

Pioneer Memorial's Favorite Orchard Harvest™ LIS Features

One reason that Orchard Software keeps growing is that we listen to you, our customers. Your input drives the continuous development of our software, helping us keep it relevant and up-to-date. When Pioneer Memorial Hospital in Prineville, Oregon began shopping for an LIS to replace their aging system, they went looking for a progressive system from a company that clearly listens to its clients' needs.

"We evaluated a couple of other systems before settling on Harvest LIS," says Mike Rousch, LIS Coordinator. "Because Harvest LIS is so easy to use and maintain, I am spending more time doing my 'lead tech' duties, rather than just LIS maintenance."

Servicing fifteen providers as well as several local clinics, the laboratory at Pioneer Memorial Hospital acts mostly as a STAT lab - work is turned around as quickly and efficiently as possible. "We're doing about the same amount of testing as we were before, but Harvest LIS makes it very easy to get the work out to the providers quickly."

When asked about his favorite Harvest LIS features, Mike listed Orchard's rules technology, auto-printing, and the data browsers.

The laboratory has over 200 rules for result evaluation configured in the system to help screen laboratory results for abnormalities, provide suggested actions to the reviewing tech, and reflex additional necessary testing. "The rules engine was a big selling point for us - it's

a very flexible feature," Mike said. An example he gave was the rules designed

print reports to remote printers throughout the hospital is another of Mike's

favorite features in the software. At Pioneer, rules for result delivery are used to route reports to the correct printer. The laboratory staff particularly likes the ability to prioritize and create "nested" rules so that they can fine-tune the delivery of reports. "The reports look so much more professional - your reports are your final product," Mike said.

The data browsers are especially useful to Mike when it comes to creating ad hoc reports such as critical and abnormal results reports, and checking for empty results that should be filled. He is looking forward to seeing the many enhancements to the data browsers that are coming in Harvest LIS 6.0.

Most of all, Mike likes the fact that Orchard Software listens to clients. "We are very happy with Orchard's responsiveness to suggestions and requests. Each new version brings beneficial new features - some of which are ones we've requested. Of the many suggestions we've made, around 12 were in version 5.5." 🍎



Back Row (L to R): Lynn Murry, *Plebotomist*; Alice Torgerson MLT(ASCP), *Microbiology Tech*; Janice Loynes, *Lab Assistant*; Vicki Birkby MT(AMT), *Lab Manager*; Cynthia Kiepert MLT(ASCP), *Chemistry Tech*; **Center Row (L to R):** Dawn Chafin, *Plebotomist*; Cindy Bryce MT(ASCP), *Relief Tech*; Nikki Hepworth, *Lab Assistant*; Mary Forster, *Lab Assistant*; **Front Row (L to R):** Michael Rousch MLT(ASCP), *Lead Tech/LIS Manager*; Rosemarie Witnauer MT(ASCP), *Hematology Tech*; **Not Present for Photo:** Scott McAllister MT(ASCP), *Spec. Chem./Tox./UDS Tech*; Lorrie Miles MT(ASCP), *Weekend Tech*; Jane Andres MLT(ASCP), *Weekend Tech*; Nicole Martin, *Lab Assistant*; Vicki Harris, *Relief Lab Assistant*; Josie Fenner, *Plebotomist/Medicare Compliance*; Dipti Shah, *Plebotomist*.

to screen urine microscopics and, if necessary, reflex a culture. Mike pointed out, "Different providers have different criteria for when a culture is needed, and I was able to write rules to handle that issue easily."

Harvest LIS' ability to automatically

listens to clients. "We are very happy with Orchard's responsiveness to suggestions and requests. Each new version brings beneficial new features - some of which are ones we've requested. Of the many suggestions we've made, around 12 were in version 5.5." 🍎

inside this issue...

Tech Tip: Approved Windows Operating Systems.....	2
Employee Spotlight	2
Orchard's Orchard Comes to CLMA	2
HIPAA Updates.....	3
Coming to the 2004 AACC Conference?.....	4
Orchard's Tradeshow Calendar.....	4
Growing Interfaces at Orchard	I-1
Feature Focus: Inporting and Configuring Diagnosis Codes.....	I-2

Approved Windows Operating Systems

Below is a list of approved Windows operating systems you can use for your Harvest LIS workstations and servers.

Recommended for Harvest LIS servers:

1. Windows NT workstation, with service pack 6 and the NT security rollups update
2. Windows 2000 Server
3. Windows 2003 Server (not the small business edition!)



