

# Orchard<sup>®</sup> Harvest<sup>™</sup>

The Most Comprehensive LIS in the Industry  
Designed “By the Lab, For the Lab”



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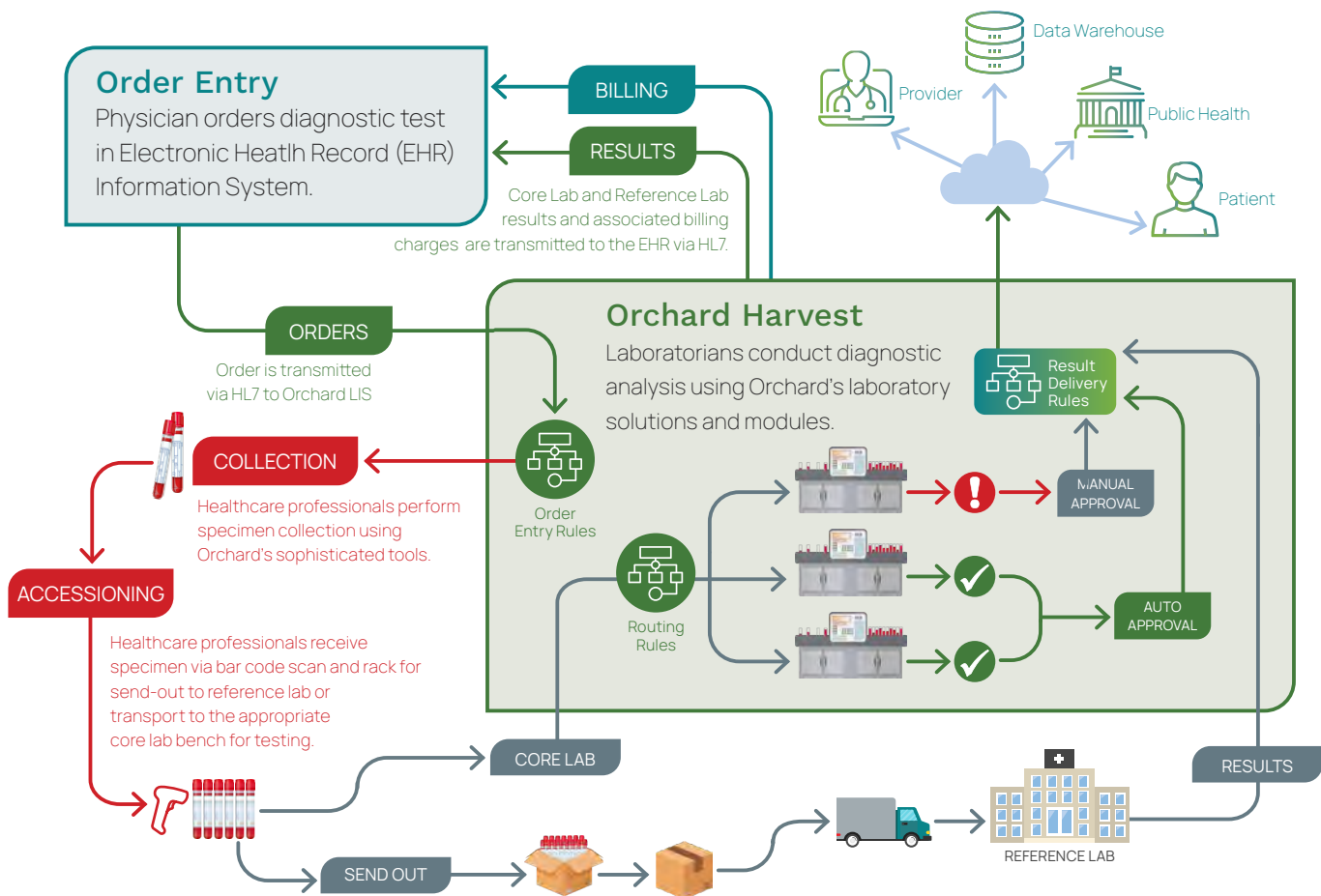
Maximizes process automation and decision-support technology to improve workflow efficiency, reduce errors, and increase the value of lab services to providers and patients.

## Superior Workflow Management

Utilizing process automation, robust interfaces, and rules-based decision-support technology, Orchard's systems address regulatory issues, improve efficiency, reduce errors, and assist with reimbursements. Orchard's audit trail, statuses, and sample tracking features provide laboratories tools to organize and track laboratory samples and specimens throughout all phases of the testing process.

## Tools to organize laboratory workflow

From order entry to result delivery, through accessioning, quality control, and sample storage, users can configure every detail of the process to meet their specific needs.



