Metro Urology Expands with Orchard's Products

System growth and expansion were very important attributes to Eyre Klindt, Laboratory Supervisor at Metro Urology in Woodbury, Minnesota, when shopping for a new LIS in 2004. She had previously been using an outdated LIS whose vendor did not provide regular upgrades. Metro Urology's laboratory was quickly outgrowing their LIS. Eyre felt that it was necessary to invest her time and resources into another system that would grow with the laboratory's needs. "It was very important that the system grow with me. I started out with one instrument doing clinical tests, and now we have multiple instruments and have added microbiology and anatomic pathology in-house," she said.

Metro Urology has many locations throughout Minneapolis and St. Paul and offers various treatments to its patients. Twenty physicians and four physician assistants treat patients for issues relating to prostate, kidney, urological, and sexual health, as well as cancers of the prostate, testes, and kidney. They installed Harvest LIS 5.5 with Harvest Webstation in 2004. Metro Urology has since added a reference lab interface, the Anatomic Pathology system, the Microbiology module, as well as various hardware and license enhancements.

"When I first started, we had a lot of nurses performing urine tests. I wanted a system where all of our clinics could be

Laboratory staff members (pictured from left to right): Kris Nelson, Histotechnician ASCP; Brenda Lauziere, MLT-ASCP; Gauzong Xiong, MA (lab processor); Carol Presse, MT-HEW, ASCP; Anil Tadavarthy, MD Laboratory Director, Lead Pathologist; Eyre Klindt, Laboratory Supervisor MLT-ASCP.

joined together and the QC could be monitored and locked down, so that there were no issues. Harvest gave us that and more." Metro Urology needed a clear-cut, electronically advanced system to aid in their growing practice.

"With our old system, nothing was integrated. Reports had to print on my printer and then I had to use inter-office courier or fax to get the reports back to the outlying clinic, which added to the turnaround time. It was awful," said Eyre. "I looked at a lot of systems: big ones, little ones, they all seemed like what I already had and nothing was really customizable or upgradeable." Metro Urology currently performs an average of 280 tests daily including cytology, blood, urines, and prostate biopsies for which they are now using Orchard Pathology, Orchard's AP system that was released in 2006.

In October 2007, Metro

Carol Presse, MT-HEW, ASCP, at Metro Urology uses Orchard Harvest LIS to place orders.

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Metro Urology

Urology installed Orchard Pathology in order to perform prostate biopsies in-house. "Our prostate care is very important to our practice, and it was really important that our reports reflect what the reference lab gave us," said Eyre. The image management tools in Orchard Pathology make it easy to link digital images and scanned documents to case worksheets and/or patient reports. The system manages consultation reports, eliminating the need for bulky paper files, and provides a single source for all related patient reports. They also use editors such as Adobe® Photoshop® to link illustrations and annotations on the patient report. "The physicians all think the reports and the images and diagrams on the reports are beautiful. We use those diagrams to dialog with our patients so they can better understand what is happening to them. The reports have really separated us from our competitors. Even some of the local hospitals can't provide the type of custom reports that we now can."

The most recent addition to Metro Urology's Harvest LIS system is the addition of the Microbiology module in February. "With micro in-house now,

