

Make the Most of the Orchard Message Center

The Message Center available in Orchard® Harvest™ LIS, Orchard® Pathology, Harvest Webstation, and Orchard® Copia® is a simple and extremely useful tool that you may use in many ways to enhance laboratory workflow and facilitate communication. Opened via the Laboratory menu, use the Message Center to send messages, emails, or faxes to other users, groups of users, or to specific workstations. You may schedule messages for delivery at appropriate times that correspond to the message content. For example, you might schedule reminder messages for specific workstations interfaced to analyzers on the day and time of a scheduled maintenance or on a linearity testing due date, making it easier for technologists to remember important “to-do” items.

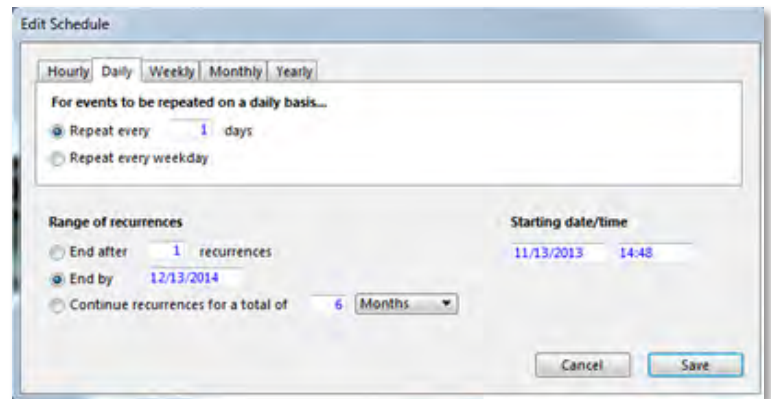
Eliminate “Sticky Notes”

Similar to the calendar reminder on your cell phone, you may set up anything that you are likely to forget as a scheduled message (hourly, daily, weekly, monthly, or yearly) to remind the technologist—eliminating the less efficient “sticky notes” that overrun many labs. You can set these scheduled occurrences to end after a specified number, on a specific date, or after a specific amount of time.

Messages via Rules

Another great way to use the Message Center is through result evaluation rules. One of the selected actions in the rule can be to send a message to specific users or a workstation based

on the selected condition. For example, when there is a PLT count greater than one million, your Orchard system can automatically generate a message to the hematology workstation that says “Consult with chemistry; elevated K+ may be due



You may customize a schedule to send messages based on pre-defined criteria.

to increased PLT count.” Or, if you have a test that reflexes to another based on a result value, such as a glucose greater than 400 reflexing to a Hgb A1c, when the glucose result is reported, the result evaluation rule can route a message to the specific workstation or lab employee in that testing area to make the staff member aware of the need to pull the EDTA tube for A1c testing before it is too late or the tube is discarded. You can also use the Message Center in conjunction with result evaluation rules to email critical results to physicians.

Ways to Tailor Your Message Center

To tailor the Message Center to your lab’s needs, you may add the Message Center to your Work Centers menu and utilize Advanced Configuration Options (ACOs) to configure it as you desire. Depending on your Orchard system, you may customize the following features using ACOs:

- Change the default selection for the “Send message when first signed in” setting from Before to After.
- Remove “All Groups” or “All Fax Groups” from the message list.
- Enable or disable the “Require a Response” checkbox.
- Configure the length of time the message is displayed in the window.
- Include the original message with the incoming response.
- Display a window before deleting old messages and prevent

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See “Message Center” on page 2.

Message Center

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the deletion of unread messages.

- In the log, display start and end time fields to search for messages on specific dates.
- Display a default message when resending a message.

Your Orchard system stores all messages, faxes, and emails in the respective logs for future retrieval and documentation purposes. You may use these messages to notify clients and providers of changes in test requirements, updates to your testing menu, or other lab policy changes.

In addition to essential lab operation messages, you may get creative with the Message Center and use it for internal communication, such as morale-boosting quotes, employee recognitions, staff meetings, training dates, or other lab-related memos.

