Allscripts Sunrise

Orchard Software
Laboratory Information System (LIS)
Contents

Orchard Software: Best-in-KLAS LIS Solutions for Sunrise Clients..................3
Systems Integration Expertise..............................................................................4
Data Analytics Tools Provide Valuable Insights..................................................4
Rules-based Decision-support Technology..........................................................5
Positive Patient ID Collection Solution ............................................................8
Optimize Workflow Management......................................................................8
Clinical Support To Is.......................................................................................10
LIS Support Tools............................................................................................11
Point-of-Care Testing (POCT) Integration Solution..........................................12
Microbiology.....................................................................................................14
Integrated Pathology........................................................................................16
Lab Outreach & EHR Integration......................................................................21
Orchard Software: Best-in-KLAS LIS Solutions for Sunrise Clients

Allscripts has partnered with leading Laboratory Information System (LIS) vendor Orchard Software to provide laboratory solutions to Sunrise clients globally.

Orchard products, integrated with Allscripts Sunrise, have tools to improve productivity, measure performance, and generate valuable analytics. The integrated diagnostic platform, structured data framework, and superior connectivity capabilities are what leaders in the lab industry need to showcase their value.

 Orchards award-winning laboratory information systems utilize process automation, robust interface and integration tools, and rules-based technology to simplify laboratory workflow and expertly address regulatory and integration issues. Orders and results will be integrated into Sunrise clinical workflows and the continuous Sunrise patient record. With Orchards comprehensive systems, Allscripts clients will have access to rules-based decision support, ICD screening, and data mining for analytics, and seamless integration to support point-of-care, clinical, microbiology, molecular, cytology, and anatomic pathology testing. Orchard also offers a laboratory outreach solution for lab integration and remote access.

An integration diagram illustrates how an Allscripts Sunrise hospital client might utilize Orchard lab systems in the laboratory, for outreach client EHR integration, and to collect test results from remote point-of-care sites.

Decorated Lab Solutions Empower Laboratories of All Sizes
Orchard Software has consistently maintained high performance scores in KLAS rankings as compared to other LIS vendors. KLAS is a research and consulting firm specializing in monitoring and reporting the performance of Healthcare’s Information Technology (HIT) vendors. Since KLAS first started surveying Orchard users in 2003, Orchard has consistently lead the LIS industry with the highest survey results in the sales and contracting, functionality and upgrades, service and support, and general categories.

**Systems Integration Expertise**

Orchard is an expert in information systems integration, making all of your interfacing and integration needs seamless. A dedicated team of interface specialists and developers make Orchard stand out as a leader in laboratory integration.

**Importance of Structured Diagnostic Data**

Structured diagnostic data, discrete and codified, is essential to the future of healthcare and the development and utilization of precision medicine. Orchard’s systems store data in discrete fields that facilitate integration and enhance data mining for evaluations, correlation studies, regulatory and quality assurance reporting, and other analytics.

**Exchange Structured Data Using Industry Standards**

Orchard uses Logical Observation Identifiers Names and Codes (LOINC) and/or Systematized Nomenclature of Medicine—Clinical Terms (SNOMED CT) in HL7 messages to facilitate the exchange and pooling of results, and to optimize clinical care, outcomes management, and research.

**Involvement in Laboratory Industry Standards Development**

Orchard is actively involved in the development of universal industry standards that promote interoperability and connectivity. This includes projects aligned with the Office of the National Coordinator for Health Information Technology (ONC-HIT), Health Level 7 (HL7), the IVD Industry Connectivity Consortium (IICC), and the Clinical Laboratory Standards Institute (CLSI).

**Data Analytics Tools Provide Valuable Insights**

One of the most important functions in any laboratory information system is the ability to use the data contained in the system for various reporting needs and quality assurance initiatives. Orchard provides the ability to easily and efficiently report information on any field in the database via an easy-to-use graphical user interface built directly into the software.
Real-time Analysis of Lab Data

Monitor the status of the testing process in your lab minute by minute. Set up data mining browsers to update in a real-time scenario, keeping you up-to-date on order choice statuses, STATs, and turnaround times.

Pre-set Administrative Reports Add Value

Orchard offers an ever-expanding menu of pre-set report formats available for laboratory documentation and tracking. For inspection readiness, use the Test or Order Choice Utilization Reports to determine your test volume. Or select the Provider Utilization Report to track provider statistics, such as variations in ordering patterns.