Dr. Anil Tadavarthy, pathologist for Hospital Pathology Associates, working in conjunction with Metro Urology, utilizes Orchard Pathology to electronically annotate prostate diagrams.
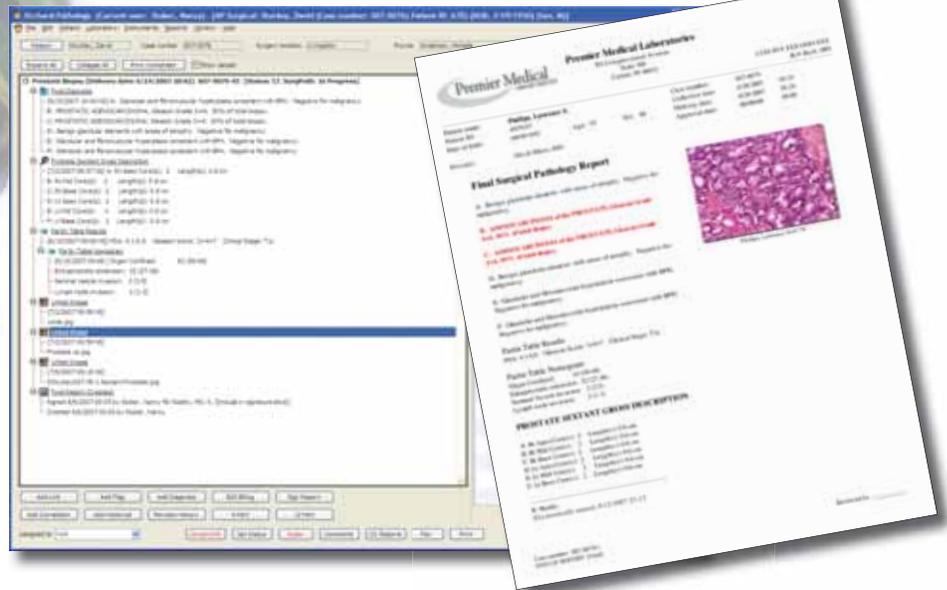
we can catch all of the charges in-house that we wouldn't catch normally, and the turnaround time is going to improve by a good day or so," said Eyre. "This also allows us to perform tests and generate micro reports on an individual patient-by-patient basis. The reference lab has very clean-cut routines, and they only report certain things. We can now make those decisions in our own lab to provide the best results to the physician and the patient." Once the Microbiology module is brought online, they will be able to do all of their urine cultures in-house instead of sending them off to a reference lab. Metro Urology currently performs approximately 200 urine cultures a week.

Along with the enhanced functionality and turnaround time that Harvest LIS has added to the Metro Urology lab, Eyre also feels that they will begin to see a significant return on investment. "We ran some reports and in December alone, found a significant amount in missed lab charges," she said. "We are in the process of implementing a billing interface between Harvest and our practice management system that will definitely help us monitor that and assist us in eliminating those missed charges. Kris Worden (Orchard Systems Engineer) was instrumental in helping us customize our own billing report."

Another aspect that makes Harvest LIS a great choice for Eyre was the excellent care she has received from technical support as well as the training staff. "If ever I have a problem, I never have to wait on hold; I always get to talk to someone right away. And, after an issue has been resolved, a technician always calls me back a couple of days later to make sure everything is working okay," said Eyre. "The online user group is amazing. It gives us a community of lab professionals and very good networking opportunities for issues aside from our LIS. It is a fabulous and invaluable tool." ●

Ginny Harrison:
Senior Regional Sales Manager

Ginny Harrison, Senior Regional Sales Manager for Orchard Software, has more than 15 years of experience in laboratory system sales. After graduating from Truman State, formerly Northeast Missouri State University, with a BS MT (ASCP), Ginny traveled to New Jersey to complete a one-year internship at Monmouth Medical Center-Long Branch. From there she moved into the field of sales and was employed at both Siemens (formerly Technicon Instruments) and Cerner before joining the Orchard sales team in May 2001.

Ginny's career in sales moved her to the West, where she currently resides in Nevada. As a Senior Regional Sales Manager, Ginny is responsible for the sale of Orchard Harvest LIS, Orchard Copia, and Orchard Pathology to clinics, hospitals, and reference laboratories spanning from Alaska to California and Montana to Arizona. When Ginny is not busy traveling to meet with prospective clients, she enjoys golf, fishing, and spending time with her cat. A few of her colleagues have claimed her to be a connoisseur of Mexican cuisine.

Medicare Mandates New Format for ABNs

Medicare has mandated a new format for ABNs to be implemented by March 1, 2008, with a final deadline of September 1, 2008. Orchard Software has already begun to implement changes to both the Orchard Harvest and Orchard Copia systems. All Medicare-mandated changes will be in place prior to the September 1st deadline, and will be made available to all users as part of a routine update to our software. Announcements about the update will be made on our website and through the user groups. Please contact tech support at **(800) 571-5835** if you require assistance with upgrades.

Where in the World is Orchy?

