Laboratory-provider links software

Part 1 of 10	Antek HealthWare **Paul Taylor** ptaylor@antekhealthware.com **228 Business Center Drive** **Reisterstown, MD 21136** **800-359-0911** www.antekhealthware.com	Atlas Medical Software **Eric Reynolds** sales@atlasmedical.com **26679 W. Agoura Rd., Suite 200** **Calabasas, CA 91302** **818-340-7080** www.atlasmedical.com
Name of laboratory-provider links (LPL) software/system	**LabDAQ DAQaccess**	**Atlas LabWorks**
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	**2003/February 2009**	**1995/February 2009**
Last major update of LPL software	**April 2008**	**February 2009**
No. of host or central labs using software clinically	**20**	**102†**
• No. of host labs that electronically transfer orders from physician's office into LIS	**20**	**82†**
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	**not tracked/0**	**16,000+/0†**
No. of contracts for host labs signed in calendar year 2008	**8**	**—**
Percentage of installations that have stand-alone LPL systems*	**0**	**100%**
Staff to develop–install & support–other** in entire firm/in LPL software division	**12-37-40/12-37-40**	**70-52-28/55-45-26**
National and regional commercial labs that use LPL software	**—**	**Spectrum Laboratory Network, Sonic Laboratories, Carilion Labs, Westcliff Medical Labs, Integrated Regional Labs, Mayo Medical Labs, HealthLab**
Average time to install, build files, train office staff in a typical physician's office	**2–3 hours**	**1–2 hours**
LIS, HIS, other interfaces (other than company's own products)	**Meditech, Cerner, Impac, Misys**	**Sunquest, Cerner, Meditech, GE Healthcare, SCC Soft Computer, Seacoast, Aspyra, McKesson, Siemens, CPSI, Psyche Systems, Impac, others**
Software modifications or modules required on host LIS to interface?	**no**	**yes for HL7 orders and results; no for scripted orders interface, PDF reports**
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	**Allscripts, NextGen, Sage, Misys, eClinicalWorks, others**	**Allscripts, Athena, Acer, AdvantX, Medical Manager, VitalWorks, Clinscan, Meditech, Vision, Reynolds and Reynolds, NextGen, MediSoft, others**
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	**one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time**	**one-time batch download/file transfer, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other**
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	**none**	**Ellkay, Boston Workstation**
Lab's test directory stored on physician office's resident portion of LPL system?	**no**	**not applicable as no LPL software resides in the client site**
How results are returned to physician's office	**block of text, PDF, individually segmented fields**	**block of text, PDF, individually segmented fields**
Data interface standards operational	**HL7 2.x, custom when required**	**ASTM 1238, HL7 2.x, XML, custom when required**
System supports LOINC for identifying lab result database elements?	**yes**	**yes**
System architecture or functionality	**thick client, PC, while connected to lab host; thin proprietary client; all standard Web browsers**	**standard Web browser (Internet Explorer 6.0+)**
Patient order and result database maintained on local PC?	**no**	**no**
• Software displays results and allows orders to be entered in an offline mode?	**no**	**no**
Online connections between physician's office and central or host system	**VPN, public Internet connection (DSL/cable modem required)**	**VPN, public Internet connection (either DSL/cable modem or dial-up)**
Complete ASP solution for LPL software?/method of charging for ASP solution	**no/—**	**yes/fixed monthly fee or transaction based – user's choice, site-based monthly, capital purchase, other models**
Features (listed as a percentage of live installs or based on availability) **• Order entry**		
- Medicare compliance checking using carrier-specific rules	**installed**	**98%†**
- Advanced beneficiary notice printed if medical necessity criteria not met	**installed**	**98%†**
