



Orchard Helps MTPHL with Electronic Lab Reporting

Electronic Laboratory Reporting (ELR) is the wave of the future and is a proposed criterion for Stage 2 of meaningful use for the HITECH Act. ELR allows for the electronic transmission of laboratory reports from laboratories that identify reportable conditions to public health departments. As this important initiative gains ground, the Montana Public Health Laboratory (MTPHL) is ready to meet this challenge.

"The MTPHL is a governmental laboratory that monitors and detects public health threats, ranging from screening for metabolic and genetic conditions in newborns to screening for sexually transmitted diseases to identifying outbreaks of infectious disease," says Susie Zanto, Deputy Laboratory Director and Lab Systems Improvement Manager at the MTPHL. The MTPHL serves the residents of Montana and routinely operates Monday through Friday from 8 a.m. to 5 p.m., running approximately 250

tests per day, but is always available for testing in emergency situations.

"The environment at the State Health Department and MTPHL is both unique and challenging," states Susie. "We have to respond to outbreaks and disasters, develop and implement new testing technologies, provide laboratory surveillance data, collaborate on projects, train with our clinical laboratory partners, and work toward laboratory system improvement."

The MTPHL, headquartered in Helena, Montana, has been an Orchard client since 1999. "We implemented Harvest on July 1, 1999," recalls Susie. "With our homegrown system, we were siloed, and we also did not have the ability to bill directly for Medicaid, so when this became a mandate, we had to look for alternative options."

In recalling the search process for an LIS, she mentions that "Since we are the MTPHL, we do not need to do full chemistry panels, and the system was able to do what we needed it to do—primarily newborn screening and microbiology. The Orchard Harvest system was flexible enough to meet this criteria and to handle the MTPHL workflow."

Susie says the decision support rules, ad hoc reporting, and QC in Orchard® Harvest™ LIS have been very beneficial.



MTPHL's lab staff.

"The rules in Harvest have decreased our error rates. We can build rules to reflex testing on our newborn screening, which helps us make sure nothing slips through the cracks." Because MTPHL is the only laboratory in the state of Montana that performs newborn screening, "we want to make sure we do everything possible to minimize and reduce our error rates," she states.

They also found Harvest LIS very useful in monitoring QC data. "Everything is there with a click of a button," explains Susie. QC measures, along with Harvest LIS' ability to track and report data to Montana's Epidemiology section and the Centers for Disease Control and Prevention (CDC), makes the task of continuous monitoring for disease and health hazards easier.

"The ad hoc reporting in Harvest is wonderful!" exclaims Susie. Reports can now be scheduled to run in the evening so they can be received in the mornings and monitored for trends.

inside this issue...

Where in the World is Orchy?.....	2
Confused about LOINC?	2
Employee Spotlight: Chris Livengood.....	3
Orchard Training	3
Update: 2011 Symposium Postponed	3
ONC's Proposed Criteria for Stage 2	4
Tech Tips: A Resource For You.....	4
Feature Focus: PDF Encryption	5
Are You Attending CLMA ThinkLab?.....	7
ICD-10 Coding	7
Physician Signature Rule Update.....	8

See "MTPHL" on page 2.

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MTPHL

Continued from previous page.

"Older methods of reporting would take hours, and I would often need to come into the office on Saturday to pull and manipulate the data. Now, this is seldom necessary."

Since the MTPHL 1999 implementation, system enhancements have greatly expanded capabilities. "Webstation and Harvest's ability to interface to different systems has greatly increased our efficiency. Our clients can now look up and print their results using Webstation, so there is no longer a delay in reporting those results back." Before using Orchard® Harvest™ Webstation, MTPHL mailed all of their results back to clients throughout the state. "You can see the inefficiency in that," states Susie.

Harvest LIS' electronic interfacing enhancements have been a useful tool in implementing electronic laboratory reporting. "One use of the Harvest HL7 messaging is the electronic reporting of de-identified influenza test results to the CDC Influenza Branch for surveillance purposes."

