



## Orchard Harvest™ LIS Grows with Indiana Internal Medicine

In 1997, Jeff Schepper, Lab Manager of Indiana Internal Medicine Corporation (IIMC), was shopping for a new LIS. After researching several vendors, he selected Orchard Harvest LIS (known as Costello in 1997). Back then, Orchard was a small, up-and-coming company, and Rob Bush, president of Orchard Software, conducted the sales presentation to IIMC.



*Indiana Internal Medicine Laboratory Manager, Jeff Schepper, uses Harvest LIS to review a Levey-Jennings graph for quality control analysis.*

IIMC was founded in 1972, and opened their laboratory in 1995. They are located in Greenwood, Indiana, just south of Indianapolis. The laboratory provides a full range of testing services for a busy practice of 25 providers, which includes in-office work and support for patient care at two nearby hospitals. IIMC's goal is to get 85-90% of results reported in four hours or less. Jeff explains, "The faxing module of Harvest has been a godsend for getting results to outside providers in a timely manner."

Recently, IIMC introduced Harvest Webstation to their practice. Nurses and medical assistants all have access to Harvest Webstation, and they are able to quickly sign in to look up a patient's lab results. A local nursing home also uses Harvest Webstation to

order samples and receive results. Jeff and his staff greatly appreciate Harvest Webstation, and he states, "This makes it faster for the nurses and MAs to access results directly without having to call into the lab and disrupt the workflow of the staff."

Jeff is especially pleased with Orchard's responsiveness to requests and adds, "Having the ability to enter requests through the Orchard website and to keep a record of request numbers has been great." During Jeff's extensive history with Orchard as a Harvest LIS user, he has suggested many program features and enhancements. While not all suggestions have been implemented, Jeff has seen quite a few of these requests added to the software over the years.

Jeff is an active member of the Orchard Harvest online user group, often offering suggestions to other users and gaining valuable information in return. He finds the user group essential to improving Harvest LIS, as the topics discussed within the user group often lead to new or enhanced features in the software. Jeff's active participation in the Harvest community also extends to his involvement as a beta test site during Orchard's development of Harvest LIS version 6.5.



*Plebotomist Teresa Wilson uses Harvest LIS to accession a patient order.*



*The IIMC Staff, including Teresa Wilson, Plebotomist; Paula Comstock, Plebotomist; Jean Howell, MET(HEW); Angie Alford, MT(ASCP); and Jeff Schepper, MT(ASCP), utilize Harvest LIS' extensive features on a daily basis. (Not Pictured: Mary Dorgan, MLT; Cindy Snyder, MLT; and Angel Haynes, Plebotomist.)*

Many years and many versions later, Indiana Internal Medicine is pleased with their choice of LIS, and Orchard is pleased to have Jeff and his staff as part of the Orchard family. Jeff concludes, "Overall, I've been very happy with my choice of Orchard. When you look at all the features you get for the price, it's a great bargain." ●

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# Expanding to Meet Customers' Needs

As Orchard's corporate office remains under construction and our staff continues to grow, Orchard's Sales and Marketing department is committed to providing superior service to all of our valued clients. In order to better meet our customers' expanding needs, Orchard has created the Customer Sales Representative position within the Sales and Marketing department to be focused solely on our existing customers.



*Kelly Bruce and Susan Dockus are committed to helping our customers enhance laboratory productivity by maximizing the value of their Orchard products.*

Kelly Bruce and Susan Dockus, our current Sales Coordinators, will be fulfilling this new role, and as Customer Sales Representatives, Kelly and Susan will actively manage current accounts. Kelly will serve the Southern and Western portions of the US. Susan will handle the Northeastern, Midwestern, and North Central portions.

Here at Orchard, we recognize that no two laboratories are the same, and that each individual laboratory environment is ever-changing. Since the installation of your Harvest LIS, many changes may have taken place within your lab. Kelly and Susan will keep up-to-date with your lab, and as appropriate, present

you with new opportunities that will enhance the value of your Orchard LIS.

Kelly and Susan will be helping you with add-on modules (e.g. Harvest Webstation, Microbiology, and Email), additional licenses, instrument interfaces, host interfaces (e.g. EMR, PMS, or HIS), and reference lab interfaces, plus hardware upgrades, expansions, and replacements. They will also keep you apprised of Orchard's P.A.C.E.® accredited training classes

that can educate you on new features of your Harvest LIS and other Orchard products. While Kelly and Susan will be calling you, we also invite you to contact Kelly or Susan to discuss new opportunities to improve your workflow as your laboratory evolves.