- Local medical review policies can be viewed	**not available**	**98%†**
- Automatic routing of an order to different labs according to payer rules	**installed**	**80%†**
- Printing of lab's requisitions	**100%**	**98%†**
- Printing of requisitions for other lab providers	**installed**	**80%†**
- Duplicate order checking	**100%**	**98%†**
- Physician office-specific panels	**installed**	**80%†**
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	**35%**	**98%†**
- Automatic handling of scheduled or standing orders	**installed**	**98%†**
- Automatic routing of orders to hospital or commercial labs depending on payer rules	**installed**	**80%†**
• Bar-code collection label printing	**100%**	**98%†**
• Two-dimensional bar code on printed requisition	**installed**	**10%†**
• Software adapted for use in phlebotomy or collection stations	**installed**	**80%†**
• Result receipt		
- Stored as a block of text	**100%**	**98%†**
- All items (result, reference range, units) stored as individual data elements	**100%**	**98%†**
- Automatic parsing of report pages to extract results	**installed**	**8%†**
- Inquiry mode that allows physician's office to check status of specimens with host	**installed**	**80%†**
• Reporting		
- In exact format received from host lab/cumulative	**100%/not available**	**50%/90%†**
- Integration of host and physician's office lab results	**100%**	**10%†**
- Display of new results for patient and/or clinic	**installed**	**98%†**
- Remote access available to on-call physicians	**installed**	**98%†**
- Unattended printing of reports	**installed**	**95%†**
- Display current report with historical data on same screen	**installed**	**98%†**
- Graph historical results with current results for trend analysis	**installed**	**98%†**
• Physician can electronically sign reports to confirm review	**available but not installed**	**80%†**
• Physician can compose and send secure electronic messages to patients	**not available**	**5%†**
• User-defined rule-based system and alerts in physician's office module	**installed**	**20%†**
• Electronic transfer of data to another physician's office	**installed**	**10%†**
- E-mail/encrypted e-mail	**installed/installed**	**available but not installed/available but not installed†**
- Web reference or pointer to Web site	**installed**	**50%†**
- Fax	**installed**	**5%†**
• Physician's office orders supplies from host lab	**not available**	**50%†**
- Specimen pickup or courier requests to host lab	**not available**	**installed†**
• Financial		
- Billing, collections, accounts receivable	**not available**	**not available†**
- Electronic claims transfer/interfaces to billing systems	**not available/installed**	**not available/20%†**
• Electronic medical record interface	**installed**	**50%†**
• Interfaces to physician's office lab instruments	**not available**	**2%†**
• Entry of physician's office lab results with edit checks	**not available**	**2%†**
System cost: one-time or initial charges/monthly subscription fees	**$5k–$17k/—**	**—**
• Basis for increasing fees as physician offices are added	**based on number of concurrent licenses needed**	**pricing models: tiered transaction, site-based capital and site-based/user-based monthly models and hybrids**
• Situations where fees increase with additional services	**no increase**	**pricing models: tiered transaction, site-based capital and site-based/user-based monthly models and hybrids**
System priced on a cost-per-transaction basis?	**no**	**yes**
Distinguishing product features (supplied by vendor)	**• cost effective** **• medical necessity checking and order routing** **• minimal training for physician office lab sites**	**• supports electronic delivery of 85+% of a high-volume lab's outreach test ordering** **• integrated customer service feature set for real-time notification and case management of external issues affecting the laboratory's business workflow, revenues** **• robust clinical integration capability**