The CDC is collaborating with state health departments to improve current disease surveillance and reporting by using standards-based information architecture through the National Electronic Disease Surveillance System (NEDSS). Harvest LIS has the



MTPHL's ELR team.

ability to export HL7 data that enables the MTPHL to electronically report their results into the state's surveillance system. "In addition, our epidemiology partners have been given directed access to results and test status in Harvest, so they know about reportable conditions in real time," says Susie. This ability allows the state to track, report, and monitor critical data in the required timeframes set in place by statute.

"We are actively moving towards ELR, and recently received a grant to support our efforts. We are planning to have at least three larger clinical laboratories in the state reporting to the DPHHS surveillance system and our test results interfaced with their LIS by June 2012," says Susie. This ELR project will improve efficiencies and enhance patient safety, since transcription errors should be eliminated, and results are obtained as soon as they are available. Harvest LIS has made the job of ELR easier and has positioned the MTPHL well to meet the demands brought about by the HITECH Act. ●

Confused about LOINC?

Are you hearing about LOINC® and wondering what it is? You're not alone. Orchard Software posted a helpful four-part series on LOINC (Logical Observation Identifiers Names and Codes) on our blog, *collABoration*. The series was designed to answer many of the questions that Orchard has been asked recently about what LOINC is, what it can do for your laboratory, how it affects Meaningful Use stages two and three, and how you implement it.

The series on LOINC is separated into four sections: *History; The Rule – Why We Need LOINC; Understanding and Using the LOINC Database; and Populating your LIS with LOINC*.

If you would like to read more on LOINC, refer to our blog, *collABoration*, or visit our website at www.orchardsoft.com. ●



Where in the World is Orchy?



Orchard's unofficial mascot, Orchy, recently posed under a famous balcony in a city in South America. If you can identify where Orchy was visiting, send your answer to news@orchardsoft.com by May 22 to be eligible to win an Orchard prize package. Last newsletter, Claudia Bergdoll of Cameron Memorial Community Hospital in Angola, Indiana, sent in the winning entry that Orchy was visiting Atlanta, Georgia. Sign in to the Orchard website to see where in the world Orchy has been lately! ●

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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) 573-2528, or email us at news@orchardsoft.com.

Contributing authors:

Audrey Blackwell	Kerry Foster
Thom Franklin	Kelly Haemmerle
Chris Livengood	Ford McAlexander
Debbie Schilling	Christine Stalcup

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

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

Chris Livengood

Senior Technical Writer



A moment ago, you read the name of this newsletter's employee spotlight. And chances are fair to middling you mispronounced it. It's okay, Chris is quite used to this (hint: it sounds like five, not give). When not busy setting the world straight about his sometimes amusing surname, Chris is a Technical Writer for Orchard Software.

Chris arrived at Orchard in May 2004 after several years of proofreading, editing, and/or writing everything from computer programming tomes to articles covering tax legislation to product manuals. He graduated from Wabash College in 1995 with a B.A. in English and a classical education in the liberal arts, thus well-equipped for life in the 18th century. Here in the 21st century, Chris works primarily on the help resources and website materials for Harvest LIS, as well as assisting with the Orchard newsletter.

After growing up in the suburbs of Chicago, Chris and his wife, Kate, now call Indianapolis home. They enjoy dithering about home improvement projects and spending time tending to three cats and a dog. A slight case of anglophilia compels him to fly the Union Jack, follow EPL football (that's soccer to us Yanks), cultivate a tidy English rose garden, and collect Iron Maiden paraphernalia (the band, not the medieval device). ●

Update: Our 2011 Symposium Has Been Postponed

In the 2011 Winter issue we announced our 2011 June Symposium and the new symposium format of three days, with an entire day dedicated to each of our three systems—Orchard Harvest LIS, Orchard Copia, and Orchard Pathology. However, as we began planning, we realized that it would be of greater value and benefit to everyone if we were able to introduce the upcoming major releases for all three systems. With this in mind, we decided to postpone our first three-day symposium format until 2012 when at that time, we can present the newest versions of Orchard Harvest LIS, Orchard Copia, and Orchard Pathology. Please stay tuned to our website and future newsletters for announcements regarding our symposium in 2012. ●

Orchard Training—We Look Forward to Seeing You Soon!