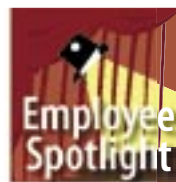
Clients in the following states should contact Kelly Bruce at **(800) 856-1948, ext. 6064**: Alabama, Alaska, Arizona,

Arkansas, California, Florida, Georgia, Hawaii, Idaho, Louisiana, Mississippi, Missouri, Nevada, New Mexico, North Carolina, Oklahoma, Oregon, South Carolina, Tennessee, Texas, Virginia, and Washington.



Clients in the following states should contact Susan Dockus at **(800) 856-1948, ext. 2540**: Colorado, Connecticut, Delaware, Illinois, Indiana,

Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, Wisconsin, and Wyoming. ●



## Steve Brady



Steve Brady joined Orchard in September 2000 as a Software Engineer. Today, Steve is Copia Product Manager, responsible for the design, programming, and management of Orchard Software's Copia product. This involves incorporating current client needs into the product, as well as assessing potential functionality that will broaden the appeal of the product to future clients. Steve manages a team of four software engineers, which involves overseeing design decisions and distributing and coordinating programming projects.

Steve isn't a computer geek by training originally. He graduated with a bachelor's degree in microbiology and worked in a research lab for five years in the fields of molecular biology and protein chemistry. Steve then decided to work toward a master's degree in computer science to build upon his lab training toward programming and computer services for LIS evaluation and administration. Just prior to Steve's graduation, he accepted a position with Orchard Software.

Steve enjoys movies, reading science fiction, photography, and travel. He has been married for six years, and he and his wife share their house with several dogs and cats. By the way, Steve's a Boilermaker fan. Both of his degrees are from Purdue University. ●

# Important Information for Windows NT 4 and Windows 2000 Users

We'd like to bring to your attention that Microsoft has recently terminated all support for its Windows NT 4 operating systems, including Windows NT 4 Workstation and Windows NT 4 Server. This means that Microsoft is no longer releasing any security updates or service packs to these operating systems, nor will they provide any support for these products.



If you use a Windows NT 4-based operating system, and if any of these computers are connected to the Internet (or connected to other computers that are connected to the Internet), you should plan for an operating system upgrade to Windows XP or Windows Server 2003. These NT 4-based computers are at risk of being compromised by Internet worms, trojans, and viruses, which are designed to take advantage of flaws in outdated systems.

In addition, Harvest LIS version 6.5 will be the last release of Harvest LIS that will work on Windows NT 4 or Windows 98. Beginning with Harvest LIS version 7.0 in late 2005, Windows

2000, Windows XP, and Windows Server 2003 will be the only operating systems that will be able to run Harvest LIS.

Microsoft Windows 2000 has also reached a milestone. As of June 30, 2005, Microsoft no longer provides mainstream support for any Windows 2000-based operating system.

Critical security updates will be provided through



June of the year 2010, but Microsoft will not provide telephone technical support for Windows 2000, nor will they release any new features or non-critical updates after June 30th of this year.

If you are using NT 4, upgrade to XP or Server 2003 as soon as possible. If you are using Windows 2000, start planning a migration soon to a fully supported operating system. If you need help in assessing your operating system,

don't hesitate contacting Orchard's Software Technical Support staff at (800) 571-5835. We'd be happy to help you determine the specifications of your current system.

No matter which operating system you use, keep fully up-to-date with all security updates released by Microsoft and your antivirus software vendor. Visit Microsoft's website at <http://support.microsoft.com/default.aspx?scid=fh;%5Bln%5D;LifeWin> for more information about the product lifecycles for the entire Windows product family. ●

news@orchard is published quarterly by:

Orchard Software Corporation  
701 Congressional Boulevard, Suite 360  
Carmel, IN 46032

If you are not on our mailing list and would like to be, please call us at (800) 856-1948, fax us at (317) 573-2633, or email us at [news@orchardsoft.com](mailto:news@orchardsoft.com).

Contributing authors:

Audrey Blackwell	Dave Bracewell
Kelly Bruce	Nicole Carter
Thom Franklin	Kerry Foster
Jeff Kain	Debbie Schilling

If you have any questions or suggestions, please contact our Publisher, Christine Stalcup, or Editor, Kerry Foster, at (800) 856-1948.