For more help or information on the Message Center, contact Orchard Technical Support at **(800) 571-5835**. 🍏

Orchard Achieves 2014 EHR Module Certification

On November 20th, 2013, Orchard Harvest LIS v9.0 was approved as an EHR module by the Certification Commission for Health Information Technology (CCHIT) for the following certification criteria:

- §170.314(f)(4) Inpatient setting only - Transmission of Reportable Laboratory Tests and Values/Results
- §170.314(g)(4) Quality Management System

This specific certification is the Electronic Laboratory Reporting (ELR) for public health. ELR is used to transmit reportable conditions, which are specified diseases or conditions that state regulations mandate healthcare providers and laboratories report to health departments. When using ELR, laboratories export data from their information systems in a standard file format and send it to their State Department of Health electronically through a secure

interface. Using ELR standards makes reporting to public health agencies more streamlined and accurate.

Orchard Harvest LIS v9.0 will be listed on the 2014 ONC Certified Health IT Products List (CHPL). CCHIT is an Office of the National Coordinator (ONC) Authorized 2014 Certification Body that certifies EHR modules for use by hospitals (inpatient), in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. Testing was conducted using *Health Information Technology: Standards, Implementation Specifications, and Certification Criteria for Electronic Health Record Technology, 2014 Edition; Revisions to the Permanent Certification Program for Health Information Technology (45 CFR Part 170, RIN 0991-AB82), October 4, 2012*, and test procedures developed by ONC. 🍏



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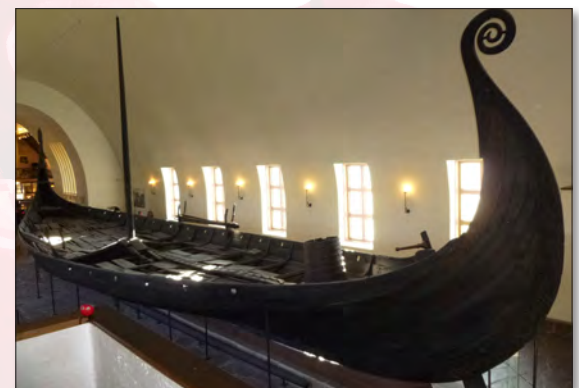
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View the newsletter online at:
www.orchardsoft.com/news_links/newsletter/newsletterarchive.html



Where in the World is Orchy?

Orchy has hit the road again to complete his journey around the world. This time, Orchy has traveled by sea, to a land known for its Viking past. If you think you know where Orchy is, send us your response to news@orchardsoft.com by February 15th to be eligible to win an Orchard prize package. The last time we saw Orchy, he was visiting the highest state capital building in the United States, located in Charleston, West Virginia. Dan Makara of Family Physicians, Inc. sent in the correct location the last time around. Make sure to visit the Orchard website to see where in the world Orchy has been lately! 🍏



Getting Ready for 2014: The Lab Checklist

The Affordable Care Act, declining lab reimbursements, and healthcare considerations are putting pressure on labs to continue to do more with less. 2014 promises to be a year that will proceed more smoothly if your organization has a strategic plan in place. What does the future hold and what do labs need to do in the immediate future to be prepared? Here are a few of the highlights that should be on your 2014 checklist.

Version Upgrade

With a firm conversion deadline of October 1st, 2014, the ICD-10 updates will be here quickly. In order to be prepared, you must be on the latest version of Harvest LIS or Pathology (v9.0) or Copia (v5.0). This may entail some hardware upgrades, so make sure you do this early enough to leave time for testing.

ICD-10

Successful ICD-10 implementation will involve preparation and thorough testing well in advance of the deadline. Through September 30th, 2014, ICD-9 codes will be in use, and beginning October 1st, 2014, ICD-10 will be used. Systems will need to access both ICD-9 and ICD-10 codes during the transition period. Mapping will be necessary so that appropriate codes can be found.

Why ICD-10?

ICD-10 is a broader, more advanced, detailed coding system that will allow for improved disease pattern analysis and treatment outcomes to better fulfill current and future healthcare needs.

Additionally, ICD-10 codes will increase the level of specificity to better streamline claims submissions.

ICD-10 codes are not just an update to ICD-9. There are changes in code structure that make ICD-10 inherently different from ICD-9. ICD-9 has approximately 18,000 codes, compared to 155,000 ICD-10 codes.