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

†numbers reflect a mix of thick- and thin-client offerings

Tabulation does not represent an endorsement by the College of American Pathologists.

Survey editors: Raymond D. Aller, MD, and Hal Weiner

Laboratory-provider links software

Part 2 of 10	Atlas Medical Software Eric Reynolds sales@atlasmedical.com 26679 W. Agoura Rd., Suite 200 Calabasas, CA 91302 818-340-7080 www.atlasmedical.com	Axolotl Corp. Nicole Spencer nspencer@axolotl.com 160 W. Santa Clara St., Suite 1000 San Jose, CA 95113 888-296-5685/408-920-0800 www.axolotl.com
Name of laboratory-provider links (LPL) software/system	**Atlas LabWorks–thick client**	**Elysium**
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	1995/February 2009	1995/February 2009
Last major update of LPL software	February 2009	October 2008
No. of host or central labs using software clinically	102†	10+
• No. of host labs that electronically transfer orders from physician's office into LIS	82†	5+
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	16,000+/0†	500+/0
No. of contracts for host labs signed in calendar year 2008	—	3
Percentage of installations that have stand-alone LPL systems*	100%	0
Staff to develop–install & support–other** in entire firm/in LPL software division	70-52-28/55-45-26	—
National and regional commercial labs that use LPL software	Spectrum Laboratory Network, Sonic Laboratories, Carilion Labs, Westcliff Medical Labs, Integrated Regional Labs, Mayo Medical Labs, HealthLab	Quest, LabCorp, others
Average time to install, build files, train office staff in a typical physician's office	1–2 hours	~35 hours (depends on data volume/number of feeds)
LIS, HIS, other interfaces (other than company's own products)	Sunquest, Cerner, Meditech, GE Healthcare, SCC Soft Computer, Seacoast, Aspyra, McKesson, Siemens, CPSI, Impac, others	Cerner, Misys, SCC Soft Computer, CompuLab, Siemens, McKesson, QuadraMed, GE Healthcare, Meditech, others
Software modifications or modules required on host LIS to interface?	yes for HL7 orders and results; no for scripted orders interface, PDF reports	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	Allscripts, Athena, Acer, AdvantX, Medical Manager, VitalWorks, Clinscan, Meditech, Vision, Reynolds and Reynolds, NextGen, MediSoft, others	Elysium, A4 Health Systems, Allscripts, eClinicalWorks, Epic, NextGen, GE Healthcare, Greenway, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Ellkay, Boston Workstation	third-party software to manage MLLP feeds over VPNs (NeoIntegrate, Mirth Project)
Lab's test directory stored on physician office's resident portion of LPL system?	yes	yes
How results are returned to physician's office	block of text, PDF, individually segmented fields	block of text, PDF, individually segmented fields, others
Data interface standards operational	ASTM 1238, HL7 2.x, XML, custom when required	HL7 2.x, HL7 3.0, ANSI X12, XML, CDA, custom when required
System supports LOINC for identifying lab result database elements?	yes	yes
System architecture or functionality	thick client, PC, while not connected to lab host, standard Web browser (Internet Explorer 6.0+) for viewing results	standard Web browser (Internet Explorer 7.0)
Patient order and result database maintained on local PC?	yes	no
• Software displays results and allows orders to be entered in an offline mode?	yes	—
Online connections between physician's office and central or host system	option of no online connection or public Internet connection (either DSL/cable modem or dial-up) for results reporting, results inquiry	VPN, public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	yes/fixed monthly fee or transaction based – user's choice, site-based monthly, capital purchase, other models	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	98%†	not available
- Advanced beneficiary notice printed if medical necessity criteria not met	98%†	not available