Electronic versions of the newsletter can be viewed at:  
[www.orchardsoft.com/news\\_links/newsletter/newsletterarchive.html](http://www.orchardsoft.com/news_links/newsletter/newsletterarchive.html)

## Where in the World is Orchy?



Orchard's unofficial mascot, Orchy, loves to travel around the world. Last newsletter, he was visiting Jackson Square in the French Quarter of New Orleans, in front of the St. Louis Cathedral waiting for the street performers to begin. Marsha Sosbey and Verna McGuire of Women's Health Partnership in Indianapolis, Indiana, were selected as the winners for correctly identifying Orchy's location. If you know Orchy's location in this photo, email your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by September 1 to be eligible to win an Orchard prize package. We'll select a winner at random from the correct entries. Log in to the Orchard website to see where in the world Orchy has been lately! ●

# KLAS' 2005 Top 20 Mid-Year Report Card: Orchard Ranks at the Top!

We are pleased to announce that once again, as published in KLAS' 2005 Top 20 Mid-year Report Card, Orchard Software leads all other laboratory information systems with the highest overall score of 89.27 out of 100 and the greatest percentage of positive commentary of 75%. Again, Orchard was #1 in the Community Clinical & Ancillary Solutions Market Segment Category. Orchard's next highest LIS competitor had an overall score of 83.00 with a positive commentary of 62%.

KLAS is the Consumer Reports of performance information on Healthcare Information Technology vendors and you can learn more about the company at [www.healthcomputing.com](http://www.healthcomputing.com).

Since KLAS has included Orchard Software in its reporting, Orchard has always been the number one LIS. In 2004, for the annual Top 20 Year-end Best of KLAS Report, Orchard scored the highest of all lab system vendors.

Also, in KLAS' 2004 Comprehensive

Laboratory Information Systems Study, Orchard not only led the LIS small segment, but it led all LIS vendors in all segments.

This recognition is in addition to Orchard Software's Top of Class ranking by the readers of *Advance for Administrators of the Laboratory*. Since the award's inception in 2002, Orchard Software has been voted Top of the Class in the Information Systems category. Some of the reasons noted have been: flexible and

inexpensive, easy to maneuver, excellent tech service department, open lines of communication, and responsiveness.

We know that this recognition is not possible without our customers. We value these relationships, and the open line of communication is what helps us to be the very best LIS.

We also acknowledge each one of our employees and their level of commitment to exceptional service and going beyond the call of duty. ●



## Orchard's Trade Show Calendar 2005

Dates	Name	Location
9/14-9/17	Intermountain States Seminar	Jackson, WY
9/23-9/24	California Assoc. for Medical Lab Technology	Santa Clara, CA
9/29-9/30	Greater Indiana CLMA	Carmel, IN
10/8-10/11	ASCP Annual Meeting	Seattle, WA
10/19-10/21	Northeast Laboratory Conference	Portland, ME
10/19-10/21	Pyramed User's Conference	Chapel Hill, NC
10/26-10/29	Northwest Medical Laboratory Symposium	Seattle, WA
11/2-11/5	COLA/POL Symposium	Baltimore, MD
11/3-11/4	Central New York CLMA	Verona, NY
11/14-11/16	NextGen Healthcare User's Conference	Dallas, TX

## OrchardSoftware



Harvest the Power

701 Congressional Blvd., Suite 360  
Carmel, Indiana 46032

Phone: (800) 856-1948

Fax: (317) 573-2633

E-mail: [news@orchardsoft.com](mailto:news@orchardsoft.com)

Website: [www.orchardsoft.com](http://www.orchardsoft.com)

Address Correction Requested

# Orchard Ranks Top of KLAS Again!

# Harvest LIS Message Center Helps You Keep in Touch

The Message Center is a function in Harvest LIS that many of our customers find extremely useful. It allows users to send messages to other users or to specific workstations (no matter who may be signed in on the workstation). In Harvest LIS 6.5 we've expanded this utility: you can now send messages via fax or by email (email messaging requires the purchase of the Harvest LIS Email Module).

## To send messages via fax:

- Open the Message Center window (Laboratory menu > Message Center) and select the Send Fax tab.
- The Send Fax tab lists all active users who have fax numbers or are linked to a draw or order location with a fax number. The user's fax number (if defined in the Personnel table)

overrides any linked location and will appear in the list. You may select one or more fax recipients.

- Enter your message to be faxed in the Message Text field, and click the Send Fax button to send your message. The fax will respect the user's or the linked location's fax preferences as defined in the Locations or Personnel tables.

## To send messages via email:

- Open the Message Center window (Laboratory menu > Message Center) and select the Send Email tab.
- The Send Email tab lists all active providers who have email addresses defined in the Personnel table.
- Enter your message to be emailed in the Message Text field, and click the

Send Email button to send your message.

Harvest LIS documents faxes and emails sent from the Message Center in their respective logs; you may access these logs via the View Fax Log and View Email Log buttons located at the bottom left of their respective tabs. The Fax and Email Message Logs are very similar to the User Message Log; however, they do not display the information regarding acknowledgement, as these are one-way messages only. Note that fax messages are not added to the Result Delivery Log, as these are not faxes of patient reports.

You may wish to use these capabilities to send messages notifying your client providers of changing sample requirements for testing, updates to your test menu, or changes in lab policies. 🍌

## Go Paperless with Email for Result Delivery

The Harvest LIS Email Module has been available for many years, but in this age of increasingly digital means of delivering patient results, more of our users have expressed an interest in this feature.