At Orchard, we believe that well-trained customers are best equipped to maximize the use of their system. We currently offer four training classes in our Carmel, Indiana, corporate training center:

- Orchard Harvest LIS System Administrator Training
- Orchard Harvest LIS Advanced User Training
- Orchard Harvest LIS Microbiology Module Training
- Orchard Copia Advanced User Training (not P.A.C.E.® accredited)

Orchard's Harvest LIS System Administrator course focuses on the initial introduction of the system. We also offer a basic, module-specific class for clients implementing or who are new to the Microbiology module.

The week-long Harvest LIS Advanced User training class teaches

those who have mastered the basics how to enhance productivity and maintain their system, and it introduces the concepts of optional modules, such as Microbiology, Harvest Webstation, and Orchard Pathology.

Available 2011 Orchard Harvest LIS Advanced User Training Courses (P.A.C.E.® accredited for 30.5 hours):

- May 16-20
- June 20-24
- July 18-22
- August 22-26
- September 19-23
- October 17-21
- November 14-18
- December 12-16

Available 2011 Orchard Harvest LIS Microbiology Training Courses (P.A.C.E.® accredited for 22.5 hours.):

- July 25-29
- October 24-27

The newest class offering is our Copia Advanced User session. Attendees during the week-long Copia course will learn about the latest functionality, receive guidance for maintaining the system, review security functions, and gain hands-on experience using the management and maintenance tools, while discovering tips and tricks for maximizing the use of Copia to benefit their lab.

Available 2011 Orchard Copia Advanced User Training Courses:

- July 25-28
- October 24-27

For more information, visit our website at www.orchardsoft.com or contact your Account Manager. To contact your Account Manager, visit the Account Managers page in the Contact Us section of our website or call (800) 856-1948. ●

A Sneak Peek at ONC's Proposed Meaningful Use Criteria for Stage 2

Earlier this year, ONC (Office of National Coordinator) submitted a request for comments on their proposed criteria for Stage 2 of Meaningful Use. The ONC is the leader of information for healthcare IT and is a resource for the healthcare system to support the adoption of healthcare information technology. The topics of interest for Stage 2 criteria include:

- CPOE (by licensed professional) for at least 1 medication, and 1 lab or radiology order for 60% of

unique patients who have at least 1 such order (order does not have to be transmitted electronically).

- Incorporate lab results as structured data (40%): This will be moved from menu to core objectives, but only where results are available.
- Submit reportable lab data for Eligible Hospitals (EH): This will be moved from menu to core objectives.
- Submit reportable lab data for Eligible Providers (EP): Ensure

that reportable lab results and conditions are submitted to public health agencies either directly or through their performing labs (if accepted, and as required by law).

There are some more points of interest for laboratories that will be discussed; however, please refer to our blog, *collABoration*, and our website for more information on upcoming Stage 2 Meaningful Use news. 🍎

Tech Tips: An Important Resource For You

We often hear from users that the tech tip articles are one of their favorite parts of our newsletters. This stands to reason, since our tech tips are designed to help you get more done more efficiently. Because of this, we wanted to make sure that you knew that these tips are also available on our website, so you don't need to wait for the next newsletter to learn something new about your system. And, we are excited to let you know that we've made searching the tech tips easier!

Where do Tech Tips come from?

The inspiration for our tech tips typically come from interactions with customers like you. Our technical support staff offer suggestions based on questions they receive. Also, our trainers present suggestions based on items students bring up during our week-long training classes.

Recently Added Tips

We are always adding more tips, so be sure to check the site frequently. Some of our recent additions include:

- Configuring Harvest LIS for Veterinary Labs: Discusses options and features you may modify to use Harvest LIS in a veterinary lab setting.
- Deceased Patients: Describes how

to mark patients as deceased, explains which features in Harvest LIS and Harvest Webstation display that information, and lists Advanced Configuration Options (ACOs) you may use to modify the deceased patient feature.

- Rejecting and Deleting Orders: Explains how to configure pre-defined reasons for rejecting and deleting order choices.
- Why Are My Reports Blank?: Helps you troubleshoot reasons why order choices or tests may be omitted from reports.
- Using Label Printing Rules: Details

how to define and use label printing rules for auto-printed labels.