Perform Detailed Queries to Increase Productivity & Quality

Use advanced data mining tools to write detailed queries and save criteria for recurring reports. For example, use the Result Browser to monitor a technologist’s or phlebotomist’s productivity; or determine the frequency of each order choice or test. Use the pivot table functionality to see trends and patterns at a glance or format the data into a pie or line graph for easier interpretation.

Rules-based Decision-support Technology

Orchard’s advanced configurable rules improve workflow efficiency and error-proofing by aiding in decision making throughout the total testing process. This ensures the consistent execution of procedures and increases the productivity of your laboratory.
Rules Facilitate Accurate Processing of Lab Orders

Use order entry rules to manage test orders. Split an order into two or more orders based on sample handling requirements, tube types, sample types, testing locations, etc., or when orders need to be deferred because of a batch testing schedule to ensure that no tests are missed and specimen storage requirements are met.

Simplify Order Routing

Order entry may involve multiple locations for ordering, collecting, processing, and testing. Configure Orchard to automatically split and route orders during order entry based on your criteria, making test ordering and billing more accurate.

Enhance Test Utilization

As monitoring of test utilization becomes more important, Orchard’s decision-support rules allow users to work closely with ordering providers to eliminate obsolete testing, avoid unnecessary test combinations, and eliminate non-value added tests, contributing to overall improvements in the quality of patient care.

Develop Sequential Test Protocols with Cross-Panel Rules

Cross-panel rules allow rule conditions to be based on results from multiple tests within a panel or order, supporting testing cascades that promote the most efficient testing sequences for providers and their patients. This ensures that that only necessary testing is performed, eliminating waste and saving healthcare dollars.

Result Auto-verification Maximizes Efficiency

Improve productivity by using result evaluation rules to set up auto-verification of “normal” results, freeing up valuable tech time to concentrate on other intensive job duties, and allowing you to increase productivity without adding FTEs. Depending on your lab menu and patient population, from 40% to 80% of results may qualify for auto-verification.
Cross-panel rules allow rule conditions to be based on results from multiple tests within a panel or order, supporting testing cascades that promote the most efficient testing sequences for providers and their patients.

Automate QC with Rules

Time-saving rules are available to setup and monitor quality control enabling thorough preparedness for inspection of your laboratory’s QC. Rules are available to automatically order QC when a test is ordered; or to stop test approval until QC is ordered or approved, ensuring that no patient test results are approved without proper QC.

Use Rules to Schedule Messages that Improve Workflow

Eliminate “sticky notes” with Orchard’s Message Center—a simple and extremely useful tool that can be utilized to enhance laboratory workflow and facilitate communication. For example, reminder messages can be scheduled 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.
Positive Patient ID Collection Solution

For patient bedside specimen collection, Orchard Software offers Orchard® Collect™, a Point-of-Care (POCT) collection tool that combines use of a tablet, barcode scanner, and wireless printer to organize and confirm accurate laboratory specimen collection. The solution offers a comprehensive, interactive collection list, including container requirements and pertinent patient information, as well as advanced patient ID safety features to increase efficiency and accuracy.

Assists in Proper Collection Procedures

The Orchard Collect platform allows bedside access to patient collection lists, including appropriate draw order and images of collection containers to assist the phlebotomist in proper collection procedure. The collection list displays the patients, their location, and collection priority. Additionally, both the quantity of each tube or container required for selected patients, and a summary of all containers needed to complete the list are available.

Optimize Workflow Management

Orchard’s audit trail, statuses, and sample tracking features provide laboratories the tools to organize and track laboratory samples and specimens throughout the testing process and into storage, making it easy for laboratorians to locate specimens during testing as well as facilitating quick retrieval of stored samples.
Organize Your Workflow Process

From order entry to result delivery, through accessioning, quality control, and sample storage, you can configure every detail of the process to your laboratory’s specific needs and track them with user action and change logs. Modifiable statuses are used to categorize samples by department, analyzer, review status, etc. and you can automatically route samples to an updated status based on bar code, parsed results, or result approval.

Review Results Process

Dynamic pending worklists, configurable to user preference, are available to organize and facilitate quick review of large volumes of patient results.

