



Orchard Harvest LIS/Copia Combination Improves Access and Efficiency at Texas Oncology

As has been the case with many other laboratories around the United States, the adoption of an Electronic Medical Record (EMR) system led Texas Oncology to begin their search for an LIS. Texas Oncology is part of US Oncology, the nation's largest healthcare services network devoted exclusively to cancer treatment and research, and was encouraged by its parent company to take the practice "electronic" with the implementation of an EMR and LIS.

Texas Oncology has approximately 90 locations throughout Texas and New Mexico. By providing physicians and patients access to a full range of outpatient cancer treatment services and support, Texas Oncology has gained notoriety within the oncology community.

Bruce Oliver, Regional Laboratory Manager for the Gulf Coast Region of Texas Oncology, was first introduced to Orchard® Harvest™ LIS at the Fall 2007



Deke Slayton Cancer Center (Webster, Texas) employees from left to right: (Front Row) Tarsha Evans, Renae Jones, Rebecca Meehan, Ebony Handy, (Back Row) Bruce Oliver, and Shannon Mikel.

Orchard Symposium in Dallas, Texas. "Prior to the deployment of Harvest LIS, all of our work was done manually and with paper," recalls Bruce.

According to Bruce, implementing Harvest LIS has proven to be a big benefit to Texas Oncology. But Bruce is not only pleased with Harvest LIS, he is also very excited about the capabilities of Orchard® Copia® and its ability to link all of the Texas Oncology sites, which has improved operational efficiency and access to patient data. "When we went with Copia, we acquired the ability to generate system-wide data that could provide Texas Oncology with leverage when negotiating contracts," says Bruce.

Currently, Bruce is responsible for managing 15 locations with 21 laboratory staff members in Southeast Texas.

Testing volume for some of the larger sites is 1,200 CBCs per month, with the smallest lab running around 150 CBCs per month. "It is difficult to manage all 15 sites when they vary in size and workflows. The physical distance between locations can be up to 150 miles. That alone makes for quite a challenge," explains Bruce.

With Copia's help, the Gulf Coast Region of Texas Oncology has been able to minimize its challenges. "Copia has the built-in flexibility needed to help manage our labs," says Bruce. Prior to using Copia, if a patient went to a site within the Texas Oncology network that did not have an in-house lab, the test would be sent to a reference laboratory. Now with Copia, Bruce and his team are able to route the test to another facility

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Where in the World is Orchy?

In our last newsletter, Orchard's unofficial mascot, Orchy, was visiting the Indianapolis Motor Speedway right here in Indiana, which Kristi Rollins of ETSU Physicians and Associates, Inc. in Johnson City, Tennessee, correctly identified. He's remained in the



United States for this photo. If you can identify where Orchy is visiting, send your answer to news@orchardsoft.com by February 15 to be eligible to win an Orchard prize package. We'll select a winner at random from the correct entries. Sign in to the Orchard website to see where in the world Orchy has been lately! ●

Texas Oncology

Continued from previous page.

within the Texas Oncology network that is able to handle the order. With electronic connectivity between locations, patients have the flexibility to choose to visit the most convenient location without creating extra work for the staff.

"Copia made us more efficient and reduced our manual workload, which allows us more time to monitor the quality of our laboratory services," explains Bruce. "It used to take several hours to complete ref lab send outs. Now with Copia, it takes one-tenth the time it used to take, so now my focus can be on differentials and results management."

Bruce and his team in the Gulf Coast will be the first region within Texas Oncology to fully deploy Orchard Copia throughout all 15 sites. "We started implementing Copia in March 2008, and as of January 2009, all sites will be up and running," says Bruce. It has been a quick transition process for Texas Oncology, but Bruce assures that it has been a positive one.

Bruce attributes some of the success of his implementation to Orchard's Operations staff: "The Orchard staff who installed our system and the customer support team have been great and very helpful. It has been a good process and a smooth installation." ●

employee spotlight

Dale Burrows: Field Project Manager

Over the course of almost seven years at Orchard, Dale Burrows has been involved in nearly 70 Harvest LIS, Webstation, and Copia installations and upgrades. As a Field Project Manager, Dale is responsible for project planning and implementation.



Throughout his career, Dale has worked in various facets of the laboratory industry from sales, to operations, to even teaching IT classes at the University level. His experience has enabled him to work for all sizes of vendors within the industry, but Dale states that for him, Orchard has been the best company for which to work.

Dale earned his Bachelor of Science degree in chemistry from Northern Arizona University and holds an MBA/MIS degree from California National University.

