the required data elements include patient demographics, and if so, do they include unusual demographics like municipal code and/or county?

Remember that you can log into our website to submit the Request for Modification Form.

Do you create epidemiology reports electronically, on paper, or both?

Can you provide a format or template for the report (e.g., Microsoft Excel or HL7)?

Do the epidemiology reports need to contain race and/or ethnicity information?

Should the reports intentionally exclude all specific patient identification?

What procedures or tests must be reported? Are there optional procedures to report?

Are the results for all procedures required, or only those with a certain result? For example, would the report contain all occurrences of GC/Chlam or only positive occurrences?

You may submit your own suggestions as well as comment on the items listed here.

Could existing utilities within Harvest LIS (e.g., Result Browser, or Custom Reports) produce the desired epidemiology reports? If modifications to existing reporting features in Harvest LIS would create a satisfactory epidemiology report, what would those modifications be?

Send us your comments on a "Request for Modification" form. Submit the form by fax: 317-573-2633 or by email: support@orchardsoft.com. For a copy of the form, contact Technical Support at 800-571-5835. Remember that you can also log into our website to submit the form online: www.orchardsoft.com/customer_area/login/login.asp. ❖

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**We will maintain 24-hour technical support
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