Recommended for Harvest LIS workstations:

1. Windows NT workstation, with service pack 6 and the NT security rollups update
2. Windows 2000 professional
3. Windows XP professional



Orchard *does not* recommend the following operating systems because of the problems or potential problems listed:

1. **Windows Millennium**
There are noted stability issues.
2. **Windows 2003 Server - Small Business Edition**
By default, this system forces conflicting services that are incompatible with Harvest LIS.
3. **Windows 95 Harvest LIS 5.0 and higher**
This system is no longer supported by Microsoft and will not run versions 5.0 and higher of Harvest LIS.
4. **Windows XP Home Edition**
This system has severe networking limitations.
5. **Windows 3.1**
This system is no longer supported by Microsoft and will not run Harvest LIS.
6. **Windows 98**
This system will work; however, it is less than optimal for performance/stability, and it is not recommended. 🍎



Kelly Turyan

Kelly Turyan joined Orchard Software in April 2003 as our Office Administrator. On a day-to-day basis, Kelly works with the Operations, Marketing, and Finance departments, and her job responsibilities cover a wide gamut, including annual customer support administration, account invoicing, and marketing support. Kelly holds a professional certification in Human Resources and also serves as Orchard's



Human Resources representative.

Before joining the Orchard team, Kelly worked in office administration and human resources in the technical staffing industry. She is a graduate of Hanover College in Southern Indiana.

Kelly has family in Pittsburgh, PA (Go Steelers!). In her spare time, she enjoys traveling, cooking, and reading. 🍎

Electronic Newsletter

If you're looking for an electronic version of our newsletter (and past newsletters), go to...http://www.orchardsoft.com/news_links/newsletter/newsletterarchive.html

Orchard's Orchard Comes to CLMA 2004!

This was a year of change for the CLMA conference. In the past, the annual event has been held during the summer, and at times, very close to the annual AACC conference. This year, in an effort to distance itself from the AACC, the CLMA conference was held in March, and plans are to continue holding the annual event during the first quarter. Next year's annual CLMA conference will be held March 5-8, 2005 at the Lakeside Center at McCormick Place, Chicago, IL. This year's attendance was up 9%, with 4,107 attending.

For Orchard, it was also a year of change. Those of you who attended were introduced to our new trade show booth – Orchard's orchard. Yes, there in the middle of all the high tech booths was our new "orchard," complete with a big

tree with big fruit and full of arbors and fruit crates made of real wood. We are very pleased with our new booth and believe it reflects the warmth and friendliness of our company. If you missed CLMA, our orchard will be at AACC in July. We hope to see you there. 🍎



HIPAA Updates

In case you might have missed them, here are a few HIPAA updates for your review.

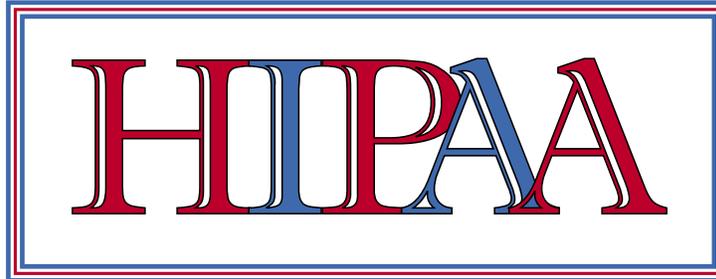
Provider IDs

Continuing its effort to complete the HIPAA requirements, HHS has published the final rule for National Provider Identifiers (NPI). The rule goes into effect May 23, 2005, the date when providers can apply for an ID number. Full compliance is required starting May 23, 2007. The NPI will be administered by the government and have ten digits (the tenth digit serves as a check digit). Individual providers will have a leading "1" in the number and institutions will have a leading "2."

Electronic Claims

With the adoption of both the Privacy and the Transaction and Code Set (TCS) Rules, HIPAA marches on.

While TCS went into effect on October 16, 2003, the low number of institutions ready to comply caused Centers for Medicare and Medicaid Services (CMS) to issue a contingency plan that will allow submission of non-compliant



electronic claims for an undetermined period of time. Blue Cross/Blue Shield adopted a similar position. With few exceptions, claims must still be submitted electronically; paper claims will not be accepted.

If you are submitting claims, make sure your data fields are ready to meet the new requirements. The use of stan-

dardized Employer ID (Tax ID) numbers begins on July 30, 2004.

Patient ID Numbers

The Institute of Medicine has called for reconsideration of standardized Patient ID numbers as a way to improve the sharing of healthcare information among providers. The controversial Patient ID had previously been tabled during revision of the HIPAA code set regulations.

ICD-10 Codes

The National Committee on Vital and Health Statistics has proposed the adoption of ICD-10 codes. While acknowledging improvements over ICD-9, many organizations, including Blue Cross/Blue Shield, claim that the high cost of upgrading computer systems to support the new codes would be prohibitive.