When Dale is not on the road with Orchard, he enjoys riding his Honda Goldwing, working in his yard, and spending time with his family. ●

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View the newsletter online at:
www.orchardsoft.com/news_links/newsletter/newsletterarchive.html

Tech Tip: Customizing the Date and Time within Harvest LIS

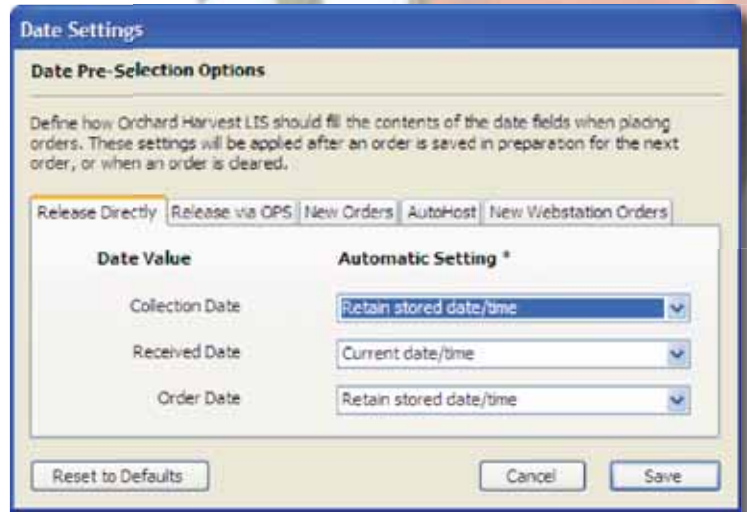
Did you know that you can customize how Harvest LIS handles dates and times during order entry? By using these settings, Harvest LIS can automatically fill in dates and times for you, easing the entry of this information into your system.

Definitions

- **Ordered Date/Time:** the date and time the order was placed
- **Draw Date/Time:** the date and time that samples were collected (applies to the entire order)
- **Delivery Date/Time:** the date and time that samples were delivered to the laboratory (applies to the entire order)

Customizing How Harvest LIS Fills in Date Fields

Open the Preferences window (File menu > Preferences), and then select the Accessioning tab. Click the **Date Settings** button at the bottom left corner of the window to open the Date Settings window.



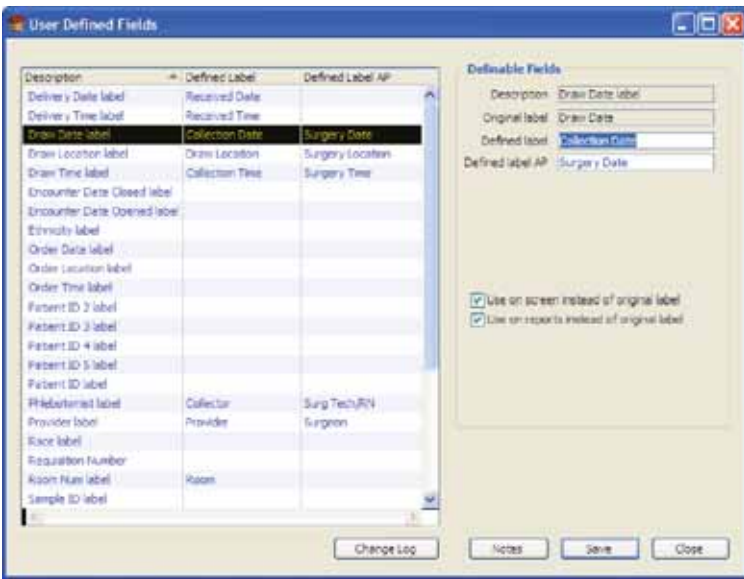
You can change how Harvest LIS fills

in dates and times for each order entry scenario using the appropriate tab. Which tab you select will determine what options are available for Collection (Draw) Date, Received (Delivery) Date, and Order Date.

“Set To Draw,” “Empty Fill Required,” “Empty Fill Optional,” or “Empty Fill Saving.”

Remember that you can always override the date and time manually if necessary using the calendar (for date) or **Now** button for date/time (where available).

Using the combination of Preferences and ACOs (if necessary) gives you a great deal of flexibility in determining how Harvest LIS handles this important information. Should you need assistance with making these settings, give Orchard Technical Support a call at **(800) 571-5835**.



Customizing Terminology

Many Harvest LIS users customize some of this terminology in the User Defined Fields table. Open Table Setup (File menu > Table Setup) and click the **User Defined Fields** button. You can redefine Draw Date, Draw Time, Delivery Date, and Delivery Time to use terminology of your choosing—the most common being Collection Date/Time and Received Date/Time.