Streamline Transfer of Samples to Storage

The sample tracking tool organizes and tracks the storage of laboratory samples and specimens to facilitate quicker, easier retrieval. At the time of order entry, sample storage is integrated into the system, making retrieval easy. Rather than pulling out tubes or slides to review dates, you can easily track expired items in the sample tracking system, and the system can alert users when items have reached their expiration.

Orchard’s sample tracking tool organizes and tracks the storage of laboratory samples and specimens to facilitate quicker, easier retrieval.
Storage Audit Trail Integrated into Patient Record

Patient files contain a sample storage history button that displays the complete history from creation, through each transfer, to disposal. When determining if you have a viable sample for an add-on test, you can quickly find out by looking at the history for that patient without unnecessarily going through the sample storage rack.

Clinical Support Tools

Orchard’s laboratory information systems provide you with tools to help maintain a productive laboratory despite staffing challenges, tightening reimbursements, and changing healthcare environments. Utilizing process automation, robust interfaces, and rules-based decision-support technology, Orchard addresses regulatory issues, improves efficiency, reduces errors, and increases reimbursements. The design and development, with ongoing input from a diverse user base, includes many powerful, flexible features capable of handling a variety of laboratory workflows and business situations.

Quality Control Management

Sophisticated quality control features make QC management quick, efficient, and easy. Configurable Westgard rules and extensive support for qualitative and quantitative QC help you get the most from your quality control data and perform well on inspection.

Levey-Jennings Graphs Make QC Monitoring Easy

Save valuable time by reviewing Levey-Jennings graphs for multiple levels or multiple graphs on one screen. For parallel QC requirements, you can display multiple QC lot numbers simultaneously for easy comparison.

Use Harvest QC tools to monitor Temperatures for laboratory refrigerators or freezers.
Orchard’s quality control includes easy-to-maintain, comprehensive Levey-Jennings graphs that organize and simplify management of your laboratory’s QC. Create supervisory review comments and insert them at an individual data point or date range. Save valuable time by reviewing Levey-Jennings graphs of multiple levels or multiple graphs on one screen.

**Smart QC Graphs**

On your Levey-Jennings graphs, if you update a mean in the middle of a lot number, the historical QC data is not affected. The graph correctly represents the QC data based on the applicable mean at the time of run. You may add peer means and SDs to the QC graphs for comparison. Also, the system can suppress out-of-range results, removing them from the mean and SD calculations, and unsuppress them as needed.

**QC Rules Ensure Compliance**

Auto-scheduling of QC ensures that you never have to worry about missing a QC frequency requirement, e.g., running Protime QC every eight hours. Easily manage QC for infrequently ordered tests, so that when ordered, the system automatically orders the associated QC. To further ensure compliance, rules may be put in place to prevent release of results without acceptable QC.

**Link QC Assay Sheets**

Within the QC file, you may scan and link the QC assays sheets so that when the inspector reviews your QC in Harvest LIS, the assay values are readily available as well.

**Immediate Electronic Access to QC Records**

Eliminate bulky, hard copy QC files by electronically storing your qualitative and quantitative QC data, making it easy to retrieve current and expired QC records for review.

**Display Parallel QC Studies for Inspectors**

Meet the requirement for overlapping QC lot numbers with ease; display both lots simultaneously on the same Levey-Jennings graph for your inspector’s review.

**LIS Support Tools**

Orchard offers a multitude of helpful ways to monitor and support analyzer interface processes, including maintenance reminders, assistance in documentation of maintenance, tracking of interface transmissions to creation of load lists, and a live dashboard to view interface statuses.

**Instrument Maintenance Files**

Set up instrument maintenance files to automatically order required maintenance for each laboratory analyzer, creating an electronic record of the performed maintenance, readily accessible for inspection. You can even set automatic default criteria with a custom choice list for desired maintenance tasks.
Monitor Analyzer Transmissions

To assist labs in maintaining their interfaces, the system tracks each analyzer transmission into the LIS. This creates a valuable troubleshooting tool for any analyzer interface problems. Also, interface transmissions can be reprocessed if there was a temporary break in communication.

Use Dashboard Display for Interface Status

Conveniently located within your application window, there is a configurable dashboard display that indicates the current status of each analyzer interface, so that the system can immediately make you aware of any interface issues and you can address them in a timely manner.