The overall need for the detail that ICD-10 brings is to create available, extractable, discrete data to improve patient care pathways.

Using the General Equivalence Mapping (GEM) or “crosswalk” files supplied by HHS, Orchard products can present ICD-10 codes that correlate or expand upon the ICD-9 code supplied, giving you the option to choose the appropriate new code. Below are the steps that you need to take in preparation for this transition:

1. Download and import ICD-10 codes into the LIS database.
2. Import both GEM files from the CMS website.
 - Forward-mapping GEM (ICD-9 to ICD-10)
 - Backward-mapping GEM (ICD-10 to ICD-9)

3. Make sure you have proper NCD codes as well, when available.

You can find the customer guide “Using GEMs/ICD ‘Reference Mapping’ in Harvest LIS” in the Download Center of our website, www.orchardsoft.com.

Orchard’s ICD-10 Conversion Package

In June 2013, the Medical Group Management Association surveyed its members about their readiness for the October 1st, 2014, ICD-10 conversion and found that only six percent of the respondents had actually performed testing on their internal software.

In August, *Healthcare IT News* published the following stats from the DecisionHealth 2013 National Physician Practice ICD-10 Readiness Survey that found:

- 22.4 percent of medical practices did not expect to be ready for the October 1st, 2014, deadline.
- Roughly 74 percent had not completed an ICD-10 gap analysis.
- Roughly 62 percent said they had no ICD-10 implementation plan yet.
- More than 33 percent said they were unaware of their vendors’ ICD-10 plans and timelines.*

Now it is early 2014, less than nine months away from the ICD-10 conversion date! If you have not begun testing on your internal software, we encourage you to wait no longer.

See “Getting Ready” on page 4.



To aid you in getting through the ICD-10 transition, Orchard is offering a special ICD-10 Conversion Package to help guide you through the testing process and ensure a smooth conversion. We recommend starting this process as soon as possible. Some of the highlights of the package include:

- Install a test system
- Ensure backup of the live system
- Assist in establishing connectivity with participating vendors
- Promote planning and communication through weekly conference calls
- Oversee validation and testing documents for each interface
- Import ICD-10 codes and GEM files
- Assist in testing
- Provide training

For more information on how Orchard can assist you through this transition, please contact your Orchard Account Manager at (800) 856-1948.

* Source - www.healthcareitnews.com/blog/providers-not-ready-icd-10-transition

Getting Ready

Continued from previous page.

For those labs that would like assistance in the ICD-10 transition, Orchard offers a special ICD-10 Conversion Package to help guide you through the testing and validation processes to help ensure a smooth transition. Highlights of the package include:

- Install a test system
- Ensure backup of the live system
- Assist in establishing connectivity with participating vendors
- Promote planning and communication through weekly conference calls
- Oversee validation and testing documents for each interface
- Import ICD-10 codes and GEM files
- Assist in testing
- Provide training

Orchard's ICD-10 Conversion Package gives you a guiding hand through the

process. If you would like additional information about the ICD-10 Conversion Package, contact your Orchard Account Manager at **(800) 856-1948**.

LOINC

Logical Observation Identifiers Names and Codes (LOINC) is a universal code system for identifying laboratory and clinical observations, and has been selected as the preferred standard of HL7 International for identifying laboratory tests. Standardized LOINC codes embedded in HL7 messages allow healthcare facilities who receive messages from multiple sources to exchange and aggregate electronic health data from independent systems. Visit the Download Center of our website (www.orchardsoft.com) to access "Using LOINC Codes in Harvest LIS," which explains the procedure for importing and assigning LOINC codes. This customer guide provides detailed instructions to get you started. If you need assistance, please contact your Orchard Account Manager for more information.

LOINC assigns identifying codes to more than 70,000 medical terms to enable transmission into the EHR. You can find Orchard's customer guide, "Using LOINC Codes in Orchard Harvest LIS," in the Download Center of our website, www.orchardsoft.com.

This guide will give you instructions for importing the LOINC code table into Harvest LIS, and explain the mechanism for assigning LOINC codes to order choices and lab tests.