While these are system-wide settings, you can override them for specific workstations with some Advanced Configuration Option (ACO) settings as shown on the right. These ACOs should only go on the tab for the specific workstation you need them applied to—if they apply to the whole system, make the settings in Preferences and do not use the ACOs.

Replace <value> with one of these options: “Current,” “Previous,” “Stored,”

[Date Settings]

NewOrdersDrawDate=<value>
 NewOrdersDeliveryDate=<value>
 NewOrdersOrderDate=<value>
 OrderDirectDrawDate=<value>
 OrderDirectDeliveryDate=<value>
 OrderDirectOrderDate=<value>
 StoredOrderDrawDate=<value>
 StoredOrderDeliveryDate=<value>
 StoredOrderOrderDate=<value>
 AutoHostDrawDate=<value>
 AutoHostDeliveryDate=<value>
 AutoHostOrderDate=<value>
 WebstationDrawDate=<value>
 WebstationOrderDate=<value>

Feature Focus: Harvest LIS Layout Templates

One of the most exciting new features in Harvest LIS 8.0 is the ability to create layout templates: customizable versions of documents that are printed from Harvest LIS. The template editor uses simple drawing tools that allow you to embed merge codes (for patient data), graphics, and text on the layout template, affording you nearly complete control over the look of these documents.

Which documents can be used with layout templates?

You may configure layout templates for the following documents:

- Patient Reports
- ABNs
- Reference Lab Manifests
- Reference Lab Requisitions
- Form Letters
- Reminder Letters
- Invoices
- Load Lists (2 dimensional)

Existing versions of all of these documents remain unchanged so your current settings will still apply when you upgrade to 8.0. Harvest LIS also comes with editable templates that you can use as a starting point, or you may choose to design a layout template from the ground up.

Accessing Layout Templates

Open Table Setup (File menu > Table Setup or [Ctrl][T] from the Harvest LIS desktop), and click on the **Layout Templates** button. The first page of this table lists existing layout templates. You may view or edit the details of a template by double-clicking on it, or you may create a new template by clicking the **New** button.

To begin a new template, you must give it a name and a description and then select the type of template you are creating. Selecting the type is an important step, as it determines what options are available for the template you are creating. Once you have selected the type, additional buttons appear, giving you the tools necessary to format the template.

If you do not want to design a new template, you can access the pre-defined templates using the **Harvest Templates** button. If you select an existing template, it is loaded into the editor with the type pre-selected for you.

Constructing a Document Using Layout Templates

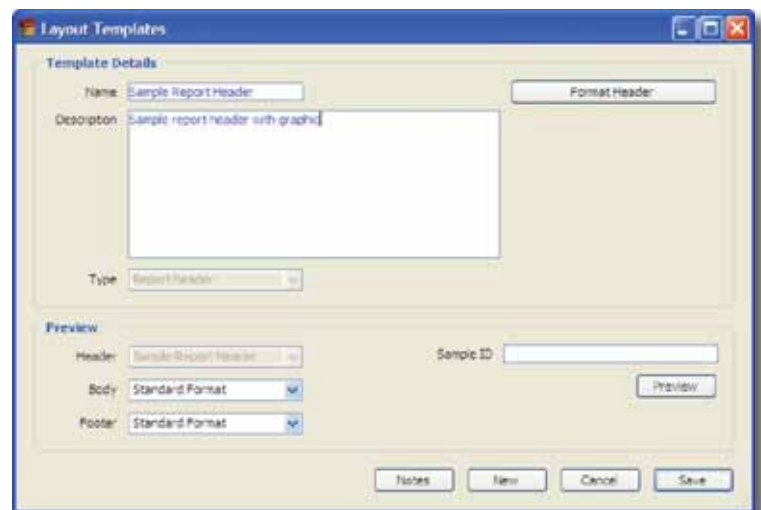
Each template has a unique set of elements that are used to create the document. For example, a patient report will have a header, body, and footer. Within the body, there are additional elements that may or may not be used: a sub header, order choice header, test header, test results, unformatted test results, restricted tests, and test picture.

You may customize all, some, or none of the different elements of your document.

Using the Image Editor

Clicking on one of the buttons for a template element will open the Image Editor window. This window displays an open drawing or “canvas” area where you create the actual layout. Buttons along the left and bottom margins of the window provide the necessary tools to design the document. The example on the next page shows a layout for a patient report header.