If you have an idea for a tech tip—either a tip you'd like to pass along or a feature you'd like some tips on using—feel free to contact us at documentation@orchardsoft.com.

Accessing Tech Tips Online

To access the Tech Tips page, visit our website (www.orchardsoft.com), sign in using the Customer Sign In box, and then click the "Tech Tips" link in the Quick Links box on the right side of the page.

See "Tech Tips" on page 7.



Feature Focus: PDF Encryption

The Orchard Harvest LIS Email module allows you to send patient results via email directly to a provider's or location's inbox. Patient results can be sent in one of three different formats, which are configurable by provider or location: plain text email, HTML formatted email, and as a PDF attachment. PDF attachments are preferred, as the patient data is formatted just like a regular Harvest LIS report. With increasing security concerns due to HIPAA, Orchard has added the ability to encrypt PDF attachments in Harvest LIS 8.5. Similar functionality has been included for Orchard Harvest Webstation in order to help secure patient reports that may be saved from Harvest Webstation to a network drive or on the provider's local PC.

Prerequisites

In order to encrypt PDFs for email or web, you must purchase Win2PDF Pro, available from Dane Prairie Systems, LLC (www.win2pdf.com). Please note that the Pro version is required; standard editions of Win2PDF do not support encryption.

In addition to encrypting PDFs, you can configure Harvest LIS and Harvest Webstation with additional security attributes for PDF reports:

- Disable PDF printing
- Disable PDF copying
- Disable PDF modifying

Encryption must be enabled to use these additional options.

Configuring Harvest LIS to Use a PDF Printer Driver

Select the workstation or workstations that will manage PDFs for Harvest LIS and Harvest Webstation and install the Win2PDF Pro driver. On the workstation(s), open the Preferences window in Harvest LIS, and select the Printing tab. On the Printing tab, select a driver from the "PDF printer driver" drop-down list on the lower right. Click the **Save** button to store your edits.

Configuring the Harvest LIS Email Module

Determine which workstation will manage the job of sending patient reports by email. On that workstation, open the Preferences window in Harvest LIS, and select the Email tab.

Perform the following steps:

1. Select the workstation in the "Send mail to the SMTP server from this workstation" drop-down list.
2. Enter the SMTP server address.
3. Enter the Sender email address that Harvest LIS will use to send patient reports. If your email server requires authentication to send, enter the username and password for that account in the appropriate fields.
4. Select the desired encryption level in the "PDF encryption" drop-down list. While HIPAA does not specify a level of encryption, higher is better.
5. Once you have selected an encryption level, the checkboxes to disable printing, copying, and modifying are enabled. Make such changes as are appropriate per your facility's privacy policies.
6. You may specify a password that will be required to open the PDF in the provider's inbox. Secure passwords are a mixture of lower and upper case alpha, numbers, and symbols. This password is global; it is not possible to set a password per location or provider.
7. Edit the remaining mail message options as desired. Click the **Save** button to store your edits.
8. Once the settings are established, you may configure the options to send a patient report as a PDF attachment in the location's or provider's record. Example settings are shown on the next page.

Configuring Harvest Webstation

Determine the workstation that will manage PDF generation for Harvest

See "PDF Encryption" on page 6.

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The screenshot shows the 'Preferences for TR-16' dialog box with the 'Email' tab selected. The 'Mail Server Settings' section includes a dropdown for 'Send mail to the SMTP server from this workstation' set to 'TR-16', a 'Test Server Settings' button, and text fields for 'SMTP server address' (192.168.252.4) and 'Sender email address' (lab@orchardsoft.com). Below this, it says 'If SMTP authentication is required, provide the following two values, otherwise leave them blank:' followed by empty fields for 'SMTP authentication user name' and 'SMTP authentication password'. The 'Mail Win2PDF Security Options' section has a 'PDF encryption' dropdown set to '128 bit', a 'Password to open the PDF' field with '#demo*1', and three checked checkboxes: 'Disable PDF printing', 'Disable PDF copying', and 'Disable PDF modifying'. The 'Mail Message Options' section includes a 'Default text for email subject' field with 'Results for: ~ptn (DOB: ~dob PID: ~chn)', 'Normal tag' and 'Abnormal tag' dropdowns (set to 'Abnormal Result'), a 'Critical tag' dropdown (set to 'CRITICAL RESULT'), and a field for 'If a backup fails, send an email to' (thomf@orchardsoft.com) with an 'Edit Message' button. At the bottom, there are buttons for 'Database Engine', 'Change Log', 'Notes', 'Cancel', and 'Save'.