- Local medical review policies can be viewed	98%†	installed
- Automatic routing of an order to different labs according to payer rules	80%†	not available
- Printing of lab's requisitions	98%†	not available
- Printing of requisitions for other lab providers	80%†	not available
- Duplicate order checking	98%†	installed
- Physician office-specific panels	80%†	installed
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	98%†	100%
- Automatic handling of scheduled or standing orders	98%†	available in January 2010
- Automatic routing of orders to hospital or commercial labs depending on payer rules	80%†	not available
• Bar-code collection label printing	98%†	not available
• Two-dimensional bar code on printed requisition	10%†	not available
• Software adapted for use in phlebotomy or collection stations	80%†	not available
• Result receipt		
- Stored as a block of text	98%†	100%
- All items (result, reference range, units) stored as individual data elements	98%†	100%
- Automatic parsing of report pages to extract results	8%†	100%
- Inquiry mode that allows physician's office to check status of specimens with host	80%†	100%
• Reporting		
- In exact format received from host lab/cumulative	50%/90%†	100%/100%
- Integration of host and physician's office lab results	10%†	100%
- Display of new results for patient and/or clinic	98%†	100%
- Remote access available to on-call physicians	98%†	100%
- Unattended printing of reports	95%†	installed
- Display current report with historical data on same screen	98%†	100%
- Graph historical results with current results for trend analysis	98%†	100%
• Physician can electronically sign reports to confirm review	80%†	installed
• Physician can compose and send secure electronic messages to patients	5%†	installed
• User-defined rule-based system and alerts in physician's office module	20%†	installed
• Electronic transfer of data to another physician's office	10%†	100%
- E-mail/encrypted e-mail	available but not installed/available but not installed†	not available/not available
- Web reference or pointer to Web site	50%†	installed
- Fax	5%†	installed
• Physician's office orders supplies from host lab	50%†	not available
- Specimen pickup or courier requests to host lab	installed†	not available
• Financial		
- Billing, collections, accounts receivable	not available†	not available
- Electronic claims transfer/interfaces to billing systems	not available/20%†	not available/available but not installed
• Electronic medical record interface	50%†	installed
• Interfaces to physician's office lab instruments	2%†	available in 2010
• Entry of physician's office lab results with edit checks	2%†	available in 2009
System cost: one-time or initial charges/monthly subscription fees	—	$10k–$50k/$1k–$10k
• Basis for increasing fees as physician offices are added	pricing models: tiered transaction, site-based capital and site-based/user-based monthly models and hybrids	no increase – flat fee per host lab, no matter how many referring sites are live
• Situations where fees increase with additional services	pricing models: tiered transaction, site-based capital and site-based/user-based monthly models and hybrids	if order entry is added to result transmission or vice versa
System priced on a cost-per-transaction basis?	yes	no
Distinguishing product features (supplied by vendor)	• supports electronic delivery of 85+% of a high-volume lab's outreach test ordering • integrated customer service feature set for real-time notification and case management of external issues affecting the laboratory's business workflow, revenues • robust clinical integration capability	• provides results delivery into any CCHIT-certified EMR system; can easily develop interfaces and data maps to export data to other standards-based systems • expertise in data receipt, translation, modification, and delivery • provides tools for interoperability exchange between EMR systems and provides results query services

