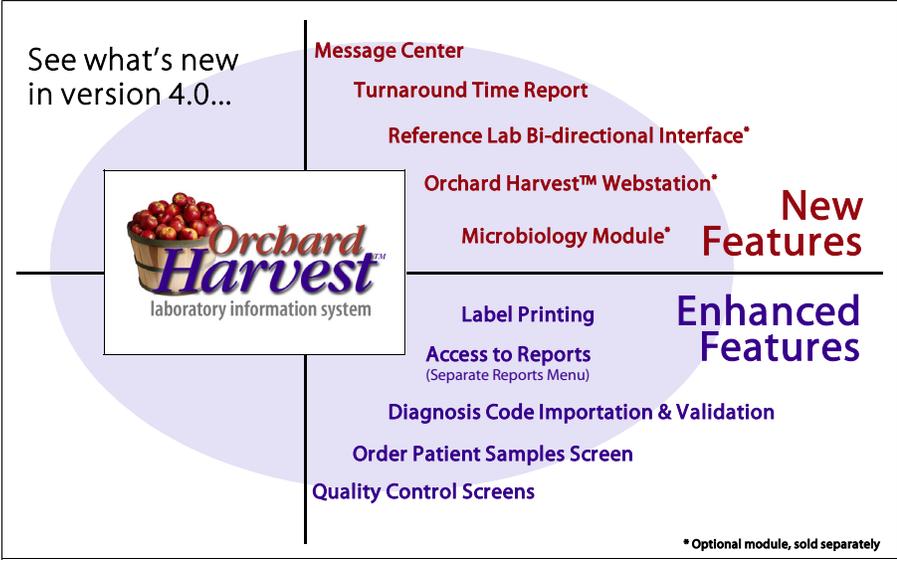# news@orchard

OrchardSoftware
CORPORATION

Shipping Soon: Version 4.0 of Orchard Harvest™ LIS

In the last issue of this newsletter we announced that a new version of Harvest LIS (formerly Costello™) would be available this summer. We are pleased to report that the software is passing the final stages of testing with flying colors. This means that we will begin shipping this version in a few short weeks. Customers on support contracts should receive their upgrade information in early to mid-August.

As you may recall, we have previously referred to this release as version 3.5. When we began creating this new version, we did not know how many changes we would be able to include. But thanks to the hard work of our development team, we were able to bring you more new features and enhancements than we originally planned. Based on the extent of the changes, we decided that this new version was, in fact, a major release. As such, we increased its version number one whole number to version 4.0.

Some of the new and enhanced features are listed in the diagram on the left. Look for additional details on page 3 about Harvest Webstation, one of the exciting new optional modules for your Harvest LIS.❖

See what's new in version 4.0...

Orchard Harvest™
laboratory information system

New Features
- Message Center
- Turnaround Time Report
- Reference Lab Bi-directional Interface*
- Orchard Harvest™ Webstation*
- Microbiology Module*

Enhanced Features
- Label Printing
- Access to Reports (Separate Reports Menu)
- Diagnosis Code Importation & Validation
- Order Patient Samples Screen
- Quality Control Screens

* Optional module, sold separately

Employee Spotlight on Wendy Forgey

Wendy Forgey has been with Orchard Software for almost two years. As one of Orchard's Systems Engineers, she has completed many LIS installations, specializing in HL7 interface implementations. In addition, Wendy is responsible for keeping all of the instrument interface documentation current. She also enjoys helping customers from Orchard's Technical Support Center.

If you have met Wendy, then you may know that she has a deep love for Colorado. She grew up on a farm in Walsh, Colorado, and then attended Western State College in Gunnison, Colorado. She then continued her training at PIMA Medical Institute in Albuquerque, New Mexico. Wendy returned to Colorado to work in the Gunnison Valley Hospital Laboratory before heading to Indianapolis to join the Orchard Software staff.

Wendy Forgey

Growing up in Colorado also helped form Wendy's love of fly-fishing and hiking. She also enjoys spending time with her friends and reading.❖

inside this issue...

What is a Log File and Why is it Important?

Using a log file with Harvest LIS is extremely important, but do you know why? This article describes the purpose of a log file and answers some common questions our customers have about using log files.

What is a log file and why is it important?

A feature of the 4D Backup program is the ability to track all changes made in the data file between backups. The file that stores these transaction records is the 4D log file. This file is used to assist in the recovery of a data file from a backup.

If a data file has become damaged and it is necessary to recover from a backup, the presence of an active log file allows the data file to be restored to the point of the crash. Without a log file being present, the data file can only be recovered to the point of the last backup.

How do I verify that a log file is in use?

To check on the status of the log file on your system, examine the Harvest LIS Server Process window. If a log file is in use, the name of the log file will be listed below the data file name in the Process window. If there is no log file named in this location, then no log file is in use.

If there is no log file, how can I create one?

To create a log file, you must perform a 4D backup of the data file. To do so, follow these steps:

1. Quit Harvest LIS on all workstations. It is imperative that no users attempt to run Harvest LIS during this procedure.
2. Perform a backup of the data file. You can do this by clicking on the Backup menu in 4D server, selecting Full Backup, then clicking on Backup.
3. When the Full Backup is complete, click on File/Select Log File in 4D server.
4. Select the New button in the window.
5. Use the default name and location for the log file and click Save.
6. The 4D Server Process window should now update with the name of the log file.
7. Harvest LIS can now be started on the workstations.

How does a log file become disassociated from a data file?