PDF Encryption

Continued from previous page.

Webstation. This may be a different workstation than you selected for the email module. On that workstation, open the Preferences window in Harvest LIS, and select the Web tab. Perform the following steps:

1. Select the workstation in the "PDF generation workstation" drop-down list.
2. Specify whether reports, invoices, manifests, and ABNs will use HTML or PDF format (PDF format is recommended).
3. Click the **Win2PDF Security** button. In the Win2PDF Security Options window (see below), select the desired encryption level. While HIPAA does not specify a level of encryption, higher is better.
4. Once you have selected an encryption level, the checkboxes

The screenshot shows the 'Personnel' window for a patient named James Anderson, M.D. (UPIN: A12345, NPI: 80840123456789, SSN: [redacted], Tax ID: [redacted], Degree: MD). The 'Provider' section is checked. An 'Email Settings' dialog box is open, showing the email address 'jwa@familydocs.com', subject 'Lab Report', and format 'PDF report in attachment'. The dialog has 'Cancel' and 'OK' buttons.

The screenshot shows the 'Preferences for TR-16' window with the 'Web' tab selected. The 'Win2PDF Security Options' dialog box is open, showing 'PDF encryption' set to '128 bit'. The 'Disable PDF printing' checkbox is unchecked, while 'Disable PDF copying' and 'Disable PDF modifying' are checked. The dialog has an 'OK' button.

to disable printing, copying, and modifying are enabled. Make such changes as are appropriate per your facility's privacy policies.

5. Click the **OK** button, then click the **Save** button in Preferences to store your edits.

Why Use Encryption?

By using PDF encryption with Harvest LIS email and Harvest Webstation, you can enhance your facility's compliance with privacy regulations and help ensure that patient healthcare information does not inadvertently fall into the wrong hands. Should you need assistance with configuring PDF reports or encryption options, you may reach Technical Support by calling (800) 571-5835, accessing our website at www.orchardsoft.com, or by emailing us at support@orchardsoft.com.

Are You Attending CLMA ThinkLab '11?

Orchard would like to know if you are attending this year's Clinical Laboratory Management Association (CLMA) ThinkLab '11. The event happens to be one of the largest trade-shows Orchard participates in and ThinkLab '11 is a great way to hone your laboratory and management skills and earn P.A.C.E.® accredited CEU credits! Highlights include:

- More than 40 breakout sessions focusing on each area of CLMA's Body of Knowledge for Medical Laboratory Management
- Valuable networking events where you can make new contacts and reconnect with colleagues
- Educational sessions designed for professionals from all backgrounds and experience levels.

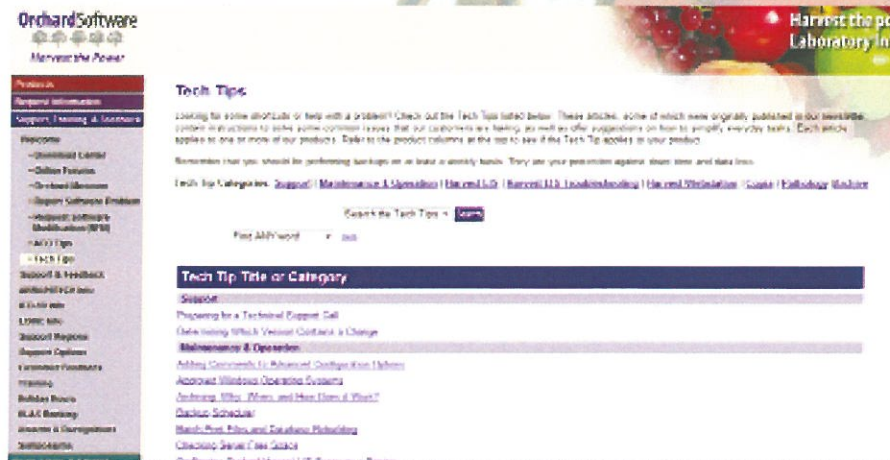
For more information or to register for ThinkLab '11, go to the CLMA website at www.clma.org. If you plan on attending this year, please complete the electronic form on our website at www.orchardsoft.com/clma.asp to let us know where you are staying.