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

†numbers reflect a mix of thick- and thin-client offerings

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Laboratory-provider links software

Part 3 of 10	CareEvolve **Brian T. Jones** bjones@careevolve.com 481B Edward Ross Drive Elmwood Park, NJ 07407 360-679-8862/888-322-5222 www.careevolve.com	Cerner Corp. **Jen Cisar** jen.cisar@cerner.com 2800 Rockcreek Parkway Kansas City, MO 64117 816-201-1024 www.cerner.com
Name of laboratory-provider links (LPL) software/system	CareEvolve Portal	Cerner WebConnect
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	1999/February 2009	1997/February 2009
Last major update of LPL software	January 2009	October 2007
No. of host or central labs using software clinically	53	3
• No. of host labs that electronically transfer orders from physician's office into LIS	49	3
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	8,000+/0	550/0
No. of contracts for host labs signed in calendar year 2008	6	5
Percentage of installations that have stand-alone LPL systems*	96%	75%
Staff to develop–install & support–other** in entire firm/in LPL software division	35-65-1,100/5-7-5	1,600-3,000-3,058/2-5-10
National and regional commercial labs that use LPL software	BioReference Laboratories, Geisinger Health Systems, Catholic Healthcare West, Alverno Clinical Laboratories, Frontilne Laboratory Network, others	—
Average time to install, build files, train office staff in a typical physician's office	less than 1 hour (training: 15 minutes)	4 hours
LIS, HIS, other interfaces (other than company's own products)	Cerner, SCC Soft Computer, Meditech, Siemens, McKesson, Misys, Sunquest, GE Healthcare, Orchard, Seacoast, Schuyler House, others	Sunquest, GE Healthcare
Software modifications or modules required on host LIS to interface?	yes (LIS needs to be able to send reports in HL7 or PDF format – may require export module)	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	GE Healthcare, Allscripts, Practice Partners, eClinicalWorks, DigiChart, Greenway, Pulse, NextGen, A4 Health Systems, eMDs, others	Epic, Cerner
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other	one-time batch download/file transfer, LPL provides patient ID to EMR or POPMS and that system replies in real-time
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Ellkay, Covisint (Hilgraeve)	Hilgraeve, Ellkay
Lab's test directory stored on physician office's resident portion of LPL system?	not applicable as no LPL software resides in the client site	not applicable as no LPL software resides in the client site
How results are returned to physician's office	block of text, PDF, individually segmented fields, others	block of text, individually segmented fields
Data interface standards operational	ASTM 1238, HL7 2.x, HL7 3.0, ANSI X12, XML, custom, others	HL7 2.x, XML, custom when required
System supports LOINC for identifying lab result database elements?	yes	no
System architecture or functionality	all standard Web browsers	all standard Web browsers
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	no	—
Online connections between physician's office and central or host system	public Internet connection (either DSL/cable modem or dial-up)	public Internet connection
Complete ASP solution for LPL software?/method of charging for ASP solution	yes/per physician per month	yes/transaction based
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	90%	90%
- Advanced beneficiary notice printed if medical necessity criteria not met	90%	90%
- Local medical review policies can be viewed	90%	90%
- Automatic routing of an order to different labs according to payer rules	75%	90%
- Printing of lab's requisitions	90%	90%
- Printing of requisitions for other lab providers	75%	90%
- Duplicate order checking	90%	90%
- Physician office-specific panels	installed	90%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	70%	90%
- Automatic handling of scheduled or standing orders	50%	90%
- Automatic routing of orders to hospital or commercial labs depending on payer rules	90%	90%
• Bar-code collection label printing	90%	90%
• Two-dimensional bar code on printed requisition	50%	available but not installed
• Software adapted for use in phlebotomy or collection stations	90%	75%
• Result receipt		
- Stored as a block of text	5%	100%
- All items (result, reference range, units) stored as individual data elements	75%	100%
- Automatic parsing of report pages to extract results	20%	not available
- Inquiry mode that allows physician's office to check status of specimens with host	installed	100%
• Reporting		
- In exact format received from host lab/cumulative	100%/100%	not available/not available
- Integration of host and physician's office lab results	available but not installed	25%
- Display of new results for patient and/or clinic	100%	100%
- Remote access available to on-call physicians	100%	100%
- Unattended printing of reports	100%	not available
- Display current report with historical data on same screen	100%	not available
- Graph historical results with current results for trend analysis	100%	100%
• Physician can electronically sign reports to confirm review	100%	not available
• Physician can compose and send secure electronic messages to patients	available in December 2009	not available
• User-defined rule-based system and alerts in physician's office module	100%	not available
• Electronic transfer of data to another physician's office	100%	not available
- E-mail/encrypted e-mail	not available/100%	not available/not available
- Web reference or pointer to Web site	100%	not available
- Fax	available in December 2009	not available
• Physician's office orders supplies from host lab	100%	available but not installed
- Specimen pickup or courier requests to host lab	available but not installed	available but not installed
• Financial		
- Billing, collections, accounts receivable	not available	not available
- Electronic claims transfer/interfaces to billing systems	not available/20%	not available/not available
• Electronic medical record interface	100%	not available
• Interfaces to physician's office lab instruments	not available	not available
• Entry of physician's office lab results with edit checks	available but not installed	not available
System cost: one-time or initial charges/monthly subscription fees	$20k–$50k/$0.7k–$3k	—
• Basis for increasing fees as physician offices are added	based on No. of practices/groups or based on No. of physicians of record	no increase – flat fee per host lab, no matter how many referring sites are live
• Situations where fees increase with additional services	if order entry is added to result transmission or vice versa	if order entry is added to result transmission or vice versa
System priced on a cost-per-transaction basis?	no	yes
Distinguishing product features (supplied by vendor)	• owned by a medical laboratory that uses system to receive 85% of orders electronically via CareEvolve and deliver 100% of results via CareEvolve • 100% Microsoft-based system • numerous EMR interfaces to numerous vendors	• unifies with physician EMRs and practice management systems, regardless of whether they are Cerner solutions • Web portal hosted in Cerner's HIPAA-enabling, ISO 9001:2000-certified data center • one-stop shopping that supports automatic routing of tests and eliminates need for chart pulls