Orchard Software's unofficial mascot, Orchy, loves visiting famous sites in the outdoors. Last newsletter, Gabriel Pulido of Highlands Clinical Laboratory in Sebring, Florida, knew that he was visiting Paris, France. Can you identify where Orchy is visiting this time? Send in your answer to **news@orchardsoft.com** by May 15 to be entered in a drawing for an Orchard Software prize package. Sign in to the Orchard website to see where else he's been lately!

Tech Tip: Using the AutoScan Explorer

When Harvest LIS receives transmissions from an instrument, it temporarily stores the data in an internal file called the capture buffer. You can view the contents of the capture buffer in AutoScan Explorer. The information displayed in AutoScan Explorer is specific to the workstation that the instrument is interfaced to. Harvest LIS lists the data transmissions in an explorer-type list on the Transmissions tab. Click the date/time stamp of a transmission to view the transmission's contents.

As it receives transmissions, Harvest LIS uses the sample ID embedded in the transmission data to match the results to the correct order. Occasionally, Harvest LIS may receive a transmission that it cannot match to an existing order. It marks these transmissions with a red X in AutoScan Explorer. While there are legitimate reasons to have the occasional red X in AutoScan Explorer, it can also signal an issue with the sample ID that was received in the transmission. Some examples might be a sample ID that was miskeyed or not entered on board the instrument.
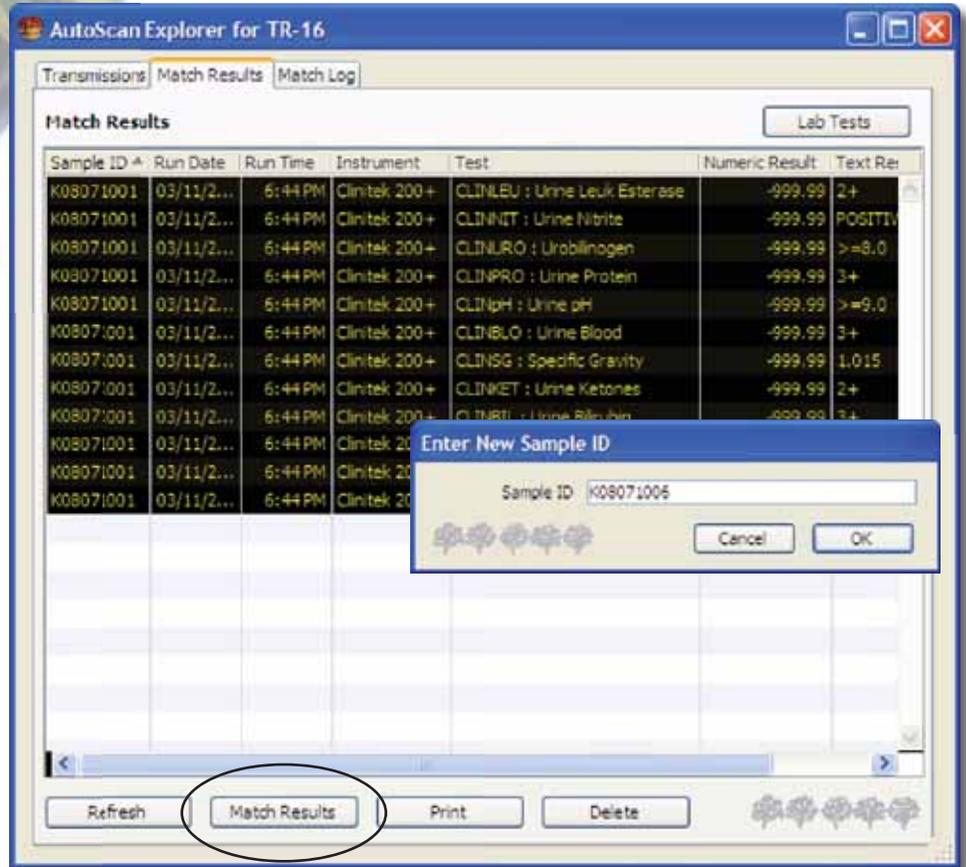
With earlier versions of the software, the solution was for you to correct the sample ID in the instrument's memory buffer and retransmit it. Harvest LIS could then process the transmission with the corrected sample ID and post, or "parse," the results to the proper tests on the order. In Harvest LIS 7.5 or higher, we have added a new feature that permits users to manage this issue within Harvest LIS by manually entering a sample ID that the software will use to reparse results.

