Piedmont Healthcare Improves Accessibility With Harvest Webstation

When searching for an LIS, Piedmont Healthcare had several goals in mind. Carla Hearst, IS Director, explained, "My vote was for anything that was going to be low-bandwidth, browser based, centrally managed and easy to deploy and maintain." The goal of accessibility was solved using the Harvest Webstation module. Phyllis Armstrong, Laboratory Manager, stated, "It was important to try to make it easier for the satellite offices to place orders and retrieve results as they were completed."

Piedmont Healthcare, LLC, is a multi-specialty practice based in Statesville, North Carolina. The laboratory is a busy place, servicing 85 providers and over 20 physician extenders across 35 offices, and performing procedures in chemistry, hematology, microbiology and immunology. "Many of our patients see multiple providers at multiple locations and the need to access lab results quickly and easily is extremely important," Phyllis said.

An Orchard Software client since August of 2001, Piedmont Healthcare became a beta testing site in June of 2002, working closely with Orchard to test new features in Harvest Webstation. Phyllis added, "The lab originally didn't service most of our providers. Testing was very limited. Harvest Webstation helped us expand lab services and handle the increased demand."

As a beta tester, Piedmont Healthcare was able to experiment with new features in Harvest Webstation, such as the ability to batch print reports from the provider's Completed Orders link. "The remote offices print a lot of reports. Having this ability makes printing the patient reports simpler to do without the need to open each patient individually," said Phyllis.

With increased accessibility, many labs would be concerned about HIPAA compliance. Phyllis stressed the fact that features such as password expiry, web security groups, and the User Actions Log, make controlling access to sensitive patient data easier to secure.

Piedmont Healthcare not only improved access for its providers, but Harvest LIS' ability to integrate with other systems opens the door future expansion. 🌰

Outreach Made Easy:
Orchard Harvest™ Webstation 5.0

Orchard Software customers have been enjoying the outreach benefits of the Harvest Webstation module since 2000. Using their favorite Internet browser, users can place orders, edit patients, view completed results, and print labels, requisitions, and invoices.

With the release of Harvest LIS version 5.0 last fall, and the two updates since then (5.0.1 and 5.0.2), many new features have been added to Harvest Webstation. Some of these features include: sortable columns in patient and order lists, improved workflow review, patient photos on reports, test list, improved date/time entry and validation, patient location security

options, configurable display colors, and support for profiles (also known as metapanels).

Some of the most exciting enhancements to Harvest Webstation include:
• Batch printing and reviewing: This option gives providers or their staff the ability to print all completed patient reports at once, and to mark all printed reports as reviewed at the same time.
• Security configuration assistance: With the many Harvest Webstation security options, it can be difficult to know why a particular user cannot access a patient's order. When an order is listed in the patient file, but cannot be opened by clicking on it, a link will open a page that describes their

Budgeting For Support & Training

Orchard Software has made the budgeting process easier for support and training by bundling them together in two of our three new annual support packages. Our new annual support packages - silver, gold, and platinum - give you different combinations to choose from.

Silver - This is our traditional annual support option that includes software upgrades, telephone support, and interactive technical support and training. You also have access to the support available in the "client-only" section of the Orchard website.

Gold - With the Gold package, not only do you get all the support of the Silver level, but you can also send one member of your staff to attend the week-long Harvest LIS Advanced User training class held at Orchard's corporate training center. This package includes airfare to and from Indianapolis, hotel, and meals during the week of training.

Platinum - This support package includes all benefits of the Gold level, and in addition, an Orchard Systems Engineer will make a week-long scheduled visit to your facility for training on new features, assessing system configuration, performing maintenance, or other tasks.

> "I am finally getting the opportunity to thank all of you at Orchard for the Advanced Users Training course I attended last week. The entire week was well worth the time and money spent to attend this course. I learned SO MUCH and can hardly wait to start implementing each item."
> Kena Hirner, Laboratory Manager
> Hannibal Clinic Operations L.L.C.

Some of you have already selected one of our new annual support options. In 2003, upon renewal of your annual support agreement, each of you will be able to select one of these three - Silver, Gold, or Platinum - new support options. For more information call, (800) 856-1948 or go to www.orchardsoft.com/support/supportoptions.html.

Fun Fact: By the way, did you know it takes ten tons of ore and eight weeks to produce a single ounce of platinum? That's why it's a precious metal, even more precious than gold! ●

Webstation

security settings and explaining why that order is not accessible.