Electronically Upload Proficiency Testing

Orchard is capable of exporting proficiency testing results and transmitting directly to the proficiency testing provider, eliminating the possibility of clerical errors from manually-typed in PT data.

Point-of-Care Testing (POCT) Integration Solution

With today’s healthcare challenges surrounding efficiency and accountability, and the economic pressure to do more with less, Orchard’s Point-of-Care Testing (POCT) solution provides the optimal means for electronic connectivity to more effectively manage your POCT needs. Implementing Orchard’s POCT connectivity solution will help improve patient care and enhance the value of your POCT by ensuring real-time electronic capture of POCT results within the Allscripts patient chart.

Integration of POCT Results Increases Value

One of the primary advantages of POCT is rapid TAT to speed diagnosis and treatment. Having POCT results from the bedside or other remote locations electronically integrated and immediately available to the entire healthcare team adds to this value. With Orchard, your POCT Coordinator or Lab Director can remotely manage your POCT requirements (e.g., certification status, QC, QA, critical results, etc.) with ease.

Easy to Use, Minimal Training

Orchard’s POCT solution is designed for easy use by non-laboratory medical personnel. Training is straightforward because it is a simple software package for viewing orders, viewing results, and releasing them back to Allscripts.

Order Entry for POCT

Orders placed in Allscripts via CPOE transmit to Orchard’s POCT connectivity solution, which can be bi-directionally interfaced with multiple POCT devices. Approved, completed results transmit directly into the patient chart. The POCT connectivity solution can also receive unsolicited results from a hand held device and create an order choice based on the patient ID.

Cost Savings & Benefits

With the electronic integration of POCT results, healthcare organizations will see increased staff productivity and have more confidence in billing capture and test results. Efficiency and cost savings are derived
from the reduction of time spent manually entering patient results, and the elimination of clerical errors ensures greater accuracy.

**Improved Patient Care**

Because results are transmitted electronically into the EHR in real time, providers have prompt access to the POCT results for speedier diagnosis and treatment of the patient. Additionally, POCT results can be incorporated into analytics needed for risk stratification and population health management.

**Easily Track Competency Assessment Requirements**

Orchard allows for tracking of due dates for required operator competency assessments, allowing POCT coordinators to easily monitor each user’s certification needs and meet regulatory responsibilities. The system is configurable to only allow operators with current certification to perform testing, and to provide advance notification of competency assessment due dates.

**Automate POCT Quality Control**

QC for POCT has historically been paper-based and sporadically documented; instead, the software supports compliance to all POCT QC requirements. QC can be ordered or set up to auto-order at the desired frequency. QC rules can prevent the release of patient results without acceptable QC, making your POCT QC inspection-ready.

*Orchard tracks due dates for required operator competency assessments, making it easy for POCT coordinators to monitor each user’s certification needs and meet regulatory responsibilities.*
Simple Rules Can Enhance Performance

To further improve your POCT, configure rules to enhance lab performance, such as test routing, duplicate test alerts, or holding results that do not meet your pre-specified criteria.

Microbiology

Within the software, tools for microbiology are available to provide your microbiology department with all the advantages of rules-based decision support and the bi-directional flow of data. This improves efficiency, reduces errors, increases reimbursements, and eliminates the use of logbooks and paper worksheets. As microbiology departments look for additional opportunities to expand their test menus and support antimicrobial stewardship, our systems provide the necessary tools to allow laboratories to demonstrate their value.

Intuitive Electronic Worksheets

Electronic microbiology worksheets are intuitive and easy-to-use, save time, and simplify data management. Microbiologists can quickly and easily record observations and create and approve results. Once you place the original microbiology order, you may add additional tests or order choices directly from the electronic worksheet without the need to repeat the order entry process.

Analyzer Interfaces Eliminate Transcription Errors

Interfaces with your microbiology analyzers allows for electronic data flow, eliminating transcription errors and saving time.

Bar Code Scanning Saves Time

To improve efficiency, use the bar code scanning feature to locate and open the correct electronic worksheet for editing. You may also use the batch results function to quickly add standard documentation to multiple microbiology order choices for one or more patients.