Configuring Manual Matching

To enable this feature, mark "Enable manual matching of results" on the Interfacing tab of Preferences. You must also give your users the security function that permits them to use this feature. Once enabled, Harvest LIS displays two new tabs in AutoScan Explorer: Match Results and Match Log.

Manually Matching Results

The Match Results tab displays test results that were received in a transmission, but could not be parsed. You may rematch these results by clicking the Match Results button at the bottom of the window. Harvest LIS prompts you to enter a sample ID. Enter the sample ID, and click OK. Harvest LIS uses this sample ID to parse the results. You will see the Interface Engine run on the Dashboard as Harvest LIS attempts to reparse the results.

4
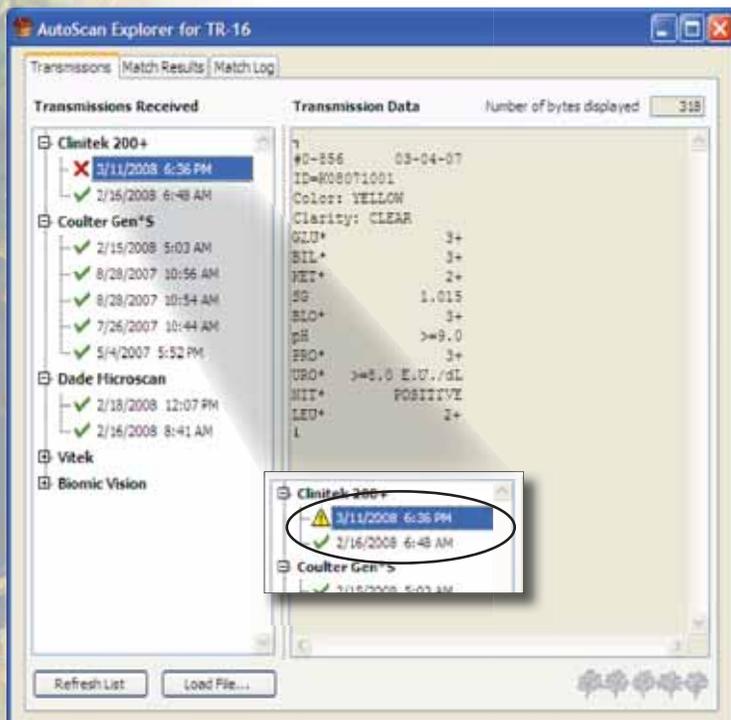
AutoScan
Continued from previous page.

If Harvest LIS successfully reparses the results, it displays the transmission with the "alert" symbol on the Transmissions tab.

Manually rematched results display an origin of "Manual Creation."

Viewing the Match Log

Harvest LIS moves successfully reparsed results to the Match Log tab. This tab includes both the original sample ID received in the transmission and the user-entered sample ID that was used to parse the results.

Harvest LIS retains transmissions in AutoScan based on settings found on the Maintenance tab of Preferences. Contact Orchard Software Technical Support for assistance if you wish to modify these settings. ●
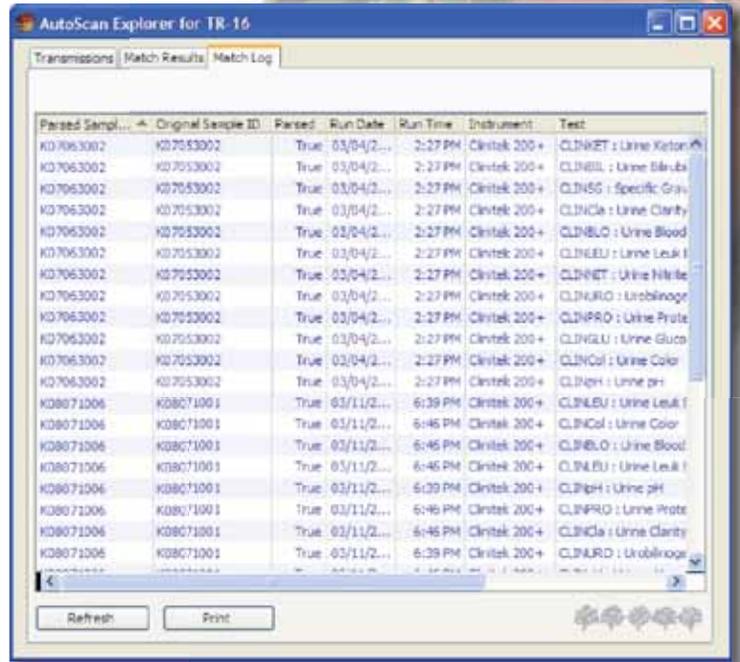
Feature Focus: Harvest LIS 8.0 Enhances the Power of QC