For Orchard customers, CLMA will extend the early bird discount after early registration. Please sign in at www.orchardsoft.com to find the code that you will need to enter during registration. The "Source Code" will allow you to still receive the early bird discount. ●



Tech Tips

Continued from page 4.



The Tech Tips page contains a list of all the online tech tips. You may browse the list to find the tips related to your Orchard products, or use the search feature to find the tip you need.

Searching the Tech Tips List

On the Tech Tips page, we've added a search feature that will search just the tech tips on our website. When searching, you may choose to search for any of the words you enter, all the words you enter, or the exact phrase you enter. At any time, you may click the "Help" link below the search field to access additional searching tips and information.

If you are searching for a common term, such as "report," you will likely want to add an additional term, such as "cumulative," to help narrow the list of results. Once you perform a search, you may then choose to search within the list of results, if your first search had several matches.

After your search, click the name of the tip on the search results page to view the full article. Once you are finished, click the Back button in your browser to return to the list of search results, or click the "Return to main Tech Tips page" link at the bottom of the tech tip to return to the full list of tech tips. ●

ICD-10 Coding: Rest Assured, We Are On It.

In anticipation of the October 1, 2013, transition from ICD-9 to ICD-10, Orchard Software is developing product versions that will support the functionality required for ICD-10 coding. The software releases will be available within the next 12-18 months. As details emerge and are finalized regarding the final requirements for ICD-10, Orchard is involved in the industry and keeping up with the latest news in order to ensure that our software will meet the requirements of the regulations and needs of our clients. Once the

software updates are available for general release, each product's release notes will contain information regarding how they accommodate the requirements, so clients may begin their testing and implementations in advance of the transition deadline. Visit our website (www.orchardsoft.com) and our blog (www.orchardsoft.com/blog) for the most up-to-date information as it becomes available. We will also utilize our online forums and newsletter to communicate news regarding ICD-10 coding and its interaction with our software. ●

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701 Congressional Blvd., Suite 360
Carmel, Indiana 46032

Phone: (800) 856-1948

Fax: (317) 573-2633

Email: news@orchardsoft.com

Website: www.orchardsoft.com

Address Service Requested



**Confused about LOINC?
See inside for more information.**



Physician Signature Rule Rescission Hits a Snag; However, Rule is Not Being Enforced

Many are closely following the signature rule and waiting for CMS to officially announce they have rescinded the signature rule. The agency had sent an interim final rule to rescind the signature requirement to the White House Office of Management and Budget for review on March 21. However, administration lawyers said the interim rule could not go forward as presented, because CMS must go through the proper federal rulemaking process. That is, they must issue a notice or rule with a comment period. The result is that the process of rescinding the rule may not conclude until the end of 2011.

The official rescission of the requirement most likely will appear in the proposed Medicare physician fee schedule

expected this summer, according to a report issued by *American Medical News*. Meanwhile, a bipartisan group of House and Senate legislators have been urging CMS Administrator Don Berwick, MD, to at least delay enforcing the requirement until 2012, and per the Dark Daily e-newsletter, published April 5, 2011, CMS has instructed its Medicare contractors to not enforce the physician signature requirement. ●

Orchard's 2011 Trade Show Calendar

Date	Name	Location
4/27-4/30/11	Symposium for Clinical Labs/COLA	Atlanta, GA
4/29-4/30/11	CHUG - Centricity User Group	San Diego, CA
5/23-5/24/11	CLMA	Baltimore, MD
5/31-6/1/11	ACHA Annual Meeting	Phoenix, AZ
6/15-6/17/11	G2's Annual Lab Outreach Conference	Las Vegas, NV
7/24-7/28/11	Clinical Lab Expo/AACC	Atlanta, GA