Each of the different elements on the canvas is editable for position, color, and size. You can also define font, font size, and style (bold, underline, italics) for text objects.



Buttons along the margins provide drawing tools to create shapes and text objects on the canvas.

The drawing canvas is where the actual layout is created.

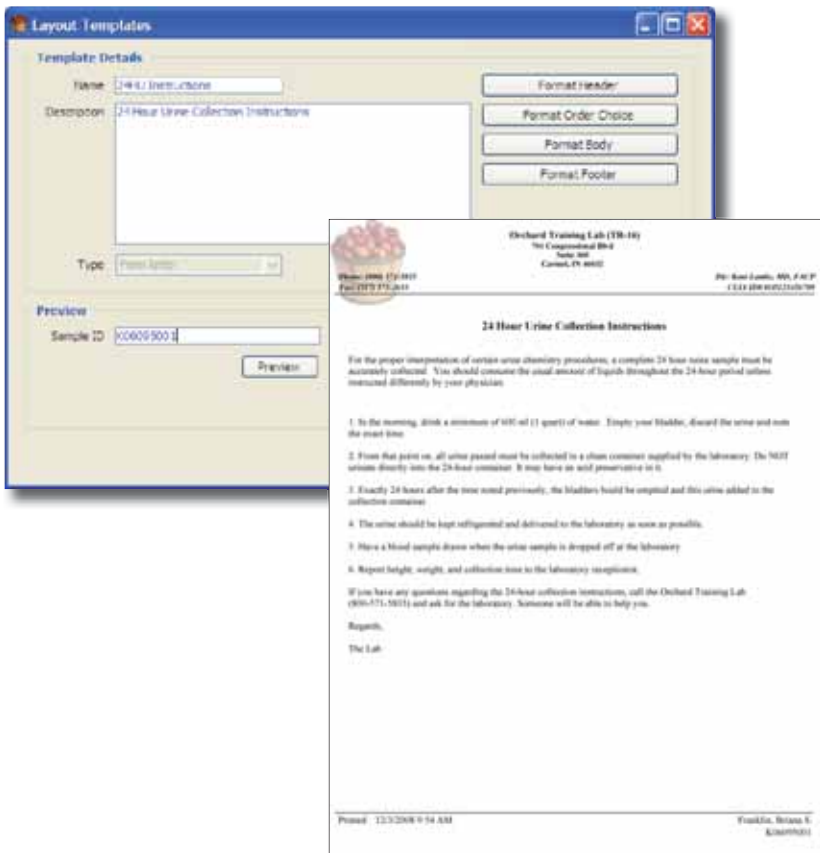
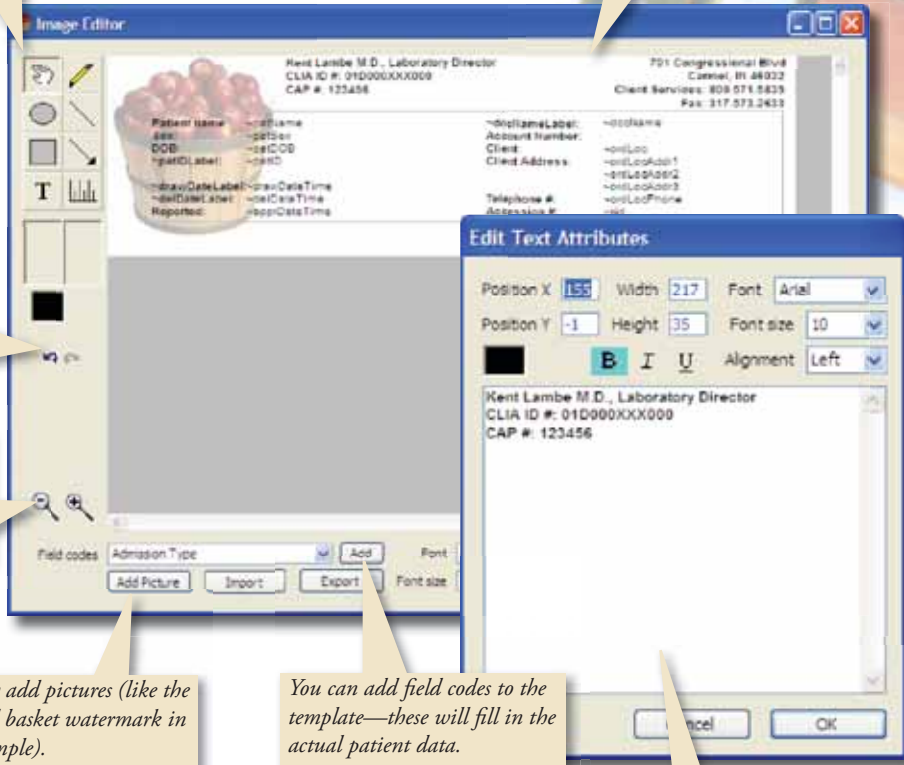
The Undo/Redo buttons allow you to quickly fix unwanted changes.

