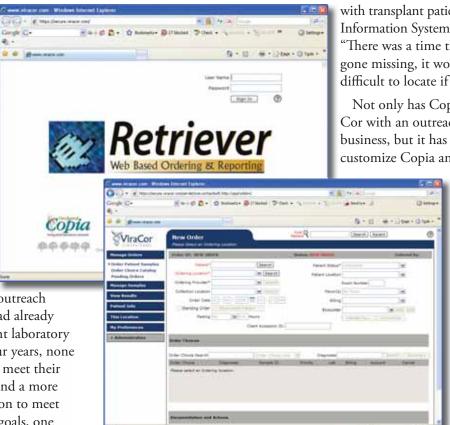# ViraCor Reaps the Benefits of Orchard Copia's Flexibility

Located 30 minutes southeast of Kansas City in Lee's Summit, Missouri, is ViraCor⎯ a reference laboratory specializing in infectious disease testing that utilizes Orchard Copia to help grow and brand its business. Copia makes laboratories more competitive by providing a very robust web-based outreach, EMR connectivity, and laboratory networking solution.

When the search for an outreach solution began, ViraCor had already implemented three different laboratory systems within the past four years, none of which were able to fully meet their needs. The lab needed to find a more permanent outreach solution to meet short-term and long-term goals, one that offered flexibility and ease of use, yet was sophisticated enough to handle the projected workload.

In 2004, ViraCor implemented Copia and introduced and branded it to both current and potential customers as "Retriever," because of its capability to easily retrieve lab results. With a few hundred clients located both nationally and internationally, ViraCor has grown its business from running approximately 25,000 tests per year, to well over 100,000.

According to Debbie Larson, Information Systems Specialist, ViraCor specializes in quick turnaround times. "We strive to turn around tests in the same day, and we are very good at it," says Debbie. Slow turnaround times and lost samples are simply not an option because ViraCor serves many physicians dealing with transplant patients. Jerad Delacour, Information Systems Specialist, recounts, "There was a time that if a sample had gone missing, it would be much more difficult to locate if not for Retriever."

Not only has Copia provided ViraCor with an outreach tool to grow its business, but it has enabled the lab to customize Copia and use the Retriever brand as a marketing tool to attract new clients. The selling point of Copia is its flexibility and customization capabilities by individual users. "We are now customizing Retriever for each client. This allows the software to appear as their own unique system," says Debbie Larson.

The sales force promotes ease-of-use in Copia (Retriever) to market the lab. According to Mark Van Vossen, Director of Sales, "We sell the concept of one-screen order entry and security. They have to order on one screen, and send the specimen, and they are done. They love it." Mark says many physicians have actually stated to him that Copia (Retriever) is easier to use than their current in-house lab systems. Furthermore, through the Internet, users enjoy the fact that they have 24/7 access to patient results from anywhere in the world.

inside this issue...

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Where in the World is Orchy?

Orchard Software's unofficial mascot, Orchy, continues to join Orchard employees on their world travels. Last newsletter, Maureen Guajardo of Planned Parenthood Mar Monte in San Jose, California, knew that he was visiting Honolulu, Hawaii. Can you identify where Orchy is visiting this time? Send in your answer to **news@orchardsoft. com** by February 15 to be eligible to win an Orchard Software prize package. Log in to the Orchard website to see where else he's been lately!

ViraCor

From an in-house perspective, Copia offers an unparalleled solution not only for having the orders placed and results sent, but also for monitoring the enormous amount of specimen traffic. When asked about Copia's reporting features, Mark noted, "With specimens being so important, browsers are huge as a check and balance. Retriever allows us to treat every single specimen as though it is our only specimen."

As a start-up reference laboratory that is now in its eighth year, you might expect each day to be repetitive for those employed by ViraCor, but you'd never know it by walking through their new building. At any given moment, you may encounter a Nerf gun war, or a vicious game of table tennis, or perhaps you may even have

to dodge the CEO riding around on his Segway. Sure, they play hard, but it's clear that they also work hard, too. According to Fox Business, ViraCor just recently became the first national reference laboratory to offer the newly FDA approved xTAG Respiratory Viral Panel allowing ViraCor clinicians the ability to provide efficient patient care through the accuracy of testing. In 2007, ViraCor was named 2007 Kansas City Small Business of the Year because of their smart business decisions and impeccable reputation within their field. Mark confirms, "Orchard Copia was one of those smart business decisions."

