Customer Focus: Women's Health Partnership Laboratory

Pictured from left to right are Beth Cornelius, Marcia Mundy, and Verna McGuire of Women's Health Partnership Laboratory. Beth enjoys using Harvest, and states that "Orchard listens to their customers, responds to their needs, and incorporates [customer] input into their products."

Women's Health Partnership (WHP) Laboratory, located in Indianapolis, Indiana, has been an Orchard customer since 1994. The lab serves 43 physicians in eight offices, with the core laboratory performing chemistry, immunoassay, serology, blood bank, and hematology tests.

The WHP Laboratory receives orders electronically from remote sites using Harvest™ LIS' remote Order Entry and Result Retrieval features. Utilizing Harvest order entry and result retrieval licenses over a wide-area network, eighty-one non-laboratory users have access to the same ordering and result retrieval functions as the core laboratory.

Before the lab implemented the ability to place orders and retrieve results remotely, they received 2-3 information inquiry calls per day from their affiliate offices. These calls have now diminished to 2-3 per week.

Marcia Mundy uses Harvest's Review Results screen to review patient test results.

In addition to improving the overall efficiency of the laboratory, the use of Harvest's remote ordering function has significantly decreased order entry errors from 4% to less than 1%.

Gene Scott, a phlebotomist at a WHP OB-GYN office, reported that their office has not had a sample mix up since the new system was implemented. He also stated that Harvest's destination filter has helped him track where to send lab specimens when the patient's insurance requires the use of a specific lab.

Beth Cornelius, WHP Laboratory Manager, says the phlebotomists and medical assistants, although resistant to the change at first, really like the ability to track specimens and print reports on demand.

To learn more about how the remote Order Entry and Result Retrieval features can improve your operation, contact your Orchard Software Sales Representative, or call 800-856-1948. ❖

Upcoming Conferences and Exhibitions

Our sales representatives are gearing up for a busy season of conference and exhibition appearances.

You can see them next February 4-8, 2001 at the 2001 Health Information Management Systems Society (HIMSS) Annual Conference and Exhibition. It is being held at the Ernest N. Morial Convention Center in New Orleans, Louisiana.

The sales staff has a limited number of guest badges available for the exhibition portion of the show. If you are interested in one of these badges, please call us at 800-856-1948. ❖

Visit Orchard Software on the Web: www.orchardsoft.com

Employee Spotlight on Greg Wilson

In this issue, we are focusing on Greg Wilson, one of our newest employees. Greg joined Orchard last November as a Sales and Marketing Coordinator. He had previously been working at the Indiana Chamber of Commerce where he was the Member Relations Manager.

Greg has a degree in Marketing and Distribution Management from IU Kelley School of Business, in addition to over five years of experience in the Marketing and Advertising industry. When he is not in the office, he enjoys several hobbies, including photography and cooking. He is also the director/soundman for a local rock band.

Greg has been extremely busy in his short time with us, including attending his first trade show as an Orchard Software representative only seven days after he started! Look for Greg at upcoming conferences. ❖

HIPAA Update

On December 28, 2000, the Health and Human Services department published the HIPAA Final Rule: Privacy Standards in the Federal Register. A copy of the final regulation is available for download at http://aspe.os.dhhs.gov/admnsimp/. If you do not want to download the 700 page document, you can order a copy of the regulation from the Superintendent of Documents at: (202) 512-2250.

To help you begin the process of understanding the implications of the new regulation, we have included a portion of the Health and Human Services press release that coincided with the publishing of the regulation. You may view the press release in its entirety at: http://aspe.os.dhhs.gov/admnsimp/final/press2.htm

The first bullet is particularly noteworthy; it defines the regulation as now applying to all forms of medical records including written and oral communications that have not been electronically transmitted.

- **Providing coverage to personal medical records in all forms.** The proposed regulation had applied only to electronic records and to any paper records that had at some point existed in electronic form. The final regulation extends protection to all types of personal health information created or held by covered entities, including oral communications and paper records that have not existed in electronic form. This creates a privacy system that covers virtually all health information held by hospitals, providers, health plans and health insurers.

- **Requiring consent for routine disclosures.** The final rule requires most providers to obtain patient consent for routine disclosure of health records, in addition to requiring special patient authorization for non-routine disclosures. The earlier version had proposed allowing these routine disclosures without advance consent for purposes of treatment, payment and health care operations (such as internal data gathering by a provider or health care plan). However, most individuals commenting on this provision, including many physicians, believed consent for these purposes should be obtained in advance, as is typically done today. The final rule retains the new requirement that patients must also be provided detailed written information on privacy rights and how their information will be used.

- **Allowing disclosure of the full medical record to providers for purposes of treatment.** For most disclosures, such as information submitted with bills, covered entities are required to send only the minimum information needed for the purpose of the disclosure. However, for purposes of treatment, providers need to be able to transmit fuller information. The final rule gives providers full discretion in determining what personal health information to include when sending patients' medical records to other providers for treatment purposes.