• Password management features: Harvest Webstation passwords can be configured to expire after a certain time frame or when the user logs on next. Administrators may set minimum length and alphanumeric requirements for increased security. Users may also be given the opportunity to change their own password at any time.

Of course, Harvest Webstation also includes many Harvest LIS 5.0 features, such as user-defined fields and field names, English and Spanish Medicare ABNs, new Order Location field, lists of patients' recent orders, multiple choice clinical questions, hourly recurring orders, abnormal/critical patient report designation, frequency and research test screening, and custom Sample ID formatting.

For more information on the newest features, contact Orchard Software at (800) 856-1948 or log in to Orchard's website (www.orchardsoft.com/customer_area/login/login.asp) to download full release notes for our newest software updates. ●

Tech Tip: Keyboard Manual Differential
(Harvest LIS Version 4.0.6 or Later)

In addition to supporting an external differential counting device, Harvest LIS is also capable of performing manual differentials through a comprehensive keyboard interface. The keyboard manual differential is both easy to activate and implement. The online help file can get you started, but here are some tips for making your keyboard differential implementation a success.

In order to activate this feature, an Orchard Software Technical Support employee must make a modification to the workstation(s) you intend to use for manual differentials.

Make sure you have Lab Test Identifiers defined for the WBC and NRBC tests in order to take advantage of the NRBC auto correction feature.

Your PC must be capable of sound in order to take full advantage of the sound cues offered by the feature. If

your PC is capable of playing sound, you should hear a "clicking" sound as you count cells and a "beep" when you reach 100 cells.

When defining your setup, if you see the message "Will Not Fit On Screen," you have either exceeded the total number of definable key slots of 39, or you have formatting such as column breaks and blank spaces that caused over 39 slots to be needed. Try removing blank spaces or extra column breaks to address this issue.

When a differential has less than 100 cells counted of the "totaling" variety, Harvest LIS will round up to create percentages based on 100 cells.

To see instrument-created automated differential results in the same screen as your manual differential results, you must select the "Automatic Differential" checkbox in the Lab Tests table for the

individual lab test associated with the instrument auto diff. E.g. NE#, NE%, LY#, LY%, MO#, MO%, EO#, EO%, BA#, BA%.

If you wish to report the manual differential results but not the auto differential results, you can individually highlight the auto differential values on the Review Results screen, then press the F3 key. ●

Hotkeys Can Save Time Navigating Harvest LIS

Since our first version of Harvest LIS, the program has contained hotkeys that may help you perform some tasks more efficiently. The phrase "hotkeys" is a computer term for keyboard combinations that act as shortcuts to open specific windows or perform certain functions. Learning these hotkeys can save time.

For example, instead of navigating to the Laboratory menu and selecting "Order Patient Samples," you can press Ctrl + O to open the Order Patient Samples window. Some other commonly used hotkeys are listed in the table.

In Harvest LIS v5.0.2, we made several changes to existing hotkeys to make them more consistent across the program (e.g., standardizing F2 for Select Draw Location and F3 for Select Provider). We also added many new hotkeys to windows such as Review Results, Work in Progress, and Microbiology.

For a detailed list of hotkeys, see the "Harvest LIS Hotkeys" topic in the online help manual, or get our "Customer Guide to Orchard Harvest LIS Hotkeys" from the Download Center on our website. To access the Download Center, log into our website (www.orchardsoft.com/customer_area/login/login.asp), and then click the Download Center link.

Note that there are two versions of this document: Pre-5.0.2 (for versions of Harvest LIS through 5.0.1) and Post-5.0.2 (for versions 5.0.2 and later of Harvest LIS). Remember that not all features referenced in the Pre-5.0.2 version are available in all versions of the software. Please direct any questions, comments, or suggestions regarding the document to documentation@orchardsoft.com.

Take a few moments to learn the hotkeys for the windows you use most frequently, and start saving time today!

commonly used hotkeys

F1 = Online Help
Ctrl+I = Load List by Test
Ctrl+O = Order Patient Samples
Ctrl+L = Patient List
Ctrl+F = Find Patient or Sample
Ctrl+N = New Patient
Ctrl+K = Work in Progress
Ctrl+Q = Exit Harvest
Ctrl+R = Review Results
Ctrl+T = Table Setup
Ctrl+H = Deliver Finished Results
Ctrl+; = Preferences

Employee Spotlight: Curt Johnson

Curt Johnson, Vice President of Sales and Marketing, joined Orchard Software in August of 1995, after a successful selling career with Abbott Diagnostics. Curt was Orchard's fourth employee, and at that time, he was the only sales person for Orchard and traveled the country extensively.