While the use of assayed quantitative controls gives the laboratorian a handy head start in assessing the performance of a test system, it is occasionally necessary to reevaluate the control material's range of acceptable values. In prior versions of Harvest LIS, this necessitated creating a new copy of the control file. Harvest LIS version 8.0 offers a more flexible approach to this issue.

When defining quantitative control ranges in Harvest LIS, you typically enter them using a mean/SD approach, so that Harvest LIS calculates the control range, or you enter the control range, in which case Harvest LIS calculates the mean and 1SD limit. These are the Expected Mean/SD that display in Review Results and on the Levey-Jennings graph.

Editing an Existing Control Range

Should you need to reassess and revise the QC range for a particular test, you may edit the expected range as usual in the Edit Control Values window. When you click the Save button
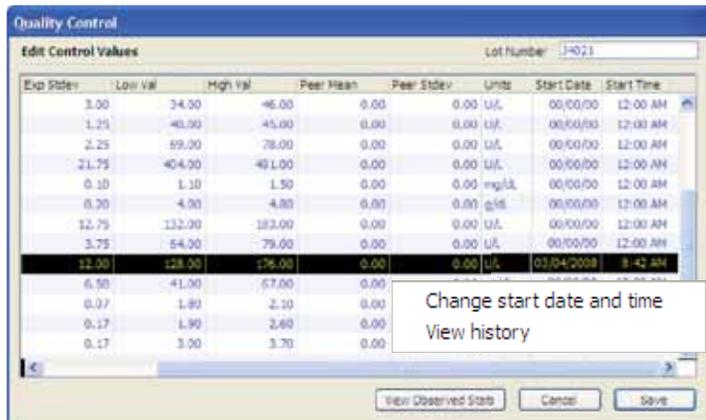
in Edit Control Values, Harvest LIS takes two actions. If an existing range has data points and a revision to the range is made, Harvest LIS prompts you to document the reason for the revision. It stores this information as a File Test Comment and prints it on the Levey-Jennings graph. Harvest LIS also updates the Start Date and Start Time of the new range, so that all QC results after that point will have the newly revised ranges applied to them in Review Results and on the Levey-Jennings graph. You may right-click on the Start Date/Time fields to manually edit this information; however, Harvest LIS will not allow you to set the start date and time earlier than the start of the previous range.

Reviewing the Levey-Jennings Graph

When printing and displaying the Levey-Jennings graph, Harvest LIS displays multiple ranges. It graphs multiple mean, peer, and standard deviation lines, but the numbers on the X-axis only reflect the values for the first range included. All data points within one range will be connected, and the data points in the next range will be connected, but separate ranges are not connected.

Note that Harvest LIS applies Westgard rules across the original and revised ranges. This occurs because it is better to possibly trigger Westgard rules than to disregard previous results and possibly ignore a potential Westgard violation.

At the bottom of the Levey-Jennings analysis window,

Power of QC

Harvest LIS now displays the Expected, Observed, and Peer Mean/Stdev/CV grid on tabs. The current range's values appear on the "Current" tab. Harvest LIS creates a tab for each previous range named "<MM/DD/YYYY," where MM/DD/YYYY is the end date of the previous range. When viewing a normalized graph with multiple QC files graphed together, Harvest LIS prepends the name of the QC file to the date range on the tab name. It also displays small arrow buttons to scroll forward and back among the different tabs when they do not all fit on the window.