Batch Processing

For laboratories that use batch order entry, users have manual or import batch entry options to facilitate the entry of multiple orders (e.g. de-identified patients for clinical trials). Users may create and save criteria for different batch orders.
Microbiology Uses Rules-based Technology

Write rules for automatic interpretation of manual susceptibilities, MICs, and CLSI-deduced drugs based on lab-defined criteria. Use reflex rules to add additional microbiology tests to the electronic worksheet based on the results of other testing. Write microbiology threshold rules, document Kirby-Bauer zone sizes, and provide interpretations based on organism, antibiotic type, and source.

The Harvest LIS electronic microbiology worksheet allows microbiologist to quickly and easily record observations, eliminating the need for heavy paper workflows.
Easy Reporting for Quality Assessment or Outside Agency Review

Use the data mining tools to generate pertinent reports required for quality assessment, infection control committees, and public health departments. A built-in Antibiogram Report that is fully CLSI compliant allows you to easily retrieve this essential information.

Support for Antimicrobial Stewardship

Numerous advanced tools are available within the software to support your facility’s antimicrobial stewardship efforts, including antibiograms, adhoc reporting, and epidemiology reports.

Integrated Pathology

Clinical and anatomic data share the same database and data is stored in discrete fields to simplify synoptic reporting, data mining, and analytics. Users are able to eliminate the manual system of audit trails and paper files, thereby improving efficiency, and enabling pathology laboratories to more easily meet quality metrics and patient safety goals.

Flexibility & Ease of Navigation

The database may be utilized as a stand-alone AP system or as a single system that includes pathology, clinical, and molecular; with a high level of flexibility and configurability, and easy navigation and tracking through all phases of testing. For transcription purposes, the system integrates easily with voice recognition software.
Integration Eliminates Errors and Improves Patient Care

Implementing interfaces between systems provides an automatic and seamless flow of data. Orchard’s host interfaces readily support Computerized Provider Order Entry (CPOE) of pathology testing, helping you improve patient care by reducing errors, saving time, and speeding up the delivery of results. Results from cytology, surgical pathology, autopsy, molecular, and reference laboratories are compiled into a single, electronic patient report, eliminating paper storage and simplifying access to historical data.

Streamline Pre-Analytic Processes

Flexible, rules-based, decision-making technology can help streamline your order process, improve workflow efficiency, and enhance error-proofing. Advanced configurable rules can automate scenarios for order entry, order routing, or reflex testing (e.g., Pap smears with HPV testing).

Robust Pathology Rules

Robust rules-based decision making can be configured to meet individual preferences and workflows. As an example, you can automatically reflex-order send-out tests, correlations, quality assurance protocols, and confirmatory testing according to verbiage in the report text.

Pathologist Workload Balancing

If desired, users may automatically and evenly assign cases to pathologists. The case load is reviewed by the software which auto-assigns the case to the pathologist with the least amount of cases. Specific pathologists can be chosen for this feature or it can apply to all pathologists.

Workflow & Case Management

From order entry to result delivery, through accessioning, quality assurance, and sample storage, you can configure every detail of the process to your laboratory’s specific needs. Simplify case management and produce discrete data to enable synoptic reporting by employing a worksheet window that you can configure for use with your established templates or protocols.

Enhance Patient Safety

The system interfaces to cassette and slide printers allowing users to enhance their patient safety efforts by allowing bar code labels on specimens and slides ensure proper sample identification. Also available are instrument interfaces for molecular or IHC.

Specimen Tracking Throughout Workflow

To easily track the status of pending specimens, set up various visual enhancements to display the category of each incomplete case. Color-coded statuses that indicate a specimen’s current station enable you to easily monitor the progress of specimen analysis, such as grossing, IHC, or awaiting pathologist review. Block/Slide Verification and Bar Code Compare provide positive case material identification to support patient safety and goal-oriented workflow processes. Prevent errors and verify case materials through each defined workflow status. Patient files contain a sample storage history button that displays the complete history from creation, to each transfer, and to disposal. The specimen tracking feature organizes and tracks the storage of laboratory samples and specimens to facilitate quicker, easier retrieval.
Simplified Case Management Produces Discrete Data
The case worksheet is very flexible, allowing you to add typed transcriptions, use templates, drop-down menus, text shortcuts, or insert text generated by voice recognition software. The embedded coded diagnosis table provides comprehensive, standardized diagnostic vocabulary and auto-navigation to appropriate results. Coded diagnosis tables use structured, interrelated data files to facilitate the exchange and pooling of results and to optimize clinical care.