ViraCor staff members (pictured from left to right) Sharon Henderson and Vicki Troop along with their furry mascot. ViraCor has encouraged employees to submit suggestions in an effort to find a proper name for the dog.

employee spotlight

Adnan Rizvi: *Systems Engineer*

Adnan Rizvi has been a Systems Engineer with Orchard Software for more than eight years, traveling the United States from coast to coast installing Harvest LIS and Copia systems. Adnan began his career at the Harris County Hospital District system in Houston, Texas, where he worked for six years as a Medical Technologist. Joining Orchard in 1999, Adnan has installed Orchard products in more than 60 locations.

Adnan graduated from the University of Houston with two bachelors degrees, the first in Biology and Chemistry and the second in Computer Engineering Technology. When he is not traveling and installing systems, Adnan likes to spend his free time with his three sons, Imran (11), Rehan (7), Zaid (4 months), and his wife Shahina. When the weather is right, you can also find him out in the garden or working on projects around the house.

Tech Tip: External Links

A very useful feature in Harvest LIS 7.5 is the ability to add website or document links to the Laboratory menu. You may wish to create external links to sites, such as your reference lab's test directory or useful online laboratory resources, or to documentation stored on a local drive on your facility's network. If you wish to create external links to public websites, the workstation must have access to the Internet.

Configuring Website Links

You may configure external links in Harvest LIS' Advanced Configuration Options (ACO) window under the [General] section header. Harvest LIS reads this ACO setting at system startup time. If you make additions or changes to the ACO entry, you need to restart Harvest LIS in order for it to redraw the menu bar. When creating the ACO setting, each menu link is made up of a pair of elements. The first element is what appears on the Laboratory menu in Harvest LIS. The second element is the URL (web address) or path to a local file.

```
[General]
ExternalLinks=Menu
Label,Web address,Menu
Label,Web address
```

For example, to add external links the websites for the National Kidney Disease Education Program (NKDEP), Quest Diagnostics and LabCorp test directories, and Lab Tests Online, you would need to create an ACO consisting of eight pairs of elements, each separated by a comma:

```
[General]
ExternalLinks=Website:
NKDEP,http://www.nkdep.
nih.gov/professionals/
index.htm,Website: Quest
Test Directory,http://
cas2.questdiagnosics.
com/scripts/dos.
wls?wlapp=DOS,Website:
Labcorp Test
Directory,http://www.
labcorp.com/dos/idex.
html,Website: Lab Tests
Online,http://www.
labtestsonline.org/
```

Note that there are no carriage returns in this ACO until the very end. Harvest LIS will automatically word wrap as you continue to type.

Using the example above, the Laboratory menu would display like this:

Configuring External Links to Documents

When linking to a local document (such as a Word or text file), the ACO has a specific format:

```
[General]
ExternalLinks=Menu
Label,file:///Drive:\path
to document
```

The path to the document must be the fully qualified (i.e. complete) path, and must include the document name.

When you click on the menu link to a document, Harvest LIS opens the document with its associated application. If Harvest LIS cannont locate the file, it displays a file not found alert window, along with the incorrect file name.

For example, if the PDF file "NCD_April2007.pdf" is located in C:\NCD Information, the ACO would look like this:

```
[General]
ExternalLinks:NCD-April
2007,file:///C:\NCD
Information\NCD_
April2007.pdf
```

As before, there should be no carriage returns place in the ACO until the very end. Using the example above, the Laboratory menu would display like this:

Clicking on the menu link causes Harvest LIS to open the file in the PDF reader application installed on the workstation.
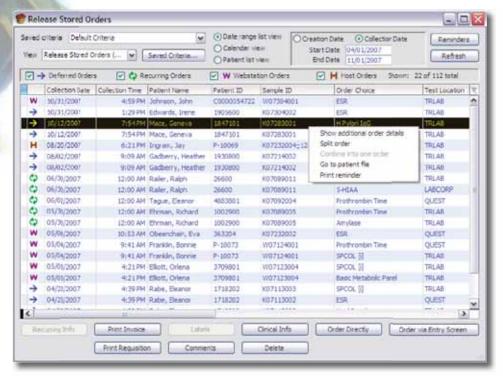
By adding external links to Harvest LIS, you can provide easy and convenient access to useful, relevant information for both you and your laboratory staff. Should you need assistance with configuring external links, feel free to contact Orchard Technical Support at **(800) 571-5835**. 🍑

Feature Focus: Release Stored Orders

The Released Stored Orders window is designed as a "holding" queue for Harvest LIS orders that are not ready for processing by the laboratory. Samples may have already been collected, but haven't made it to the testing laboratory. Enhancements in Harvest LIS 7.5 give you some new tools to become a Released Stored Orders "Power User."

The Released Stored Orders (RSO) window displays four types of stored orders. The four types are Deferred, Recurring, Webstation, and Host Orders. In the orders list, an icon column indicates the type of stored order (you may configure the location of this column in your column window settings). You may print a report of what orders are stored in Harvest LIS. The format of this report uses the currently selected view to organize the data. You can print reports for selected items, or the entire queue. Since it is common for there to be a very large number of stored orders, you may configure this window to display a subset of information, restricted by a date range. The Start Date and End Date fields are located at the top right of this window.

You may also enter a Start Date and End Date prior to opening the RSO window. To do this enter the following ACO:


```
[RSO]
OpenWithDateRangeWindow=true
```

With this ACO in place, Harvest LIS prompts you to enter a date range when opening the Release Stored Orders window. You may also filter orders according to type by marking/unmarking the checkbox next to each icon at the top of the window.

Harvest LIS windows are preconfigured with default column views, but you may configure additional column views for RSO using the Column Views table. You may also apply additional filtering by clicking the Saved Criteria button. In the Saved Criteria window, click on the Define Filters button to create unique conditions for filtering data in RSO. Those laboratories that choose to use the Release Directly button, which bypasses the Order Patient Samples window, can verify that valid diagnosis codes are assigned to an order by using the following ACO:

```
[RSO]
CheckForValidDiags=true
```

If there is an invalid diagnosis code, Harvest LIS displays an error message and prevents the order from being placed.

Right-click on an order choice in the list to display a contextual menu that allows you to perform several functions:

- You may view more information on an order by selecting the "Show additional order details" option.
- You may manually split an order even if no split order rules apply by selecting the "Split order" option.
- If you select two or more orders from the same patient, you may manually combine items into one

Don't Forget to Attend CLMA ThinkLab '08 Sponsored by Orchard Software

CLMA ThinkLab '08, sponsored by Orchard Software, will take place on March 29–April 1 in Atlanta, Georgia. The four-day conference is the leading educational event for clinical laboratory professionals and managers, with numerous CME-accredited educational sessions designed to enhance the skills of leaders at every level of personal and professional development. You do not need to be a CLMA member to attend.

A pair of dynamic speakers is ready to entertain and educate attendees. Geraldine Ferraro, the first female vice-presidential candidate on a national party ticket and instrumental proponent in the fight against a proposed cut in Medicare, will speak at the opening session. Frank Abagnale, respected authority on the subject of forgery and security and whose life and character was depicted by Leonardo DiCaprico in the Steven Spielberg movie, *Catch Me if You Can*, will speak at the closing session.

More than 3,500 members of the laboratory profession attend ThinkLab annually to take advantage of the cutting-edge education; an exhibition floor filled with vendors showing off the latest in laboratory equipment, products, and services; as well as opportunities to network with those who are leading the profession into the future. This year will mark the 32nd anniversary of ThinkLab.

We encourage each of you to attend this valuable event "Where Education, Networking, and Technology come together." Oh yes, if you go, be sure to let us know you're coming on our website at **www.orchardsoft.com**.