The Zoom In/Zoom Out buttons are very useful for viewing details.

You may add pictures (like the Orchard basket watermark in this example).

You can add field codes to the template—these will fill in the actual patient data.

Objects (such as this text) can be customized in many ways. In this example, font, font size, style, and alignment have been changed.



Once you are satisfied with the design of the template, click the **Save** button on the Image Editor, and then click the **Save** button on the Layout Templates detail window. To test your template, enter a sample ID in the Preview area and click the **Preview** button. Harvest LIS will create a PDF version that is viewable on-screen. You can then determine if you wish to make additional adjustments.

Assigning a Template for Use

Once your template is saved, you must assign it for use. Custom layout templates are always listed below the standard Harvest LIS versions of a document. The example on the next page shows a layout template for a patient report being assigned to a provider.

See "Layout Templates" on next page.

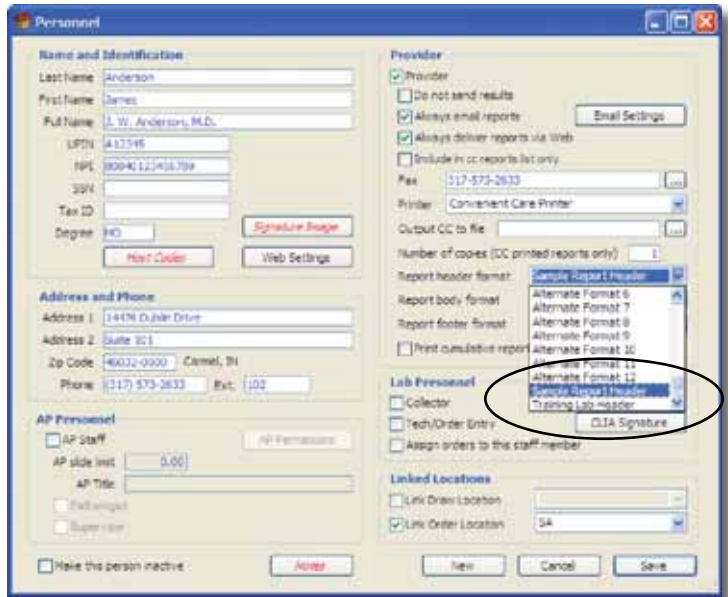
Layout Templates

Continued from previous page.

Deleting Layout Templates

You can delete layout templates that are not in use from the Layout Templates table. Deletion will inactivate the template and hide it in the Layout Templates table list for a 60 day period, after which it is purged. During that 60 day window, you can reactivate a template with the assistance of Orchard Technical Support. If you want to retain the template, but not use it, you may unassign it and leave it in the table.

The ability to design layout templates makes Harvest LIS more flexible than ever, giving you more powerful tools to design and customize your system documents. Should you need assistance with a layout template, please give Orchard Technical Support a call at **(800) 571-5835**.



Announcing the New Orchard Account Manager Team— Focusing on Service for You!

At Orchard, we recognize that no two laboratories are the same, and that each individual laboratory environment is ever-changing. The Account Managers are the primary point of contact for our customers, assisting them with project follow-up, additional product modules and training, new instrument interfaces, systems integration, special requests, and problem resolution.

For 2009, Andy Tolle and Pat Smits have been promoted to Regional Sales Representatives and will begin working



Orchard Account Managers from left to right: (Front Row) Emily Daniels, Amanda McGibbon, (Back Row) Beth Thompson, Susan Oman, Corry Stalcup, and Kelly James.

with prospective clients in the Southeast and South Central Regions. Kelly James continues as the National Account Manager responsible for overseeing the Account Manager team, which includes Susan Oman, Corry Stalcup, and Beth Thompson, along with those promoted to the team in 2008—Emily Daniels in the Northeast and Amanda McGibbon in the South Central area.