The Levey-Jennings printout now accommodates the ability to revise quality control ranges, and now displays the Expected, Observed, and Peer Mean/Stdev/CV values in a list, instead of at the top of the report. If you do not use peer values, Harvest LIS omits them, allowing more room for the other values.

You may add an ACO setting if you prefer the old style, and only display date ranges that contain a single control value range:

```
[QC Graph]
PrintOldStyleWhenSingleRange=true
```

Note that if there is more than one range in effect for the date range, Harvest LIS always uses the new style of report, regardless of this setting.

Additional Notes

- When copying a QC file and the control values with it, Harvest LIS only copies the most recent range of control values to the new file.
- The existing ACO [Quality Control]SummaryByTestAndLevel will average the values in all ranges, so use precise date ranges to avoid this.
- The QC Summary report now includes range information if displaying more than one range.

Orchard Software continues its tradition of implementing enhancements to Harvest LIS based on input from our most valuable resource—our clients! Stay tuned for announcements signaling the release of Harvest LIS 8.0! 🍎
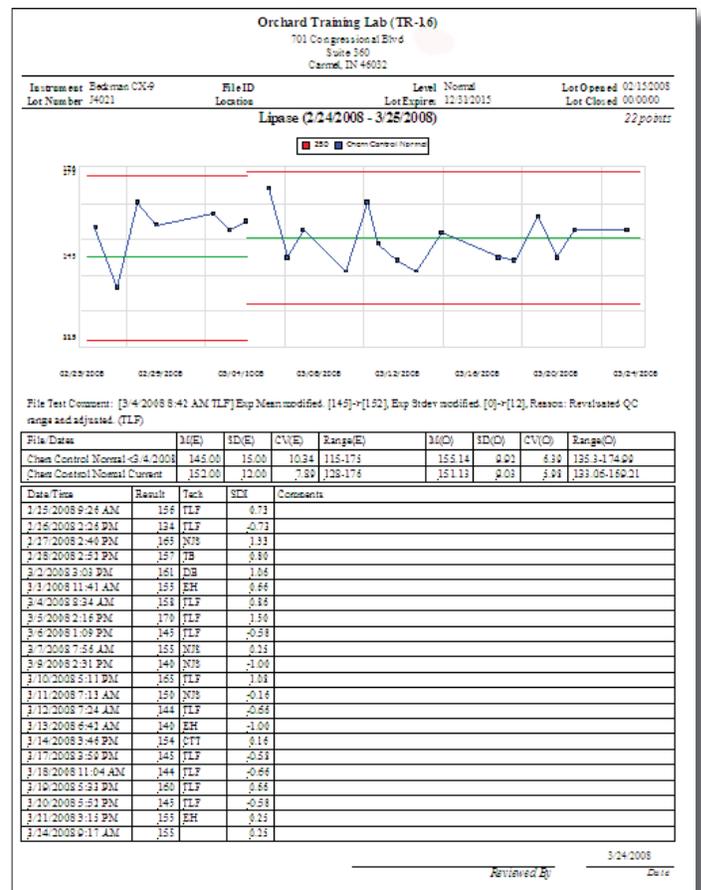
Orchard's 2008 Spring Symposium

Orchard Software is once again bringing the Orchard to you at our Spring 2008 Harvest LIS Symposium in Columbus, Ohio. The event will take place on Thursday, June 12, 2008, at the Doubletree Hotel Columbus/ Worthington.

This day-long symposium is designed for users and prospective users alike, providing each with an opportunity to learn more in-depth information about Orchard Software and Orchard Harvest LIS. The symposium will also offer you an opportunity to meet Orchard employees and other Harvest LIS users.

We encourage you to take advantage of this opportunity, as there is no fee to attend. A complimentary continental breakfast and lunch will be provided. Your only costs to attend are for travel, hotel, and other meals needed.

For more information about the symposium agenda, details about securing travel arrangements, and to register for this event, visit our website at **www.orchardsoft.com/ symposiums.asp**. Space is limited, so be sure to register soon and secure your travel and hotel arrangements.