In 6.5, we have enhanced the email module with some new features to make it more secure and flexible.

### Improved Security

With more and more IT departments tightening security, authentication to send email has become a useful tool in securing an email server. We are all used to logging in with our user name and password to retrieve email, however, your IT staff may also require you to supply your user name and password to send email.

The email module in Harvest LIS 6.5 can be configured to do this. If authentication is enabled, Harvest LIS will try three authentication protocols, starting with the most secure and ending with the least secure.

### Flexible Report Formats

The email module can be configured to send patient reports as plain text or HTML formatted emails. In Harvest LIS 6.5, we've added a third option: PDF attachments.

Each of these options has its own unique benefit:

- Plain text emails can be encrypted for security, but are not very easy to read.
- HTML emails are easier to read, but cannot be encrypted.
- PDF attachments are easy to read, look just like regular Harvest LIS reports, but require users to have a PDF reader installed on their computers. Note that PDF readers are simple to install and are free on the Internet.



Orchard Software Corporation recommends the following PDF drivers:

- Win2PDF: You may purchase and download the Win2PDF driver at [www.daneprairie.com](http://www.daneprairie.com).
- eDocPrinter Pro: You may purchase and download the eDocPrinter Pro driver at [www.iteksoft.com](http://www.iteksoft.com).

The eDocPrinter Pro driver is a few seconds faster per print job than Win2PDF, but it requires some configuration changes in order to work correctly with Harvest LIS; whereas, Win2PDF will work without any changes after installation.

# Email Module

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The Harvest LIS help file details the setting changes you must make to the eDocPrinter Pro driver.

Once the PDF driver is installed, you must configure Harvest LIS to use the driver.

- On the workstation managing the email process, open the Preferences window (File menu > Preferences). Select the Email tab.
- Select the PDF driver you installed in the PDF printer driver menu.
- Click Save to store your edits.

## Enhancing Usability for Providers

Using email to send patients' reports to your providers is

extremely efficient and convenient. Providers have rapid access to patient reports and can review them all in one sitting. However, many people are bombarded with email daily, which makes it difficult to separate result emails from all others. To minimize this problem, most email applications have a feature that lets the user write rules to sort incoming emails into different folders for review. This way all reports can be sorted into a separate folder for rapid review and evaluation of patient results. Consult with your IT staff on how to implement this feature in the providers' email applications.

For more information about the Harvest LIS Email Module, contact your Customer Sales Representative at **(800) 856-1948**.

## Enhanced Feature: Billing Summary Report

For those Harvest LIS users without an interface between Harvest LIS and your billing system, the Billing Summary Report is a very useful feature in Harvest LIS.

While the Billing Summary Report is used in the process of validating a billing interface, for those without an interface, the Billing Summary Report eliminates the need for charge tickets and paper requisitions that are often-times lost in the shuffle between the laboratory and billing department.

The Billing Summary Report is a summary of orders placed in Harvest LIS for a selected date range. You may create this report using either saved criteria or by entering your own report conditions. Follow these simple steps for setting up your report.

1. Select a date range option and enter a Start and End date for the report. This range narrows the reported results to those whose Creation, Micro Creation, Draw, Order Completion, or Order Choice Approval Dates fall within the start and end date range.
2. Select the orders that should be included in the report. This range narrows the reported results to the selected type of order to include All Orders, Micro Orders Only, or Non-Micro Orders.
3. Select any desired additional options to further customize the report. For example, you may select the Save to File option to have Harvest LIS
4. Select grouping options to sort the report data. By default, Harvest LIS will group the orders by Date, but you can further sort the report by using the arrow buttons to add or remove other grouping options, such as Patient, Provider, or Billing Status.
5. Once you have chosen the grouping options, select the desired report options. You may choose to save your search settings for future use by clicking the Save or Delete Criteria button. Enter a title for your search settings in the Description field, and click the Save button.
6. Once you have selected either the saved criteria or entered your own search settings, click OK to create a report.

New additions to the Billing Summary Report in Harvest LIS version 6.5 include the ability to print secondary and tertiary insurance, patient address, and priority. We have also added the

ability to append pricing text to an order choice abbreviation and added an Advanced Configuration Option entry to export these values in a separate column titled "Prices." In addition, two new grouping options are available called "Patient" and "Order Choice."

For those without a billing interface, the Billing Summary Report is a single source for the billing information and data you need for a paperless laboratory environment. As always, if you need help configuring the Billing Summary Report, call Orchard's Software Technical Support staff at **(800) 571-5835**. If you are interested in learning more about an electronic billing interface, please call your Customer Sales Representative at **(800) 856-1948**.