Historic Patient Information, Comments and Flags Enhance Workflow
Filters can be set up to notify users of the presence of significant, concurrent and/or historical cases. By allowing the pathologist to configure which cases are significant for correlation, the system can alert users to the presence of those cases. For example, when a cervical biopsy is ordered, the historical alert will notify the pathologist that a Pap smear was ordered within a specified date range. This configurable alert brings relevant data promptly to the pathologist’s attention.

Comprehensive patients reports are created using data entered on the worksheet and include results from multiple disciplines (e.g., clinical, cytology, surgical, flow, fish, etc.) on one patient report, aiding in quicker time to diagnosis.
Multiple Disciplines on a Single Patient Report

Comprehensive patient reports are available that include results from multiple lab areas (e.g., clinical, cytology, surgical, molecular, etc.) on a single report, to allow for a more complete assessment of patient status.

Easy Pathologist Review for CPT Codes

In the pathology system setup, CPT codes are built into sample types. As testing is updated to include any additional tests or stains, the corresponding CPT codes are automatically included for quick pathologist review prior to approval.

Automate Critical Calculations

The system has the ability to automatically calculate cold ischemia, formalin fixation times, and frozen section turnaround times. Having these formulas at your fingertips auto-calculated for each specimen is a feature that pathology groups appreciate because it improves quality outcomes.

Include pertinent data on reports such as frozen section turnaround times or cold ischemic times, to easily track CAP-required parameters and other important calculations.

Scanned Documents and Image Support

The automated document linking interface simplifies the process of manually linking documents such as requisitions, consultative reports, and insurance cards to patients or orders. Once scanned, the image automatically links to the patient or order, readily available when needed.
Sophisticated, Configurable Report Options

Having a single database enables users to integrate clinical, molecular, and pathology, creating all-inclusive, comprehensive patient reports. Advanced, configurable reporting options are available, including the ability to create specific report formats by specimen type, and annotate images within the patient report.

Automate Result Delivery to Provider Preferences

Configurable result delivery options allow recipients to receive results in the modality they desire. Reports can be printed, faxed, emailed, web-delivered, or sent to a host system to meet providers’ individual needs, allowing you to communicate results in a timely and sophisticated manner.

Orchard Web AP Module Provides Remote Access

If desired, Orchard can provide an interactive web extension, allowing providers, pathologists, and other staff to edit, add, review, and sign out cases from any remote location with Internet access.

Data Analytics & Quality Assurance

Orchard stores data in a structured format, which enables superior data mining capabilities to support your laboratory’s quality assurance and patient safety efforts. Every data field is mineable and retrievable and creating reports does not require support from your IT department.

The structured data format inherent in Orchard’s systems supports advanced data mining to create a multitude of analytic reports that can aid in future business decisions in the laboratory.
Closely Monitor TAT & Overdue Specimens
Orchard uses statuses of the testing process in your lab minute by minute. Advanced data mining tools allow you to be informed of where each specimen is in the testing process, and to keep a close watch on turnaround times or overdue specimens. Orchard uses statuses and data mining tools to track the life of the specimen for quality metrics and to enhance patient safety.

Measure Laboratory Performance: Quality Assurance
Orchard can produce reports to analyze historical data; for example, tracking of specific diagnoses or abnormal test results to manage disease populations. Browser data enables users to generate statistics that can be analyzed to provide general insights for your Quality Assurance program.

Lab Outreach & EHR Integration
Orchard® Copia®, Orchard’s solution for outreach, is a SQL-based, Lab/EHR integration engine designed for complex outreach business scenarios, allowing you to maintain the competitive edge in the outreach market. Orchard Copia’s Java-based application is a front-end, web-based system designed to increase your lab’s marketability by providing easy access and direct integration to other EHRs and information systems.

Laboratory Networking Tool
Orchard Copia puts more interfacing capabilities into the hands of the laboratory by supporting laboratories and lab networks performing reference work for multiple customers with separate legal business entities. Additionally, Orchard Copia can serve as a large results repository database for the laboratory network.

Copia Technology & Scalability
Orchard Copia is deployed using a Microsoft SQL Server database structure, providing expanded support by offering self-maintenance with the SQL Server AlwaysOn technology. This provides near zero downtime and includes support for structured data. Microsoft SQL Server has provided unprecedented stability and scalability for the Orchard Copia application since its inception.