Meaningful Use: Requires CPOE & LOINC

Stage 2 of Meaningful Use is underway, and in order to receive incentive monies, providers must use CPOE for 30 percent of lab orders and incorporate 55 percent of lab data as "structured data" (discrete, searchable data that appears in identifiable fields), into Certified EHR Technology (CEHRT). The table to the left outlines the progression of MU Stages.

A Well-planned 2014

The changes taking place in our healthcare system are intended to improve healthcare delivery in the U.S.—moving toward a more patient-centric and efficient structure. Advances in healthcare technologies are creating improvements in electronic exchange and better ways to involve patients in their personal healthcare decisions. In order to be as efficient as possible, each area of the healthcare team has to work together to their fullest potential and bring their expertise to the table. A carefully considered plan, taking into account upcoming changes as much as possible, will start 2014 on a positive note, and Orchard will be there to support you along the way. 🍏

| MU Applicable to Laboratories | Stage 2 | Expected for Stage 3 |
|--|--|------------------------------|
| EP (Eligible Professionals) & EH (Eligible Hospitals) Core Objectives | | |
| Computerized Physician Order Entry (CPOE) | Use CPOE for more than 60% of medication, 30% of laboratory, and 30% of radiology. | Expected to increase to 55%. |
| Lab Results | Incorporate lab results as structured data into a certified EHR for more than 55%. | Expected to increase to 80%. |
| Additional EH Core Objective | | |
| Lab Results to Public Health | Successful ongoing transmission of lab results to public health agencies. | No change expected. |
| Menu Option for EH | | |
| Lab Results | Provide structured electronic lab results to EPs for more than 20%. | Expected to increase to 80%. |

Source - www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/Stage2_Guide_EPs_9_23_13.pdf

Spotlight On: The Orchard Training Department

The Orchard Software Training Department expanded its scope in June of 2013. In addition to maintaining the high quality, instructor-led training classes developed over the last decade, the Training Department now develops and facilitates internal training sessions for Orchard employees. As our industry changes, our software products must be able to help our customers rise up and meet the demands of the changes. Internal training is necessary to establish best practices for software implementation, which is then presented to our customers in training classes.

The training team is composed of a talented group of seasoned Orchard employees: Director Nancy Stoker; Manager Daphne Davis; and Instructors Jon Payne, Chris Prange, Clair Smith, and Kris Keil. Each instructor has an area of focus, but actively participates in all training activities. Based on input from our customers, we are developing exciting new courses, and instructional design



The Orchard training team consists of (L to R) Clair Smith, Nancy Stoker, Jon Payne, Kris Keil, Chris Prange, and Daphne Davis.

is a large part of the process. The training team is actively investigating new ways to assist adult learners, including the use of e-learning tools. With a focus on continually improving the training process, the team will be taking continuing education classes to obtain training certification.

As Orchard expands its product lines, watch for new training opportunities to be announced in the future. The department is looking for your feedback regarding current curriculum as well as suggestions for different learning opportunities. Feel free to contact the Training Department at nstoker@orchardsoft.com. 🍏

Orchard Symposium 2014—June 17th & 18th in Indianapolis, Indiana

Orchard is pleased to announce the date and location for our 2014 Symposium. We want to let you know now, so that you have plenty of time to plan your trip to attend.

Our 2014 Symposium will be a two-day format on Tuesday and Wednesday, June 17th and 18th, 2014, in Indianapolis, Indiana, at the Sheraton Indianapolis Hotel at Keystone Crossing. There is no cost to attend the symposium, and a continental breakfast and lunch will be provided each day; however, travel, lodging, and other meals are not included.

Day one will include an educational series of keynote sessions about the various changes in healthcare, redefining the value that internal laboratories add, and outlining potential ways that labs can contribute to patient care above and beyond test reimbursement. Day two will hold sessions dedicated to each of our software products. For the most

up-to-date information on agenda and sessions, please visit the Symposiums page on our website at www.orchardsoft.com/symposiums.

We hope to have our agenda confirmed by the end of February, with sign-up beginning in March 2014. Please stay tuned to our website, newsletter, and online forums for more details as they become available. 🍏



Orchard Copia Patient Portal

With healthcare's move toward accountable care, patients are being urged to become more active in their individual care. The Orchard Copia Mobile module, combined with the Patient Portal module and the availability of portable devices, gives patients secure, convenient access to their laboratory results via the web.