Sample Collection Dates

CMS has recently sent a program memorandum reminding physicians of the need to provide sample collection dates when submitting orders. Without a collection date, differences in the date of service submitted by the lab and by the physician could result in delayed or, possibly, denied reimbursement. Fortunately, for those locations using Harvest LIS, Orchard Harvest™ CT, Aqueduct™, Orchard Harvest™ Webstation or Orchard Copia™, compliance with this requirement is a snap.

New FAQ

The CMS Office of Civil Rights (OCR), the body responsible for the enforcement of HIPAA, has issued a new set of Frequently Asked Questions (FAQ) regarding the sharing of Protected Health Information (PHI). Go to the OCR website (www.hhs.gov/ocr/hipaa/) for more information about sharing PHI with patients' relatives, sharing PHI for treatment, and many other topics. CMS also provides answers to many HIPAA questions on their own FAQ page, and you can even submit your own questions. Go to the CMS home page at www.cms.hhs.gov and follow the links. 🍎



Orchard's orchard at CLMA 2004

Coming to the 2004 AACC conference? Visit the orchard.



Are you attending the 2004 AACC conference? Orchard is, and the AACC conference will give us the opportunity to visit with you. This year, the conference is being held July 27-29 at the Los Angeles Convention Center in Los Angeles, California. We are looking forward to it, and we hope to see you there. If you plan on attending, let us know by completing the online form on our website at www.orchardsoft.com/aacc.asp.



Orchard's Tradeshow Calendar 2004

05/06-05/08	Florida Coalition of PLO	Ft. Lauderdale, FL
05/12-05/14	Clinical Laboratory Collaborative	Twin Cities, MN
05/24-05/27	APHL/CDC LIMS Meeting (Public Health)	Atlanta, GA
06/24-06/25	LIS Buyer Seminar	New York, NY
07/27-07/29	Clinical Lab Expo/AACC	Los Angeles, CA
09/15-09/18	InterMountain States Seminar	Jackson, WY
10/01-10/04	Calif. Assoc. for Medical Lab Technology	Pasadena, CA
10/20-10/22	Northeast Laboratory Conference	Portland, ME
10/20-10/22	Northwest Medical Laboratory Symposium	Portland, OR
10/20-10/23	COLA/POL Symposium	Baltimore, MD

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Address Correction Requested

**Orchard Harvest™ LIS 6.0
coming summer 2004!**

Interfaces: It's like making a single tree grow apples, pears, peaches - and even grapes.



Orchard Software: Growing Interfaces since 1993

Our programmers and a team of interface specialists work to make Harvest LIS the clear choice for “best-of-breed” integrated systems. Interfaces between your Harvest LIS and instruments, host and billing systems, and even reference laboratories can make your lab more efficient. Following are a few tips you should consider as you plan for the integration of your Harvest LIS.

Instrument Interfaces

With over 450 installations throughout the country, Harvest LIS supports an extensive list of instrument interfaces. As you plan for replacements/upgrades or an additional instrument(s), contact Orchard well in advance of purchasing an analyzer to determine the interface specifications, timeline, and costs of the interface. Prices and the installation time may vary, depending on the type of interface, such as, uni- or bi-directional and whether a site visit by an Orchard Systems Engineer is required. For some, additional hardware components may be needed. A phone call to Orchard early in the buying process will go a long way toward a smooth installation of your new instrument.

Host & Billing System Interfaces

HIS, EMR, practice management, and billing interfaces allow for the smooth flow of data between systems eliminating additional manual entry and errors. Orchard has interfaced with a large number of other systems, mainly via the standard HL7 format. For an existing host interface (already developed by Orchard), we will send you a proposal for the costs associated with the interface installation. However, if the interface must be developed, then our first step is to have a conference call with you and the host vendor to determine the feasibility of the interface. Once we confirm the interface is possible, we will submit a proposal for the cost the interface and its installation. Project timelines will be established after receiving a signed proposal and a purchase order.

Reference Laboratory Interfaces

With an electronic interface between Harvest LIS and one or more of your reference laboratories, Harvest LIS is the single point for order entry, billing, and results, regardless of the testing lab. The process of installing a reference laboratory interface has several steps. The

first step is feasibility. Is the reference laboratory able and willing to work together to make the interface happen? Secondly, once we've determined that the interface is feasible, we'll send you a proposal with our costs. Thirdly, once the PO has been submitted, the interface will be placed into the installation queue and project timelines will be established. Part of the installation will involve testing the interface before going live. We have interfaced numerous national and regional reference labs, such as, Quest, LabCorp, AML, OML, Legacy, and Specialty. Typically, from PO to live date, allow six months for a reference laboratory interface.

