Orchard Software Continues to Grow!

Spring is a time for growth, and it's no exception here at Orchard Software. We are pleased to announce that we have had several new employees join our company recently, as well as some current employees take over new positions.

Sales & Marketing

The Sales & Marketing department just added two new members to its ranks. **Bob Budenstein**, who has extensive sales experience in the LIS market, is responsible for Orchard's relationships with distributors and buying groups. **Kevin Dudley** is responsible for sales support and tactical marketing. In addition, he will be working with our existing customers to provide interface and hardware quotes.

Operations

The Operations department recently welcomed **Nicole Carter** and **Dale Burrows** as new Systems Engineers. Before joining our company, Nicole worked for the Department of Public Health in Atlanta.

Dale most recently worked for a company in Atlanta that set up network and security systems. Prior to that position, he performed installations and provided sales support for several other LIS vendors. Nicole and Dale are currently finishing their training and will soon be taking your Technical Support calls and performing installations.

In addition to the new employees, some familiar names have taken on new roles. **Henry Oglesby** has been

Our staff continues to blossom and grow.

promoted to Vice President of Operations, replacing Brad Dumke who has left our company. Henry has been with Orchard for eight years, beginning as our first (and, at the time, only) Systems Engineer. He most recently was working as Director of Technical Services, overseeing the Technical Support staff. Based on his knowledge and experience with the company, Henry has made a smooth transition to this new position.

Mark Jones, who has been a Systems Engineer and Technical Support Manager, is now working as our Interface Specialist. In this position, Mark is responsible for configuring and supporting interfaces between Harvest LIS and other information systems.

Wendy Forgey has been promoted to the Technical Support Manager position, where she oversees the day-to-day operation of our Technical Support Call Center, the distribution of software version updates, and tracks support contract renewals.

Development

The Development department also has two new members, **Gina Rhineberger** and **Michael Giannini**. Gina

brings a strong background in testing and QA to her position as a Software Test Analyst. She will perform testing on Orchard Harvest™ LIS and other Orchard products.

Michael is a recent graduate of Northeastern Illinois University in Chicago. He will be working with our Technical Support department to develop Orchard Mapper™ scripts and to maintain and develop Mapper and Orchard ScriptWriter™.

As we continue to grow, our focus remains on you, our customer. If you have any questions or suggestions, please contact us. We will do everything we can to assist you. ❖

We'll See You At CLMA

Our sales representatives look forward to seeing you at the Orchard Software booth (#1417) at CLMA.

The show is being held at the Ernest N. Morial Convention Center in New Orleans, Louisiana, on June 26-29.

Visit the ASCP or CLMA websites for more information (www.ascp.org or www.clma.org). ❖

Speed Up Your Technical Support Calls

From time to time you may find it necessary to call our Technical Support number to speak to an Orchard Systems Engineer. There are some steps you can take to help us resolve your problem more efficiently.

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.

Record the Harvest LIS version/build number that you're calling about. To find this number, select "System Information" from the File menu.

Be prepared to work with the Orchard Systems Engineer on your problem. It is important that you and the Orchard Systems Engineer 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.

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're having. This also enables you to try solutions proposed by the Orchard Systems Engineer.

If you are using a speakerphone, you may wish to consider switching to a hand set or head set. We have had experience with speakerphones cutting off unexpectedly or picking up a lot of external noise making communication difficult.

Be clear in describing your problem or what you are attempting to do. Your description of the issue will help the Orchard Systems Engineer determine the correct troubleshooting steps.

Preparing for a support call will help us get you back to work faster.

Be prepared to troubleshoot the problem. The Orchard Systems Engineer may ask you to perform some tasks to get a better picture of what's happening or take some steps toward fixing the problem. If you have already performed some of these steps, make sure that you tell the Orchard Systems Engineer about those steps and their outcome. It may still be necessary to repeat some of those steps with the Orchard Systems Engineer.

Make sure you ask questions if you don't understand something the Orchard Systems Engineer has asked you to do. We want to make certain you are confident using your Orchard system. We will be glad to answer any questions you may have about the problem you were having or the solution to your problem. ❖

Tech Tips — Archiving: Why, When, and How Does it Work?

In August of 1999, we added a feature to Harvest LIS that allows you to archive all patient orders and results older than a specified date. The archiving process moves patient lab orders and results out of the active database and places them in a separate file on either the server or a workstation on the network. At the same time, restoring records in Harvest LIS is very simple and, without exception, the most user-friendly method in the industry.

In Harvest LIS, you don't need paper files to have archived records at your fingertips.

Archiving in Harvest LIS is unique because it only archives patient orders and results, not patient demographic information. The process was designed that way to ensure that patients are not duplicated in the database. This also allows you to restore individual results. What this means is that, for example, you may restore all the Protime results without restoring the CBC or Chemistry order choices. This gives you the ability to graph the Protime results from the time Harvest LIS was brought online to the present.

Why should I archive data?

From the database management side, archiving does reduce the database size. This results in better performance of the system. It reduces the time it takes to do the daily back up, and reduces the down time required in the unlikely event a data recovery is needed.

When should I perform an archive?

The archive process should be part of the laboratory's routine maintenance schedule. For some labs it should be performed annually, while some should archive monthly. The schedule should be based on the size of the database and how rapidly it grows each month. Because Harvest LIS can quickly retrieve individual patient results, it is possible to keep as little as three months of "active results" in your data file.

How does the archive work?

