Customer Focus: Midwest Hemostasis & Thrombosis Laboratories

Midwest Hemostasis & Thrombosis Laboratories in Muncie, Indiana, became an Orchard customer less than a year ago when they installed Orchard Harvest™ LIS. As an internationally recognized and accredited laboratory, they offer their clients the benefits of a small and specialized environment.

Not having the ability to get results to clients via the Web was "holding us up from competing with larger labs," according to Tammy Stanley, Midwest's business office manager.

To solve this problem, they installed Orchard Harvest™ Webstation. They have been using Harvest Webstation for two months and already have clients receiving reports via the Web.

Mike Taylor, Midwest's Laboratory Manager, knows that "physicians care about getting results as quickly as they can. With Harvest Webstation, they push a couple of buttons and there they are."

Harvest LIS and Harvest Webstation offer the flexibility that their lab needs to customize the workflow to their unique environment. Midwest Hemostasis & Thrombosis Laboratories perform a wide range of coagulation profiling and testing to assist clients in

Mike Taylor, Laboratory Manager, reviews results in Harvest Webstation.

the diagnosis and treatment of coagulation disorders.

Their test menu in Harvest LIS includes coagulation and hemostasis studies, antibody testing, and molecular genetic testing utilizing PCR technology. Mike points out that although the testing they do is esoteric, coagulation and hemostasis affect many common disease states including heart disease, complications with pregnancy, and lupus.

The laboratory staff is actively involved in the interpretation of results. Harvest LIS allows them to quickly and efficiently follow each test result and compare it to the patient's other studies and/or clinical history.

Andrea Green, one of the four technologists.

Midwest Hemostasis and Thrombosis Laboratories has four Harvest LIS workstations and is staffed by four technologists. ❖

Sign up for Harvest LIS Advanced User Training

We have received feedback at trade shows, on phone calls, and in response to questionnaires from many Harvest LIS users indicating that they would like an opportunity to receive additional training on the features and functions of Harvest LIS.

With the upcoming release of version 5.0, we believe the timing is right to offer an advanced Harvest LIS training class at our corporate office.

The topics to be covered include

Our new training class will help you make the most of your Harvest LIS.

new features in Harvest LIS 5.0, use of the Harvest Email Module, use of column views, creating testing information files from result browser, system performance optimization, and advanced troubleshooting.

The class is scheduled for the week of September 23. The cost of the class is $2500, which includes lodging and meals. The cost does not cover travel to and from Indianapolis.

If you are interested in receiving a copy of the syllabus or additional details about the class, or if you wish to reserve a space, contact Kevin Dudley at (800) 856-1948. ❖

Another Successful CLMA/ASCP Show for Orchard Software Corporation

This year's combined CLMA (Clinical Laboratory Management Association) and ASCP (American Society of Clinical Pathologists) Conference and Exhibit was held June 26-29, 2002, in New Orleans, Louisiana.

The annual CLMA / ASCP convention was held in New Orleans, Louisiana.

Historically, CLMA is one of our largest shows of the year, and this year was no exception. Representatives from Operations and Develop-ment joined the Sales and Marketing team at the show. Attendees included Rob Bush, President; Jeff Kain, Executive Vice President; Henry Oglesby, Vice President of Operations; and Wendy Forgey, Call Center Manager.

Over 40 current Orchard customers visited the booth to preview our next release of Harvest LIS version 5.0. The new release has many exciting new and enhanced features, such as rules-based result delivery, user-defined fields and field customization, advanced hematology review screens for Beckman-Coulter instrumentation, and enhanced, customizable sample ID generation.

In addition to our current customers, we had the opportunity to meet with many other attendees, making our booth one of the busiest booths of the entire show.

In addition to previewing the upcoming version of Harvest LIS, Orchard held a press conference introducing our new product, Orchard Copia™, to the media in attendance.

Copia is an Internet-based system

The Orchard Software bottled water was a huge hit with the attendees.

designed to simplify lab order management, sample acquisition, and result delivery for Integrated Delivery Networks and multi-site facilities.

For more information on Copia please feel free to contact your sales representative or visit our website www.orchardsoft.com.

For more information on CLMA and the conference, visit their website at www.clma.org.

Be sure to make plans to come see us at the 2003 CLMA / ASCP Conference and Exhibition in Salt Lake City, Utah next June 21-24. ❖

Be sure to make plans and come see us at the 2003 CLMA / ASCP Conference and Exhibition in Salt Lake City, Utah next June 21-24.