Orchard has been successfully growing interfaces since 1993. Don't let interface worries stand in the way of your expansion. For more information regarding your interfaces, call **Kevin Dudley** at Orchard at **(800) 856-1948**.

Importing & Configuring Diagnosis Codes in Harvest LIS

Diagnosis codes are imported and configured in Harvest LIS in two different areas of the program - the Diagnosis Codes table and Order Choices table. Below we present the sources for and issues of importing and discuss using these codes in Harvest LIS.

Diagnosis Codes Table:

Importing Diagnosis Codes

Consider the Diagnosis Codes table as the master table for ICD-9 codes. This table contains the codes and their narrative descriptions, and it is populated by importing the diagnosis codes and descriptions from a pre-existing file. You should update this table annually.

You can obtain this pre-existing file from three different sources.

1. Download the file from the client-only area of Orchard's website. Orchard obtains this file from HCFA/CMS and reformats it for import into Harvest LIS. One advantage to using this file to populate your table is that it is free. The disadvantage is that the descriptions are very short and searches for diagnosis codes in Harvest LIS via descriptions become more difficult.
2. Purchase the ICD-9 codes in ASCII format from the American Medical Association. (Note: Do NOT buy CodeManager or other similar products - they don't contain data that you can use with Harvest LIS.) The advantage to using this file is that the AMA data will give you the choice of short, medium, or long descriptions. The disadvantage is that you have to buy the data each year. The cost is around \$200. If you purchase the AMA data, you will need to reformat it for use with Harvest LIS. If you need to do this, contact **Thom Franklin** at Orchard directly at (317) 573-6687 or email him at thomf@orchardsoft.com.
3. Use the diagnosis code dictionary of your practice management, EMR, or billing system. This is a viable, inexpensive option if you are able to export this dictionary to a file and format it to be compatible with the Harvest LIS import routine. The advantages to using this file are that it's free and the dictionaries will match between both systems. The disadvantages depend upon whether your host system dictionary is clean and current. If it is, you shouldn't have a problem.

Order Choices Table:

Importing CPT Code/ICD-9 Pairs

This table is where you assign or enter the diagnosis codes that are valid for reimbursement. You may enter codes using the Valid Dx button, or you may import them. Currently, Orchard Software only offers an import file for the Medicare National Coverage Determinations (NCD). You will not be able to import codes from this file for any procedure that is not one of the 26 procedures listed by Medicare. One of the most common questions we receive is, "Why didn't procedure X get codes imported?" In every case, the reason is because procedure X wasn't covered by the NCDs. Remember that for any procedure not covered by an NCD there may be a Local Medical Review Policy (LMRP) in effect from either the regional Medicare carrier or a local carrier. Also, the regional Medicare carriers cannot opt out of applying the NCDs, but they can make them more strict.

If you need to add codes that aren't part of the NCD import file, you must manually enter them. Harvest LIS has some tools to help you with that tedious job, such as cutting and pasting or entering a code range. See the Harvest LIS help file for details on these tools.

Medicare puts out updates to the NCD quarterly. Orchard usually has an updated import file available from our website on or before the effective date for the updated NCDs.

Keep in mind that the import file for the Diagnosis Codes table and the one for medical necessity for the Order Choices table contain different data. The file for the Diagnosis Codes table contains the ICD-9 code and its description. The NCD import/medical necessity file contains CPT code/ICD-9 code pairs. The two files can't be interchanged.

In both cases, you perform an import on a client workstation. Because this data is imported into a table in the database stored on your Harvest LIS server, the information is available to all workstations. You do not have to do the import on each workstation.

Using Diagnosis Codes in Harvest LIS

Diagnosis codes (both the Diagnosis Codes table and the valid codes entered in the Order Choices table) are used in Harvest LIS in a number of ways. Most of Orchard's users are familiar with how medical necessity checking works. (Those of you who don't have to do this are very lucky. Enjoy!) But there are a number of other ways that Harvest LIS supports the use of diagnosis codes.

You may configure Harvest LIS to:

1. Disallow the entry of non-existent diagnosis codes. (Your staff can't put in a non-existent code, just to enter something during order entry).
2. Require the entry of a diagnosis. (This is a real help for those doing medical necessity checking.)
3. Allow diagnosis code text searches. (This can be a sensitive subject because some people feel that this equates to making a diagnosis.)
4. Display historical diagnosis codes used previously on the patient.
5. Designate the common codes that are used regularly by your providers.

For more information, explore the Harvest LIS help file or call **Technical Support** at (800) 571-5835. 📞

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