## Advanced Quality Metrics

The numerous monitoring and reporting tools made available by Orchard's data browsing capabilities generate valuable business and laboratory data and analytics. Performance analytics from Orchard's data browsers can be used to supplement EHRs that cannot provide detailed laboratory analytics.

### Data mining on demand

All data is stored in a structured format, eliminating the need for separate data mining programs. Harvest's user-friendly data mining tools offer a menu of standardized report formats. In addition, users can create configurable, detailed ad hoc data queries to keep your lab inspection ready.



### Sophisticated quality control

Orchard Harvest includes comprehensive Levey-Jennings graphs that organize and simplify management of your laboratory's QC. Configurable Westgard Rules provide extensive support for both qualitative and quantitative QC.

### Rules-based decision-support

Orchard's advanced configurable rules improve workflow efficiency and error-proofing by aiding in decision-making throughout the total testing process. Comprehensive rules are designed to ensure consistent execution of procedures and increase laboratory productivity.

### Tools to maximize reimbursements

Orchard's systems include sophisticated rules and audit tools that can automate proper billing, ensuring the best reimbursement outcomes. Features include medical necessity checking, test routing based on insurance, and improved coding accuracy.



### Multiple report & delivery options

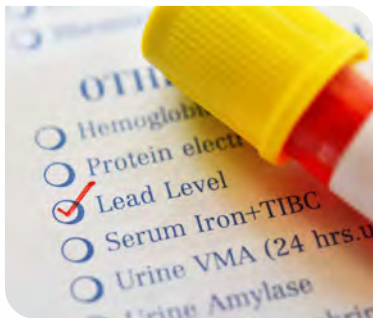
Orchard Harvest offers various standard patient report formats, as well as the tools for users to create multiple custom report formats. In addition, Harvest allows for configurable delivery options, including HL7, email, web delivery, and faxing.

## Tools to Support Specialized Laboratory Environments

The design and development of Harvest, with ongoing input from our diverse user base, results in a multitude of powerful, flexible features capable of handling a variety of laboratory workflows and business situations. Orchard Harvest is designed to be used for both clinical and environmental test data and contains special case management tools and configurability for public health laboratory testing, toxicology pain and management, veterinary laboratories, and more.

### Public Health Laboratories

Orchard's systems can help address the advanced IT needs of a diverse testing menu and eliminate many of the concerns public health labs face regarding electronic lab reporting. Tools are available that meet the integration goals set by the CDC and state and county health departments.



### Toxicology & Pain Management

For toxicology labs, decision-support rules based on medications prescribed and analytes detected enhance productivity, ensure quality results, and improve consistent reporting.

Data analytics tools enable compliance monitoring and reporting of inconsistent findings to document compliance and corrective actions. Orchard's diversity of products allows labs to meet a wide variety of user-configurable reporting needs.

### Veterinary Laboratories

To meet the needs of independent veterinary laboratories and university veterinary schools, Orchard's software contains features for species, breed, species-/breed-specific reference intervals, and taxonomy fields. A single shared database and EMR integration for clinical, microbiology, cytology, and anatomic pathology eliminates the need for separate systems and provides consolidated reports and access to an animal's entire lab history.



## Innovative Modules Expand the Lab's Reach

As additions to Harvest, Webstation, Remote Workstation, Point-of-Care Management, and Microbiology modules are available to improve lab productivity and expand the lab's reach. In addition, Orchard Collect is offered as a positive patient ID tool for blood collection at the patient bedside.

### Remote Workstation

Remote Workstation allows laboratorians to conveniently access, set up, and monitor testing performed at remote locations and sites. Using web connectivity, Remote Workstation can improve your lab's efficiency and allow integration of remote testing results into your LIS and EHR. Remote Workstation can be used to easily manage POCT orders and results, allowing your lab to support POCT where it can offer the greatest benefit to providers and patients.



### POCT Management Module

To take POCT management and administration to another level, the Orchard® Harvest™ POCT Management Module is available for greater control of your POCT activities from your central lab, including tracking of personnel certifications and devices.

### Webstation

Orchard Harvest Webstation allows web access to users within a single business entity, with a focus on low cost for implementation and general simplicity. It is designed to help laboratories serve providers who need access to place orders and retrieve patient results via the Internet.



### Microbiology Module

Orchard's systems' electronic microbiology worksheets are intuitive and easy to use, save time, and simplify data management. Orchard's systems use HL7 interfacing requirements, and standards-based information architecture to electronically report test results to health departments, state surveillance systems, and the CDC.