In 1996, Curt began to hire additional sales professionals, and now Orchard has a team of eleven in the Sales and Marketing departments. With a larger staff, Curt's travel has been reduced, but he still enjoys going out on the road to meet with Orchard clients and potential customers.

Curt lives in Carmel, Indiana, with his wife, Ann, and their three children, Ricky (12), Jonathan (10), and the newest member of the family, Danielle (one). When Curt isn't working or thinking about work, he enjoys coaching the boys' baseball teams and talking about his favorite two football teams, the Cleveland Browns and the Ohio State Buckeyes. Can you tell Curt grew up in Cleveland?

HIPAA Update: Final Security Rule Published

On February 20th, Centers for the Medicare & Medicaid Services (CMS) published the final HIPAA Security Rule (Federal Register Vol. 68, No. 34). In its final form, the rule is more closely aligned with the Privacy Rule and focuses on security management rather than technology. This means that it should be easier for institutions to adopt new technologies and appropriately apply the standards based on the size and complexity of individual operations.

The Rule requires policies and procedures to prevent, detect, contain, and correct security violations of electronic records. Paper records are not addressed in the Security Rule, but remain subject to all of the Privacy Rule requirements.
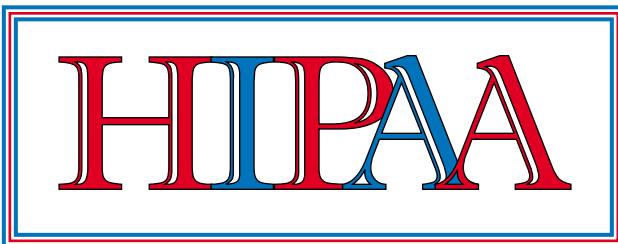
The security standards are categorized into three areas: Administrative Safeguards, Physical Safeguards, and Technical Safeguards. Some of the standards covered by the rule now are deemed "required" and must be done, while others are labeled "addressable," allowing reasonable and appropriate measures for implementation.

The final Security Rule has a compliance date of April 20, 2005. But, its close association with the Privacy standards that take effect this April means that, for most organizations, implementation will probably need to begin much sooner.

For more information you can go to CMS' website (http://cms.hhs.gov) or download Orchard's HIPAA guide from the Download Center on our website. To access the Download Center, log into our website (www.orchardsoft.com/customer_area/login/login.asp), and then click the Download Center link.

Let us know if you are attending CLMA 2003!

CLMA is June 21 - 24, 2003, in Salt Lake City, Nevada. Please notify us if you are attending, and let us know the hotel you'll be staying in. Call us at (800) 856-1948, email us at sales@orchardsoft.com or complete the form on our website at www.orchardsoft.com/clma.asp. We look forward to seeing you at our booth #1127. 🍎

Orchard Software's Tenth Anniversary

This year, we're celebrating ten years of developing, installing, supporting, and upgrading the best Laboratory Information System available! Orchard Software was founded in July 1993, so we're gearing up to celebrate this summer. Over the next few months, we'll be adding articles to our website including some surprises for the customer-only area of our website. If you haven't logged in to our website before, sign up now at www.orchardsoft.com to keep up-to-date on our anniversary plans.

We'd love your help! Do you have any memories you'd like to share about Orchard or our products? Are there any great stories you have about Orchard employees, training, or installations? Perhaps you have a favorite feature? Please let us know! We'd love to gather some great anecdotes to share on our website or just among our employees if you'd prefer. Log in to orchardsoft.com and submit your stories in the customer-only area of our website. If you'd rather write, fax or email us, that's fine too!

We know that we would not be celebrating a decade of success without your support. Please accept our heartfelt thanks and appreciation for sharing the journey with us. 🍎

upcoming conferences...

Iowa CLMA, CLS, AABB	Council Bluffs, IA	April 2-4
NE Region Conference & Exhibition	Boxborough, MA	April 8-9
LIS Buyer Seminar	Chicago, IL	April 24-25
Ohio River Valley CLMA	Cincinnati, OH	April 30-May 1
MOCLS/CLMA – Missouri	Jefferson City, MO	April 30-May 2
Florida Coalition of PLO	Ft. Lauderdale, FL	May 8-10
CLSA of Alaska	Fairbanks, AK	May 8-10
Midwest Hemostasis & Thrombosis	Indianapolis, IN	May 14-16
AIMCL	Ann Arbor, MI	May 22-23
CLMA	Salt Lake City, UT	June 21-24

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