At the time of this writing, interpretations of the final rule have not been published. We are advising you to continue to monitor the web sites that we published in the Fall 2000 issue of *news@orchard* and the trade press to watch for articles discussing the ramifications of this new regulation. See the "View Current or Previous Editions of *news@orchard* Online" article for instructions on accessing previous issues of our newsletter. ❖

View Current or Previous Editions of *news@orchard* Online

If you missed an issue of our newsletter, visit the "*news@orchard* archive" on our website to view the current or previous editions online.

To get to the archive, simply go to our home page (www.orchardsoft.com), click the News and Links graphic, scroll to the "Orchard Software Newsletter" section, and then click the link to go to the newsletter archive. You may also copy the following address into your web browser: www.orchardsoft.com/news_links/newsletterarchive.html. ❖

Orchard Software Opens Its New Call Center

In December, our technical support staff moved to their new location in the Orchard Software Call Center. The Call Center includes new workstations where the Support Engineers handle calls, as well as additional workspace for performing in-depth issue resolution.

In addition to the improved physical layout, we have purchased a new Client Relations Management (CRM) software application, GoldMine® FrontOffice 2000™. This new application allows us to have a single source of client information that is accessible from all departments within Orchard. Having this single source of information allows us to streamline our processes for maintaining customer records, sending information to clients, and creating a centralized knowledgebase of technical support information to assist in the resolution of customer problems.

One of the most beneficial features of the FrontOffice 2000 software is the improved ability we will have to immediately access customer records. This will allow any member of our technical support staff to have the details of your facility's set up and of any previous or existing problems when you call. You will not have to repeat the history of the problem, and we can get you off the phone and back to work as quickly as possible.

Wendy Forgey updates a customer record using the new CRM software.

The enhanced ability to track service calls will also make it easier for us to follow-up on any technical support issues that you may have had. By talking to you we can verify that your problem has been resolved, and we can give you the opportunity to provide feedback about your experience with Orchard Software. As always, we welcome your comments so that we can congratulate those that are providing exemplary service or so we can make adjustments to better serve your needs.

This is the first of many new support features to come. Look for updates in future newsletters and on our website (www.orchardsoft.com) on how we are striving to give you the highest quality service, from sales to installation to support. ❖

Gordon Saager, Mark Jones, and Adnan Rizvi (from left to right) handle incoming technical support calls in Orchard Software's Call Center.

Check Server Free Space

If you get the following error message in Harvest™ LIS:

"Not enough space to save the record"

then you should check the amount of free space left on the server - specifically, the free space on the drive where your datafile resides. Most likely, Harvest™ LIS cannot write to the drive because there is little or no free space available.

To correct the problem, check for any files that you can safely delete. Examples would include text files that can be saved elsewhere (on removable media), or temporary files. If there are no files that can be deleted, or if you feel uncomfortable with this operation, contact Technical Support (800-571-5835).

A routine check of available free space and datafile size can help prevent this error from occurring. We recommend that you check this at least once per month. To help you remember, pick one day each month, and when you check your 4D backups, check the data file size and free space at the same time. (Remember you should check your 4D backups at least once per week.)

To check the free space on the drive, double click the My Computer icon on the desktop. Once the window opens, click once on the drive on which your data file resides to highlight it. Then, select File and then Properties from the menu bar. A window will open, displaying a list and a pie chart that graphically illustrates the amount of both used and free space on the selected drive. If you have less than 20% free space, contact Technical Support (800-571-5835).

To check the datafile size, close the Properties window that you just opened. Double click the drive icon and find the Harvest.4DD file. Follow the same steps as above to check the properties of this file. You will not get a pie chart, but you will get a listing of the size of the file. If the datafile is larger than 1.5 GB, contact Technical Support (800-571-5835). ❖

Feedback Forum: Requests for Modification

As we reported in the last issue of *news@orchard*, we will be inviting your input on feature requests and potential enhancements to Harvest™ LIS. Here are two more potential modifications for you to review.

1. Several of you have requested that Harvest provide a report that calculates "turnaround" time (TAT). Which points in time do you think are significant, and where should the time spans be measured? Here are some suggestions we have received so far:

    *   Delivery date/time to result reporting date/time (print/fax/email/host/queued to web)
    *   Draw date/time to result reporting date/time
    *   Draw date/time to delivery date/time
    *   Delivery date/time to approve date/time
    *   Draw date/time to approve date/time
    *   Result reporting date/time to web review date/time (for web users only)

2. What would be helpful or necessary to analyze the flow of lab work from the time when the provider first decides to order until they have the result?

Let us know what you think by submitting a "Request for Modification" form. If you do not already have a copy of the form, contact our Technical Support help desk (800-571-5835), and they will be glad to send one to you.

All submissions should be sent to us by mail, email (support@orchardsoft.com), or fax (317-573-2633). Remember, you can always submit your own suggestions for enhancements in addition to commenting on those listed here. ❖

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