### Orchard Collect

For patient bedside specimen collection, Orchard Software offers Orchard Collect, a POC collection tool that combines use of a tablet, bar code scanner, and wireless printer to organize and confirm accurate laboratory specimen collection. The solution offers a comprehensive, interactive collection list and advanced patient ID safety features to increase efficiency and accuracy.



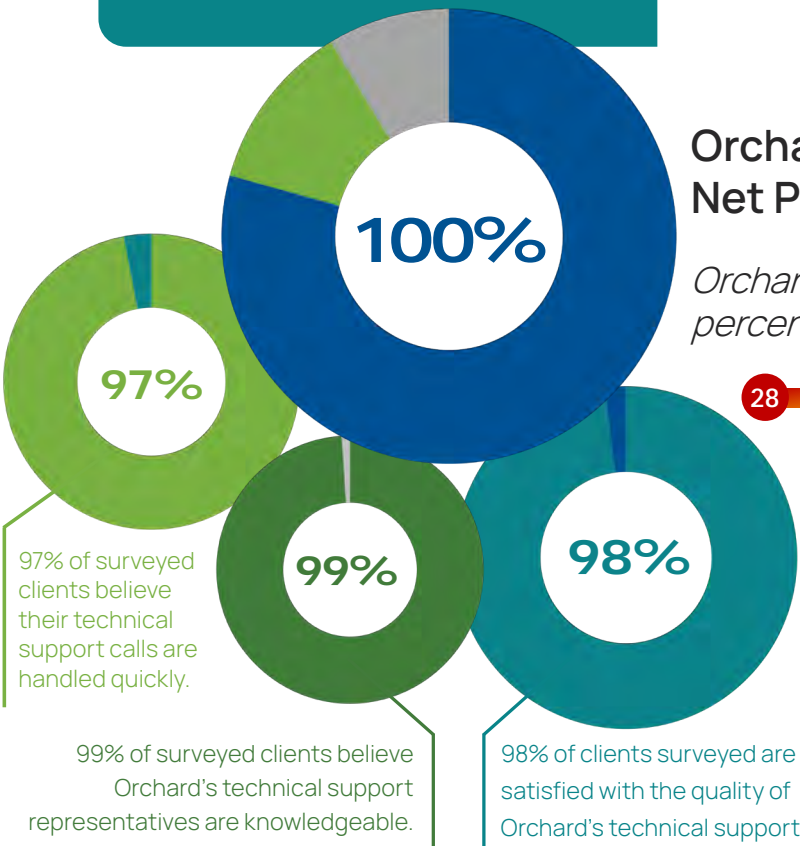
## Steadfast Focus on Customers

Throughout years of LIS innovation, Orchard's strategic direction has been driven by our customers, our prospective customers, and the future needs we foresee within the healthcare marketplace. Our products constantly evolve, directed by customer input and feedback. We look to the future in anticipation, developing our software to support the current trends shaping the diagnostic industry and its role in improving patient care.



“I have been a lab manager for more than 20 years and have worked with many vendors. Without a doubt, Orchard provides the best customer service! We are so impressed with the exceptional customer service, quality of the product, and the effectiveness of your team in helping us execute this huge project. It is a pleasure working with you all! Thank you!”

~ UNLV Student Health Center



## Orchard Software Net Promoter Score (NPS)

Orchard Software scores in the 100<sup>th</sup> percentile of the Software Industry NPS.



The Software Industry NPS benchmarks range from a low of 28 to a high of 55, with the average software vendor ranking around 40. Orchard Software maintains a Net Promoter Score of 71. This score is comprised of:

- 79.3 % Promoters (score 9-10) are loyal enthusiasts
- 12 % Passives (score 7-8) are satisfied but unenthusiastic customers
- 8.7% Detractors (score 0-6)

## Superior Support

- One-on-one technical assistance from our highly proficient support team, located in Carmel, Indiana, is available 24/7/365.
- Several levels of support are available allowing you to select the best option.
- System Administration training is available to help keep your products running at maximum efficiency.
- Software upgrades are included with all of our support options.



*Customizable Support Options  
to Meet Your Needs*



*24/7/365 US-based  
Online & Telephone Support*



*SA/SLA Program Options to  
Ensure Your Systems' Efficiency*



*Software Upgrades Included  
with Annual Support*

**We're eager to partner with you on your ongoing mission to elevate patient care.**

**Give us a call today to find out how Orchard's solutions and services can increase the value to your patient community.**

## A “Must Read” for Healthcare Leaders

As a laboratory industry thought leader, Orchard offers a white paper series featuring the latest industry-related topics to keep our readers up-to-date.

Download our informative white papers at  
[www.orchardsoft.com/whitepapers](http://www.orchardsoft.com/whitepapers).



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