Meaningful Use rules require that providers give patients access to their records in the form that they request and that at least five percent of patients use an online patient portal. While most patient portal access will be through the EHR, in certain scenarios, particularly in a reference lab scenario, a portal directly into the LIS may be helpful.

Preparing for Launching the Patient Portal

Before launching a patient portal, your team should be ready to support it while considering the following questions:

- Who gives permission for results to be released to the patient: the lab or the provider?
- Are there certain criteria that the lab and the provider can agree upon that allow results to go directly into the portal?

Decisions will need to be made on everything from patient sign in protocols to other security measures that guard against unauthorized intruders into records. Administrators need to consider these choices carefully.

Releasing Results to the Patient Portal

While providers ultimately select which results may be released to the patients on the reports, you may release those results to patients in two ways. You may manually release results from the Release to Patient page located under View Results in the Lab Tasks menu. On this page, you will be able to enter the date, ordering location, and patient information. You may then select results for release to the patient. The second option is designed to help you automate the process of releasing results. Use result release rules to set conditions for the automatic release of results to the Patient Portal.

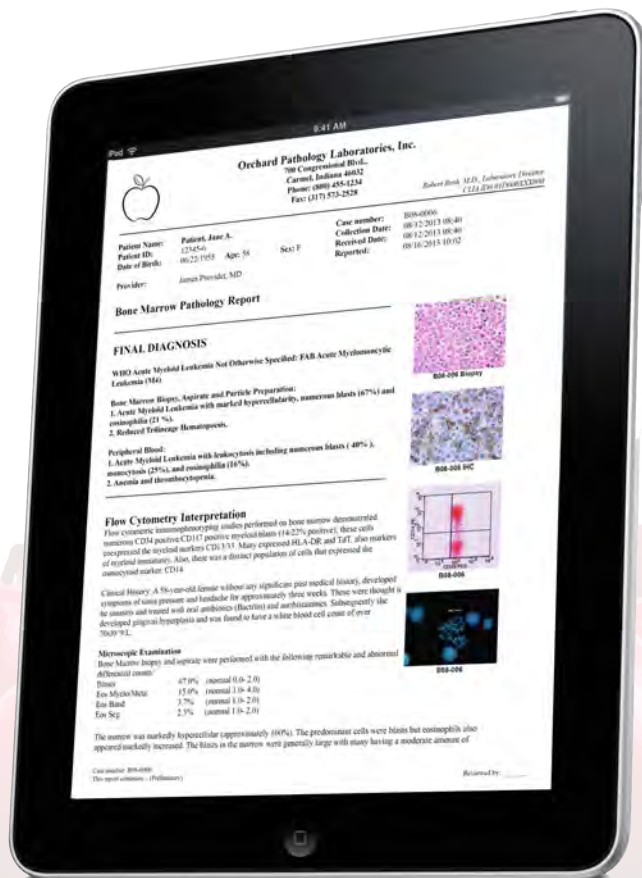
Protecting Data in the Patient Portal

To ensure patient privacy, you will be able to provide patients with a unique user name and password to access their reports. They may sign in to view the results that the provider has allowed them to view. This makes it easier for patients to monitor their own results and progress from anywhere. HIPAA-compliant security measures in the Patient Portal ensure that patients can only access their own information.

Using Orchard Copia Mobile with the Patient Portal

You may use the Orchard Copia Mobile module to enhance patients' access to the Patient Portal from their mobile devices. When both modules are in place and patients sign in from a mobile device, they are taken directly to the Order History page to find and review the results that have been released to them, as well as pending orders.

For more information regarding the Copia Mobile module and the Patient Portal, please contact your Orchard Account Manager at (800) 856-1948. 🍏



Orchard will Introduce Our Newest Product at HIMSS 2014!

At HIMSS 2014, in Booth #2283, Orchard will announce and showcase our newest product. Leading up to the week of HIMSS, February 24th–26th, we will be advertising this event and wanted you, our customers, to be the first to hear and learn about our latest addition to the Orchard family of products.