This usually occurs when 4D server is not shut down properly. You should always quit 4D Server by selecting File/Exit from the menu, by pressing [CTRL] + [Q], or by clicking the 'X' in the upper right corner of the window. Any other method will break the connection between the log file and the data file.

See the Tech Tips article on this page for more information on exiting Harvest LIS. ❖

Correctly Exiting Harvest LIS

Tech Tips

We have recently received several technical support calls with problems caused by exiting Harvest LIS incorrectly.

From these calls it seems that a number of staff at various sites may be using the End Task function of Windows NT Task Manager to routinely close Harvest LIS or Costello. This is not the proper way to exit the program, and using this method may result in data file damage if this done on the server or a single-user workstation.

Under normal circumstances you should exit the program in one of three ways:

1. Select File/Exit, then click OK at the prompt.
2. Press [CTRL] + [Q], then click OK at the prompt.
3. Click on the 'X' in the upper right corner of the window, then click OK at the prompt.

End Task should be used only as a last resort if the LIS is 'locked up' (you have waited several minutes and no activity has taken place) and cannot be closed any other way . Contact Technical Support at 800-571-5835 if this situation occurs frequently. ❖

Have You Visited eTotalLab.com?

Orchard is proud to sponsor the Forums on eTotalLab.com, a new interactive Web Portal that targets the global medical laboratory market.

The site, which was developed by ClinServices LLC, contains dynamic sections devoted to medical and laboratory news, regulatory affairs, online education, jobs/careers, and quality control, as well as interactive forums and a community marketplace.

Users can search for a variety of information, conduct e-commerce, pose questions, add comments, and submit information and articles. Vendors can showcase products and services, provide updates and training, as well as interact with lab professionals.

Visit them at www.etotallab.com, or use the link from the "Related Healthcare Links" page on our website www.orchardsoft.com. ❖

Feature Focus: Orchard Harvest™ Webstation

Orchard Software's introduction of Harvest Webstation has been well received by our customers. Harvest Webstation provides satellite laboratories and associate physician practices the same order entry and report utilities as the main lab at an affordable price.

Harvest Webstation provides secure, web-enabled access to the Harvest LIS for placing orders and looking up results. To access Harvest Webstation, users simply log on to their Internet Service Provider, enter the IP address of the Harvest Webstation server, and log in to Harvest Webstation.

The order entry features of Harvest Webstation were designed to be user-friendly to make gathering order information easy (see the screens below). Harvest Webstation uses the same diagnosis code screening, destination filters, and Smart-Tube™ technology as Harvest LIS to ensure that incoming orders are clean for billing. Users may place recurring and deferred orders, as well as set up patient reminders, just as they do in Harvest LIS.

Results may also be delivered to users' Harvest Webstation accounts. This means that patient records are readily available for viewing, faxing, and printing. This eliminates the frustrating and time-consuming task of tracking down misplaced reports. To ensure that patient information remains confidential, security settings may be defined to only allow access to a user's own patient results.

Call a member of our Sales team at 800-856-1948 for information on how you can implement Harvest Webstation in your laboratory. ❖

Sample Harvest Webstation Screens

Patient Orders
Ensure incoming orders are clean with diagnosis code screening, destination filter, and Smart-Tube™ technology.

Recurring Orders
Establish, view, or edit the recurrence pattern for tests, as well as set up patient reminders.

Patient Results
Eliminate the frustrating and time consuming task of tracking down misplaced reports. Patient records are readily available for viewing, faxing, or printing.

In Our Next Newsletter...

In the next issue of *news@orchard*, we will focus on the Microbiology Module and how Dekalb Clinic has used it with their Harvest LIS to become a totally paperless microbiology lab. ❖

Feedback Forum: Requests for Modification

As in past issues of *news@orchard*, we invite your input on feature requests and potential enhancements to Harvest LIS.

This month's issues center on reimbursement for lab procedures. Please consider each of the questions below for both your Medicare payor and for your other payors.

1. **Procedure Code Modifiers (for billing):** How are these used by your practice? Do you use modifiers for anything besides a signed Advance Beneficiary Notice? Are the modifiers that you use assigned at the national, regional, or local level?

2. **Supervising Physicians:** Do you have non-physician providers who order lab procedures, and are those procedures reimbursed at a differ-

As always, you may submit your own suggestions as well as comment on the items listed here.

ent reimbursement rate? If so, how are these providers identified and tracked in your billing system?

3. **Frequency of Testing:** What are the rules applied to frequency of testing restrictions for your practice? Are you allowed to conduct and be paid for screening procedures as long as you work within frequency restrictions? Are your frequency restrictions always defined as a number of days? For example, if you only do one procedure of a certain type per year, is the frequency measured as 365 days since the last procedure or as anytime during a calendar year?

4. **Inpatient vs. Outpatient Status:** Is it important to you to track this status in Harvest? If so, is it for bill-

Your feedback is vital to keep the feature set of Harvest LIS current with your needs.

ing reasons, and exactly how would you use this status information? Does your current billing system now track this status and apply it to all lab and non-lab procedures for that patient under that encounter number or on that date of service?

5. **Maximizing Reimbursement:** In addition to the topics above, how could we augment Harvest LIS to help you make sure you are receiving all of the reimbursement that you are entitled to?

Let us know what you think by submitting a "Request for Modification" form with your comments by fax: 317-573-2633 or by email: support@orchardsoft.com.

If you need a copy of the form, contact our Technical Support help desk at 800-571-5835. ❖