Integration with Ease
Orchard Copia integrates seamlessly with all laboratory departments and provides a single electronic patient record for all laboratory results that can be automatically transmitted to any provider’s EHR.
Orchard Copia provides strong support for interfacing with other systems as well, such as PMS or billing systems, using HL7 communication standards.

**Interface Management: Be Your Own Integration Expert**

If you choose, you may handle your own interface needs with the continuing education provided at our Orchard Copia Integration classes. The training classes teach you the concepts and skills required to configure and manage interfaces in your Orchard Copia system. The class covers HL7 basics, interface configuration, connectivity methods, and management and troubleshooting of interface activity, allowing you to resolve problems more quickly and efficiently.

**Reference Labs: Provide Value to Your Customers**

For independent reference labs that are in competition with other reference labs, providing the best customer service is paramount to your success and translates into happier clients. Using the data mining tools, you can track specific client trends and use them to provide the additional support that each client needs. Your lab then becomes equipped to see the needs of the client as they happen and maintain a proactive relationship, responding to issues quickly and leading to increased customer satisfaction.

**Centralized, User-configurable Order Entry**

With Orchard Copia as the central test management system, users place orders in a single order entry window from any web-enabled PC, and Copia handles patient insurance, ICD checking, ABN printing, and lab routing preferences, saving time and maximizing reimbursements. Clients can configure the ordering window to their preferences, including the presentation of clinical questions, most frequently used order choices, container type information, and personalized comments.
Enhanced Adaptability for Remote Label Printing

Copia incorporates advanced support for remote label printing using the Labeler application to print bar codes of any format to any installed label printer. Labeler generates its own labels and sends them as images to the label printer, allowing the label printer to print bar codes that may not normally be supported by the label printer.

Customize Appearance and Report Templates

Orchard Copia makes it easy to customize image, color, and display settings, so that you can apply your organization’s logo to the ordering screens and reporting formats. Incorporate color graphs to visually document result trends, highlight abnormal and critical values, and enhance patient education. Additionally, users may graph historical results so that providers can quickly and easily track test changes for patients.
Consolidated and Consistent Reporting

Orchard Copia’s configurable report format can combine patient test results from one or more laboratories into a single report allowing providers to review current and past results, both in text and graphic formats. This improves the quality of your reports and facilitates informed decision making.

Role-based Security

Orchard Copia’s role-based security is highly configurable to meet the needs of each of your clients. Assign specific personnel groups a system security setting that is configurable by individual task, ranging from browsing the system to administrative responsibilities. For example, a reference lab may create roles for different clients based on their individual needs.

Practice- & Location-level Security

With highly flexible practice- and location-level security options, Copia helps you keep your patient data secure, no matter how complex your setup is. In Copia, users are assigned specific roles within the practice that is associated with locations, allowing you to keep each client’s data private and secure. If desired, users may sign into all locations with a single password.

Outreach Tools: Client Services Module

As a provider of laboratory outreach services, delivering excellent customer service is paramount to keeping clients satisfied. Orchard Copia provides the best outreach support tools, offering the fully-integrated Client Services module that is beneficial in tracking and organizing your clients, providing collection lists, and monitoring inventories.

Mobile Access

Orchard Copia Mobile provides on-the-go access to allow providers to retrieve patient data remotely. Using the Mobile module, users can access Copia from any supported mobile device, providing web access to patient results and other Copia features.

Patient Portal

For laboratories that need to allow patients direct access to their results in a secure and compliant manner, in order to comply with the Patient Access Rule, Sunrise and Orchard Software offer two options.

Laboratory results are available through the Allscripts FollowMyHealth patient engagement portal, which provides user-friendly navigation to encourage individuals and families to participate in their health care by taking a more active role in securely managing their well-being. Accessed via the Web or through our mobile app, FollowMyHealth is a more convenient way for patients to stay connected – providing patients with the ability to securely message physicians with questions regarding their health, view upcoming appointments and test and lab results, and renew medications.

Patients can also access results through Copia’s Patient Portal, available with the Mobile module. Copia’s Patient Portal allows patients to sign into the system via the web and view a PDF of their laboratory report.

Both of these options make it easier for patients, wherever they are, to monitor their own results and progress.