CLMA is an international association of more than 4,500 clinical laboratory professionals. It plays a leadership role in educating and advocating for the future of the laboratory profession. For additional information about CLMA or ThinkLab '08, please visit **www.clma.org** or **www.clmathinklab.org**.

At CLMA ThinkLab '07, Orchard Software premiered our newest, largest trade show booth yet. Its robust 1,600 square feet gave ThinkLab '07 attendees ample room to view demonstrations of Orchard's products and speak with Orchard sales and technical personnel.

RSO

order by selecting the "Combine into one order" option.
- You may also go directly to a patient's file or print Reminder letters by selecting the appropriate option.

You may release orders from the RSO window by a variety of methods. You can choose the Order Directly button, Order via Entry Screen button, configure the system to use bar code scanning, or double-click on an order.

Users have always had the option of releasing multiple orders by selecting a group of orders and releasing them using the Order Directly button. This method is functional, but limits your view of the order. A recent update to Harvest LIS 7.5 now allows you to batch release orders through the Order Patient Samples window using the following ACO:

```
[RSO]
BatchReleaseViaOPS=true
```

With this ACO in place, you can select multiple orders, then click the Order via Entry Screen button and

Harvest LIS queues the orders separately for display in the Order Patient Samples window. When you save an order, Harvest LIS displays the next order in the Order Patient Samples window. This option gives you the batch release functionality plus the benefit of viewing the entire order prior to saving.

Hopefully you may find some of these new features useful when working with stored orders. If you need assistance when configuring these new options, please don't hesitate to contact Orchard Technical Support at **(800) 571-5835**.

Come Visit Our Redesigned Website!

If you haven't stopped by our website recently, we hope you take a few moments to do so soon! The new site still contains all of the content and features you have visited our site for over the years, but we've completely redesigned it to make it easier for you to get the information you need. In many cases, you are just a click away from what you want to see.

Here are some of the new and improved features to look for:
- Streamlined navigation helps you find what you need more easily.
- The Customer Sign In feature appears on every page, allowing you to more quickly access our customer-only content.
- Once you sign in, there is a direct link to your account manager's contact page, so you never have to search for whom to contact for training and system expansion information.
- A Quick Links box takes you to commonly used pages. Note that you must sign in to access some of these pages.

See all of this and more for yourself at **www.orchardsoft.com**. The Orchard awaits you! ●

Orchard's Online User Groups Celebrate Their 7th Year

If you have been to a training class at Orchard, you are probably familiar with the Orchard online user groups. For the past seven years, clients have been able to network with fellow users though email-based conversations, sharing ideas and techniques to more effectively and efficiently run and manage their laboratories.

Online conversations range in topics from the typical questions and tips regarding features in Harvest LIS or Copia to ways to improve employee retention. If you have not yet joined the group and would like to do so, click the Enroll Now link the in the Customer Sign In box on our website. Once you have registered on the Orchard website, you can click the User Group button to join in the fun. ●

Orchard Begins Plans for 2008 Symposiums

Orchard has begun planning for two more symposiums to take place in 2008. The Spring 2008 Orchard Harvest LIS Symposium will bring the Orchard to the Midwest. It will take place on June 12, 2008, at the Doubletree Hotel Columbus/Worthington in Columbus, Ohio.

The Fall 2008 Symposium is tentatively scheduled to take place in the west. We hope you and your staff will be able to join us this year

Orchard employees Nancy Stoker and Thom Franklin speaking with client Monica Cuthbert from California State University Northridge at the 2007 symposium in Dallas, Texas.

for an in-depth look at Harvest LIS and for a chance to get to know other Orchard customers, as well as the staff behind the award-winning Orchard Harvest LIS. For more information about our 2008 Orchard Harvest LIS Symposiums as it becomes available, visit our website at **www.orchardsoft.com/symposiums.asp**. ●

We're Bringing the Orchard to You!