Susan, Corry, Beth, Emily, and Amanda will stay in touch with your lab and follow up on projects that are implemented for your facility. As appropriate, they will continue to present you with new opportunities that will enhance the value of your Orchard Laboratory Information System through add-on modules and systems (Email, Webstation, Microbiology, Anatomic Pathology, Harvest SQL, and Copia), additional licenses, instrument interfaces, host interfaces (EMR, PMS, or HIS), and reference lab interfaces, plus Orchard's P.A.C.E. accredited training classes, hardware upgrades, expansions, and replacements.

You can reach any of them at **(800) 856-1948**. Or, for more information and details regarding the states they assist in, please visit our website at www.orchardsoft.com/contact/sales/accountmgrs.html

Please note for the most prompt service regarding all technical support issues, continue to call Orchard Technical Support directly at **(800) 571-5835**.

Orchard Announces Its 2009 Training Schedule— Copia Training Makes Its Debut!

As we continue to enhance the capabilities of Orchard's products, keeping up with all of the changes becomes a challenge. To help you stay current on new features or review existing capabilities in the software, Advanced User and Copia Training are the place for you!

Beginning in April, Orchard will add a Copia training class to the schedule. If you are a current Copia user, you will want to ensure that you book your seat today!

This new course will teach you about the latest features in the program, how to maintain your Copia system, and the tips and tricks on using existing features more efficiently. Throughout the course you will:

- Learn the newest features of the most current Copia version to determine the best use for them in your lab.
- Review security functions and explore enhancements designed to assist you in maintaining compliance with HIPAA regulations.
- Interact with other users and learn how other labs uniquely integrate Copia features.
- Receive hands-on experience using the database management and maintenance tools for backing up your database and troubleshooting problems.

- Cover the various options for technical support, including learning more about the Orchard website and online user groups.
- Meet with Orchard associates from Technical Support, Operations, Development, and Marketing to learn more about the latest projects.

Remember that Gold and Platinum support includes an automatic seat in training. Advanced User classes fill up well ahead of the date, so we recommend that you get your reservation in early! You can reach your Orchard Account Manager at **(800) 856-1948** to assist you with scheduling a seat in training. ●

2009 Harvest Advanced User Class Dates

January 26-30
February 16-20
March 16-20
April 20-24
May 11-15
June 22-26
July 20-24
August 24-28
September 21-25
October 19-23
November 9-13
December 14-18



It's Back— CLMA ThinkLab '09!

After being cancelled in 2008 due to tornados, CLMA ThinkLab '09, sponsored by Orchard Software, will take place on May 2–May 5 in Tampa, Florida. The three-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.

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. We encourage each of you to attend this valuable event and if you decide to 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 '09, please visit www.clma.org or www.clmathinklab.org. ●



Orchard President, Rob Bush, to Speak at Molecular Summit

Mark your calendar and plan to attend this year's Molecular Summit. On February 10-11, 2009, Orchard President, Rob Bush, will be presenting "Challenges in the RIS/LIS Data Exchange and Practical Solutions for the Short Term."

If you are interested in learning more about how Molecular Medicine is reshaping radiology and pathology, you will want to attend this two-day conference at the Sheraton Society Hill Hotel in Philadelphia, Pennsylvania. For more information on how to register, call (800) 560-6363 or visit www.molecular-summit.com.



Orchard's Trade Show Calendar 2009

Date	Name	Location
2/10-2/11/09	Molecular Summit-Dark Report*	Philadelphia, PA
2/19-2/21/09	Clinical Lab Educators Conference	Denver, CO
3/2-3/4/09	AMGA 2009 Annual Conference*	Las Vegas, NV
3/13-3/14/09	Centricity Healthcare Users Group (CHUG) Conference	San Diego, CA
3/16-3/18/09	Lab InfoTech Summit	Las Vegas, NV
3/25/09	Ohio River Valley CLMA	Indianapolis, IN
4/4-4/8/09	HIMSS	Chicago, IL
4/14-4/15/09	NE Region Conference & Exhibition	Boxborough, MA
4/25-4/28/09	American Urological Association*	Chicago, IL
5/2-5/5/09	CLMA ThinkLab '09	Tampa, FL
5/5-5/7/09	Clinical Lab Scientists of Alaska	Anchorage, AK
5/7-5/8/09	COLA/POL Spring Symposium	Dallas, TX
5/19-5/20/09	Indiana ASCLS	Carmel, IN
5/28-5/29/09	ACHA Annual Meeting	San Francisco, CA

* Orchard is not exhibiting

OrchardSoftware



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Address Correction Requested

**Customize reports, requisitions, invoices, and
more with layout templates in Harvest LIS 8.0!**