Kevin Dudley, Stuart Wills, Wendy Forgey, and Toby Reimers make final preparations before the show begins.

Prolonging the Life of Your Tape Drives

Part of your initial hardware shipment when you purchase an Orchard LIS is a tape drive for performing a secondary backup of your data file. This backup provides a means to restore your data file in the event of a serious or catastrophic server event. Since this backup is on a removable media, this also facilitates the storage of the data file at a secure off-site location.

Over a period of time, the read/write head and tape sensor hole will become dirty from the build up of metal oxide that is lost from the backup tapes during normal usage. Additionally, most servers are placed in the laboratory, which is not a "Clean Room" environment, so they are exposed to high levels of dust. Eventually, the buildup of this material will affect the operation of the tape hardware. Common errors can be the failure of the tape program to verify the backup, failure of the software to detect a tape when inserted into the drive, and tape media errors.

We have installed HP T4i 20GB compressed storage capacity tape drives in most or our HP E800 servers for the last couple of years. While other models of Hewlett Packard tape drives require specific cleaning tapes or procedures using alcohol swabs, the HP T4i tape drive *does not* have such cleaning procedures defined or sanctioned by HP.

The HP recommended cleaning process for all HP T4i tape drives is to perform five consecutive retensioning operations to tighten the tape. HP recommends that this retensioning procedure be done weekly due to the dusty environments to which most lab servers are subjected.

The warranty period for these T4i drives is two years. Within this period, HP will replace a defective drive with a new or refurbished unit. Outside the two-year period, the burden of repair or replacement falls on the user.

By following the approved retensioning cleaning procedure, you can prolong the life of the tape unit and the security of your data file. Since it is normal for tape media to lose its metal oxide coating and to stretch, we suggest that you date the backup tapes when placed into use and that you replace them yearly.

Since there are several different types of tape backup software being used, the retensioning procedure varies. Contact Orchard Software Technical Support at (800) 571-5835 for more information or guidance on how to perform a retension. ❖

> *By following the approved retensioning cleaning procedure, you can prolong the life of the tape unit and the security of your data file.*

Winner of CLMA/ASCP Conference Pass

Congratulations to Adele Wimberly!

Adele won a registration for the 2002 CLMA/ASCP conference in New Orleans, Louisiana. We took this photo of her when she stopped by the Orchard Software booth at the show.

Adele Wimberly

We would like to thank everyone who participated in this year's CLMA/ASCP contest! ❖

Upcoming Conferences

- Intermountain States Seminar (IMSS) on September 12-14 in Jackson, Wyoming.
  - Northwest Medical Laboratory Symposium in Portland, Oregon, on October 16-18.
- Northeast Regional Joint Fall Conference on October 16-18 in Portland, Maine.

Employee Spotlight on Kevin Dudley

Kevin Dudley, Sales and Marketing Coordinator, began working at Orchard in December 2001. He had previously been working in sales for Minolta Business Solutions.

Kevin is an Indiana University graduate of the Kelly School of Business, where he studied marketing, entrepreneurship, and graphic design.

Kevin Dudley

As a member of the Sales and Marketing department, Kevin focuses on lead generation, as well as sales and customer support.

Kevin enjoys many activities outside of the office, which include basketball, chess, painting, kickball, and lifting weights. In the summer, he also likes camping, boating, and swimming. ❖

Is Your System Ready for Harvest LIS 5.0?

Our internal and Beta site testers are hard at work making sure the latest version of Harvest LIS is ready for deployment. The release is currently scheduled to occur this fall.

Hardware Requirements for Harvest LIS 5.0:

Server Requirements:

- Pentium III or better
- 256 MB of RAM or more

Workstation Requirements:

- Pentium III or better
- 128 MB of RAM or more

To make certain you are ready for the upgrade, you must ensure the equipment at your facility meets or exceeds the necessary hardware requirements.

We will be providing additional information in the weeks ahead as the release approaches.

Remember, clients who have a current support contract will receive a free upgrade to the new version.

For more information on renewing your support contract, contact Wendy Forgey at (800) 571-5835. ❖

Website Update

We have added additional information about our products to our website (www.orchardsoft.com).

Visit today to see information about some of the major features and optional modules for Harvest LIS, as well as information on our new product, Copia.

Remember that if you have a current support contract, then you may also log in to the client-only area of our website.

Once you have logged in, you may download updated help files and product release notes, submit requests for modification and software problem reports, and sign up for Orchard's online user groups. Visit the Client Support section of our site to log in. ❖

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Advanced training for Harvest LIS users is now available. See inside for more details.