**COME VISIT US IN
BOOTH #2283!**

Rob Bush and Curt Johnson recorded a brief three-minute video to tell you more about this new and exciting addition to Orchard's suite of award-winning laboratory information systems. Go to our website and sign in to the customer-only page to watch the short video.

We want to thank you, our customers, for your continuing support. You are our most valued asset, as you work with us and provide us feedback to aid us in developing, delivering, installing, and supporting the best in best-of-breed



Sign in to www.orchardsoft.com to watch the video!

lab systems. If you have any questions about the newest addition to our product lineup, please feel free to contact us at **(800) 856-1948**. Stay tuned to our communications and website as we continue to make updates and share additional information. 🍏

Orchard Software & MSKCC Collaborate—Using Advanced LIS Technology to Support Comprehensive & Effective Cancer Care

Orchard Software has entered into a long-term agreement with Memorial Sloan-Kettering Cancer Center to provide state-of-the-art LIS technology and to benefit from Memorial Sloan-Kettering's expertise in superior patient care. This partnership provides Orchard with a unique opportunity to collaboratively and progressively continue development of its laboratory informatics products to strengthen and support the future of healthcare.

Orchard Software is privileged and excited to have the opportunity to partner with such a prestigious facility as Memorial Sloan-Kettering Cancer Center. And, as a leading LIS in the oncology market, Orchard looks forward to being involved in the success of Memorial Sloan-Kettering's goal to provide the most advanced cancer treatments available. Orchard is eager to

begin working with Memorial Sloan-Kettering Cancer Center in their conquest against cancer by providing laboratory informatics to aid in the potential development of new and more effective ways to diagnose and treat disease.

Orchard's goal is to provide state-of-the-art LIS technology for the ever-changing healthcare arena—providing the flexibility, decision support, business intelligence, and analytics necessary to sustain and foster improvements in a rapidly changing healthcare environment. Working in conjunction with Memorial Sloan-Kettering Cancer Center, Orchard believes the collaborative endeavor will enhance and broaden the development of our LIS products and simultaneously support Memorial Sloan-Kettering's objective to provide superior individualized diagnostic treatments for patients based on the most current evidence. 🍏



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**Is your laboratory ready for 2014?
Learn more inside about our ICD-10 Conversion Package!**

2014 Orchard Software Event Calendar

| Date | Trade Show/Event | Location |
|------------------|--|--------------------------|
| 2/23 - 2/27/14 | HIMSS | Orlando, Florida |
| 4/3 - 4/5/14 | AMGA 2014 Annual Conference | Grapevine, Texas |
| 4/29 - 5/1/14 | Executive War College* | New Orleans, Louisiana |
| 5/4 - 5/7/14 | CLMA KnowledgeLab 2014 | Las Vegas, Nevada |
| 5/13 - 5/16/14 | Pathology Informatics 2014 | Pittsburgh, Pennsylvania |
| 6/1 - 6/4/14 | Association of Public Health Laboratories (APHL) Annual Conference | Little Rock, Arkansas |
| 6/17 - 6/19/14 | Orchard Software Symposium | Indianapolis, Indiana |
| 7/27 - 7/31/14 | Clinical Lab Expo/AACC | Chicago, Illinois |
| 9/7 - 9/10/14 | CAP '14—THE Pathologists' Meeting | Chicago, Illinois |
| 10/8 - 10/11/14 | ASCP Annual Meeting | Tampa, Florida |
| 10/15 - 10/17/14 | G2 Lab Institute | Washington, D.C. |
| 10/15 - 10/18/14 | COLA Symposium | Orlando, Florida |
| 10/21 - 10/22/14 | 8th Annual Lab Quality Confab and Process Improvement Institute | New Orleans, Louisiana |
| 11/16 - 11/20/14 | American College of Veterinary Pathologists | Montreal, Quebec |

**There are no exhibits at EWC; however, Orchard will be in attendance, and Curt Johnson, COO at Orchard, and Dr. Bradley Brimhall, Director of Clinical Pathology at the University of Mississippi Medical Center, will be speaking together on "Leveraging Lab Information in New Ways to Benefit Healthcare in a Non-Fee-for-Service Environment."*