We are excited to bring the Orchard to your own backyard. We look forward to seeing you, and believe you will learn more about Orchard and the latest and greatest in features and modules of Harvest LIS. If you have questions, email us at **sales@orchardsoft.com** or give us a call at **(800) 856-1948**. 🍑

Orchard's Customer Training Grows in 2008

2008 promises to be an exciting year for Orchard Software, with signs of growth and progress everywhere! One of the primary areas where growth is occurring is in the Call Center. We are adding both staff and space to the Call Center, ensuring that we are staffed at a level that allows Orchard Software to continue to be responsive to your support requests. Those of you who have attended training classes at Orchard might wonder how the Call Center space can expand, since there were no areas left in the building to locate the additional staff. That's a good question! The Call Center is expanding into what has been our customer training classroom.

As part of our growth, Orchard Software expects to open a new and enlarged training center later this year. In conjunction with the new training center, we will be offering a Basic User class for Orchard Copia customers beginning this summer. Our training staff is also growing: Thom Franklin and Ed Hougendobler have been joined by Cass Netzley, who will become the lead trainer for our Copia class, and assist with classes related to Harvest LIS. In the interim, we have located our training facility nearby in first-class classroom space that was being underutilized by another company.

As the year progresses, watch our website for new information regarding our growing training center and class program! 🍑

June Barone from Urology of Indiana / GU Surgeons of Greenwood, Indiana, joins other Orchard Harvest LIS users for Advanced User Training at Orchard Software's interim training site.

Orchard will be Exhibiting at AACC

As many of you are by now aware, the CLMA ThinkLab '08 sponsored by Orchard Software was canceled due to the damage incurred on the Georgia World Congress Center in downtown Atlanta. While the tornados have pushed back the show until next year, we want you to know that Orchard will be back as the presenting sponsor of ThinkLab '09, and we hope to see you there.

If any of you were planning to stop by our booth, please note we will be attending the AACC Annual Meeting 2008 in Washington, D.C. The event begins on Sunday, July 27 and runs through Thursday, July 31. We look forward to seeing you in D.C. If you plan to attend, please let us know by completing the form on our website at **www.orchardsoft.com/aacc.asp**.

Orchard's Trade Show Calendar 2008

Dates	Name	Location
4/9/08 - 4/11/08	Lab InfoTech Summit	Las Vegas, NV
4/10/08	Iowa ASLCS & CLMA	Coralville, IA
4/15/08 - 4/16/08	NE Region Conference and Exhibition	Boxborough, MA
4/16/08 - 4/18/08	Kansas ASLCS & CLMA	Hays, KS
4/17/08	Nebraska Medical Technology Meeting	Lincoln, NE
4/23/08 - 4/25/08	Clinical Lab Scientists of Alaska	Anchorage, AK
4/25/08	Baystate Medical Center Cytopathology Conference	Holyoke, MA
4/30/08 - 5/2/08	G-2's 3rd Annual Molecular Diagnostic Conference*	Cambridge, MA
5/2/08 - 5/3/08	Univ. of Texas MD Anderson Cancer Center "Pathology of the 21st Century..."	Houston, TX
5/6/08	Western CLIA Inspectors Consortium*	Albuquerque, NM
5/13/08 - 5/14/08	Executive War College	Miami, FL
5/13/08 - 5/15/08	Ohio River Valley CLMA	Hebron, KY
5/14/08 - 5/16/08	MN Clinical Lab Collaborative	St. Paul, MN
5/15/08 - 5/16/08	COLA/POL Spring Symposium	St. Louis, MO
5/15/08 - 5/17/08	Oregon Spring Seminar*	Seaside, OR
5/17/08 - 5/20/08	American Urological Association*	Orlando, FL
5/17/08 - 5/21/08	TEPR*	Fort Lauderdale, FL
5/20/08 - 5/21/08	Indiana ASCLS	Carmel, IN
6/5/08 - 6/6/08	ACHA Annual Meeting	Orlando, FL
6/16/08 - 6/18/08	Sage Software National InterAct Conference	Orlando, FL
6/18/08 - 6/20/08	G-2's 7th Annual Outreach Conference	Las Vegas, NV

* Orchard is not exhibiting

OrchardSoftware

Harvest the Power

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Address Correction Requested

Orchard's 2008 Spring Symposium is June 12, 2008, in Columbus, Ohio!