Spring 2008 Orchard Harvest™ LIS Symposium
June 12, 2008 ~ Columbus, Ohio

Request for Modification Process

Orchard Software relies on customer input to keep our software current and user-friendly. The Request for Modification (RFM) process is the most direct method for our customers to provide us with feedback about features they would like to see implemented or modified in our software. In order to make the RFM process successful for you and for us, there are a few important tips to keep in mind, even before you submit an RFM.

The first step of the RFM process is to make sure your request is truly a new feature request. Follow these steps to determine if submitting an RFM is appropriate:

1. Check the online or printed help manual to see if the information provided can help you accomplish your task.

2. Call the Orchard Software Support Center if you are still unable to accomplish your task after checking the help file. This is an important step for three main reasons.

   • The support center staff can tell you if it is already possible to accomplish your task. By calling the support center first, you may be able to save time and obtain the solution to your request without delay.

   • The support center staff can tell you if your feature request has already been requested by another user. If this is the case, they will add your information to the existing feature request.

   • By speaking with a support center staff member first, he/she will have detailed information about your feature request, and can ask further questions our development and operations staff may have about your specific needs. Again, this can save time in the processing of your feature request.

Once you have confirmed that you should enter a feature request, click the "Submit Request for Modification" link in the Quick Links list on our website. Follow the prompts to sign in and enter all the information requested. Describe your request as thoroughly and clearly as possible. Missing or vague information will delay the processing of your feature request or may lead to a misinterpretation of your feature request.

When you submit your RFM, we enter your request into TestTrack, our development tracking program. Be sure to include your email address when you fill out the RFM, because we use that email address to send you your TestTrack tracking number. To check the status of your feature request, simply call Orchard Technical Support **(800) 571-5835** and reference your TestTrack

tracking number.

These guidelines will help you get the most out of the RFM process:

1. Be sure to reference the help manual and call the support center before submitting an RFM.

2. Enter all requested information when submitting your RFM.

3. Be as thorough and clear as possible when describing your feature request.

4. Requests for upgrades are a separate link from the Orchard website. Do not submit a request for upgrade through an RFM.

5. Call the support center to check the status of your RFM. Do not reply to the email sent to you with your TestTrack tracking number.

By following these steps and guidelines, you can ensure that you receive the best service for your Orchard Software system and increase the chance that your RFM will be processed quickly. We rely on your input to make our software as beneficial for your facility as possible, and we thank you for your continued feedback.

Advanced User Training Classes Fill Up Quickly!

Orchard's Advanced User Training keeps you up-to-date with all the newest features, helping you get the most from your Harvest LIS. You will also be able to earn 30.0 P.A.C.E® accredited Contact Hours while networking with other Harvest LIS users. These classes are very popular, and as with every year, seats for 2008 are already filling up. Advanced User Training dates are listed below.

It is never too early to contact your Account Manger and reserve your seat. Andy Tolle, Beth Thompson, Corry Stalcup, Pat Smits, and Susan Oman are available to provide you with more information about advanced training, along with information regarding add-on modules; additional licensing; instrument interfaces; host interfaces; reference lab interfaces; plus hardware upgrades, expansions, and replacements. To save your seat for Advanced User Training in 2008, call **(800) 856-1948**.

Orchard's Trade Show Calendar 2008

Dates	Name	Name
2/6/08 - 2/8/08	G-2's LabCompete 2008 (Not Exhibiting)	Tucson, AZ
2/21/08 - 2/23/08	Clinical Lab Educators Conference	Savannah, GA
2/22/08 - 2/23/08	Centricity Healthcare User Group Meeting	Tampa, FL
2/25/08 - 2/28/08	HIMSS	Orlando, FL
3/3/08 - 3/5/08	U.S. & Canadian Academy of Pathology	Denver, CO
3/13/08 - 3/14/08	American Pathology Foundation Spring Conference	Scottsdale, AZ
3/29/09 - 4/1/08	CLMA	Atlanta, GA

2008 Advanced User Training Dates:

- January 21
- February 18
- March 17
- April 21
- May 19
- June 16
- July 21
- August 18
- September 22
- October 20
- November 17
- December 15

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Address Correction Requested

ViraCor Reaps the Benefits of Web-based Outreach with Orchard Copia!