Archiving is a two-step procedure: running the archive and then performing a compact (or export/import) of the database. Each step is simple to perform, but both do take some time to complete. Contact Technical Support at (800) 571-5835 for help performing the archive and compact procedures. We will be more than willing to train you in these procedures that will enhance the performance of your system. ❖

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Employee Spotlight on Dave Bracewell

Dave Bracewell, MT AMT, is a Project Manager in the Operations department. Dave has earned both a Bachelor of Science degree in Business and an Associate of Science degree in Biology.

Dave Bracewell

Before coming to work at Orchard Software, he worked at US Oncology, Austin, as an Operations and Laboratory Manager.

Dave has been with Orchard for three years. He began his career here performing Harvest LIS installations. Since then, he has worked on Aqueduct™ development and implementation, as well as host interfacing for Harvest LIS.

Outside the office, Dave enjoys spending time with his wife, Michelle, and their four-month-old daughter, Rachel. He also stays busy with several hobbies, including golf and cycling. ❖

HIPAA Update

On March 21, the U.S. Department of Heath & Human Services (HHS) released a set of proposed changes to the privacy standard that was published last year.

The following link is to the HHS fact sheet that was released with the proposed rule changes: www.hhs.gov/news/press/2002pres/20020321.html

The changes that have created the most comments are those related to the patient consent and notice.

We suggest that you watch the ongoing discussions on this issue to see how these proposals shape the final privacy rule. ❖

Make a Smooth Transition to a New Analyzer

When the time comes to replace an analyzer, you may be concerned about whether the new equipment will work with your Orchard LIS system. Orchard can help you ensure a smooth transition.

Evaluating Options

When you consider buying a new analyzer, it is important to notify us as soon as possible. We can provide you information about how much the interface will cost, how the interface will work with your Orchard LIS, and also let you know if we currently have an interface available for the analyzer you are considering.

Negotiating Payment

In most cases, there is a cost for interfacing a new piece of equipment. This cost can vary depending on the type of analyzer selected and whether a site visit is required. The requirements for the site visit are based on the complexity of the analyzer interface. Contact the Sales department at (800) 856-1948 prior to final negotiations with the instrument vendor. We can provide you with a quotation for the interface cost. In many cases the vendor of the new analyzer will cover the cost of interfacing a new analyzer, including the site visit.

Scheduling Interface Installation

Once you have purchased the analyzer and have scheduled a delivery date, it is important that you contact us to schedule the installation of your new interface. Please provide as much advance notice as possible so that we can try to time your installation appropriately.

If your analyzer does not require a site visit, it is important to contact Orchard Technical Support to answer the following questions:

- What is the name of the analyzer you have purchased?
- Will the analyzer replace a current one or is it an addition?
- What is the distance between the new analyzer and the workstation to which it will be connected?

We must receive a purchase order before confirming the installation date for any new interface. Please forward purchase orders to us by mail or by fax, marked Attention: Pete Ritz. Our fax number is (317) 573-2633.

Remember that your System Administrator will need to complete some database refinement prior to bringing your new analyzer on-line. We will send the required information to update the data file at the time you schedule the installation of your new analyzer interface.

For more information on coordinating installations or other questions on this subject, contact Rich Brayfield, Project Manager, at (800) 856-1948. ❖

Upcoming Conferences

- **Automated Information Management in the Clinical Laboratory (AIMCL) on May 22-24 in Ann Arbor, Michigan.**
  - **Midwest Hemostasis & Thrombosis Laboratories Symposium in Indianapolis, Indiana, on May 23-24.**
- **CLMA/ASCP 2002 Conference & Exhibition on June 26-29 in New Orleans, Louisiana.**

Free Download or Conversion of the AMA 2002 ICD-9 Codes

The 2002 version of the ICD-9 codes are available from the Download Center in the customer-only section of our website (www. orchardsoft.com/customer_area/ login/login.asp). Once you have downloaded the diagnosis code file, your Harvest LIS System Administrator should unzip the file and then import the codes into Harvest LIS to either update or replace your existing ICD-9 codes. Refer to the Harvest LIS online help for more information on importing codes.

Download a free update to your ICD-9 codes from the Download Center on our website.

The diagnosis code descriptions are shorter in this version than in the previous update file we provided. These codes correspond to the "short description" version from the AMA CD-ROM. If you wish to use a longer description, we advise you to purchase the ICD-9-CM code CD from the AMA.

One advantage to using the AMA diskettes is that they have eliminated from the data all 3-digit ICD-9 codes that have 4th or 5th digit codes under them. The only 3-digit ICD-9 codes that will be present in Harvest are those that ONLY have 3 digits, with no 4th or 5th required.

Be aware that because of changes in the format of the information on the AMA CDs, you are currently unable to load the codes from the CD directly into Harvest LIS. If you have plans to purchase (or have purchased) the AMA CD, we can supply you with the files in a format that you will be able to import correctly into Harvest LIS.

In order to abide by the license agreement that you entered into with the AMA when you bought the ICD-9 code CD, we must see proof that you bought the CD from the AMA before we can send you the reformatted files. We will accept the following as your proof of purchase:

- Mail the CD to Orchard Software, Attention: Thom Franklin. (We will return it when we send you the importable files.)

- Fax a copy of the CD and/or a receipt from its purchase.

Once we have verified your purchase, we will send you an importable version of the files.

If you have any questions about obtaining or importing diagnosis codes, please contact Technical Support at (800) 571-5835. ❖

OrchardSoftware

**701 Congressional Boulevard
Suite 360
Carmel, Indiana 46032**

Phone: 800-856-1948
Fax: 317-573-2633
Email: news@orchardsoft.com
Website: www.orchardsoft.com

Address Correction Requested

Mailing Address Label

Visit us in booth 1417 at CLMA.