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Laboratory-provider links software

Part 4 of 10	eTeleNext	Fletcher-Flora Health Care Systems
	Joseph Nollar sales@etelenext.com	Terry Watson terryw@fletcher-flora.com
	28570 Marguerite Parkway, Suite 222	1580 Orangethorpe Way
	Mission Viejo, CA 92692	Anaheim, CA 92801
	949-365-0952 www.etelenext.com	800-777-1471 www.fletcher-flora.com
Name of laboratory-provider links (LPL) software/system	**eTeleNext**	**FFlex eClinic**
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	**1998/October 2008**	**2006/January 2009**
Last major update of LPL software	December 2007	November 2008
No. of host or central labs using software clinically	35	45
• No. of host labs that electronically transfer orders from physician's office into LIS	24	45
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	380/0	140/5 (British Virgin Islands)
No. of contracts for host labs signed in calendar year 2008	2	75
Percentage of installations that have stand-alone LPL systems*	58%	0
Staff to develop–install & support–other** in entire firm/in LPL software division	9-4-2/9-4-2	11-17-17/—
National and regional commercial labs that use LPL software	—	Care One Lab, Life Check Lab, Adams and Bridger Pathology Lab, others
Average time to install, build files, train office staff in a typical physician's office	1 hour	varies
LIS, HIS, other interfaces (other than company's own products)	Cortex, GE Healthcare, Misys, Meditech, Cerner, others	Tech Time, GE Healthcare, CPSI, Healthland, QSI, Experior, iMedica, others
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	Medical Manager, MediSoft, NextGen, others	Medical Manager, NextGen, GE Healthcare, MedicaLogic, PyraMed, Emdeon, eClinicalWorks, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time	LPL provides patient ID to EMR or POPMS and that system replies in real-time
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	BizTalk, Hilgraeve	none
Lab's test directory stored on physician office's resident portion of LPL system?	yes	no
How results are returned to physician's office	block of text, PDF, individually segmented fields	PDF
Data interface standards operational	HL7 2.x, HL7 3.0, XML, custom when required	ASTM 1238, HL7 2.x, HL7 3.0, XML, custom when required
System supports LOINC for identifying lab result database elements?	yes	no
System architecture or functionality	thin proprietary client, all standard Web browsers	thin proprietary client, standard Web browser (Internet Explorer)
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	—	no
Online connections between physician's office and central or host system	VPN, public Internet connection (either DSL/cable modem or dial-up)	VPN, public Internet connection (DSL/cable modem required)
Complete ASP solution for LPL software?/method of charging for ASP solution	yes/fixed monthly fee	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	80%	45%
- Advanced beneficiary notice printed if medical necessity criteria not met	80%	40%
- Local medical review policies can be viewed	80%	25%
- Automatic routing of an order to different labs according to payer rules	80%	20%
- Printing of lab's requisitions	90%	20%
- Printing of requisitions for other lab providers	80%	10%
- Duplicate order checking	80%	—
- Physician office-specific panels	90%	10%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	80%	100%
- Automatic handling of scheduled or standing orders	80%	20%
- Automatic routing of orders to hospital or commercial labs depending on payer rules	80%	45%
• Bar-code collection label printing	90%	100%
• Two-dimensional bar code on printed requisition	90%	25%
• Software adapted for use in phlebotomy or collection stations	80%	75%
• Result receipt		
- Stored as a block of text	100%	not available
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	90%	not available
- Inquiry mode that allows physician's office to check status of specimens with host	90%	100%
• Reporting		
- In exact format received from host lab/cumulative	100%/88%	100%/100%
- Integration of host and physician's office lab results	80%	100%
- Display of new results for patient and/or clinic	100%	100%
- Remote access available to on-call physicians	100%	100%
- Unattended printing of reports	0	100%
- Display current report with historical data on same screen	100%	100%
- Graph historical results with current results for trend analysis	100%	available but not installed
• Physician can electronically sign reports to confirm review	77%	not available
• Physician can compose and send secure electronic messages to patients	77%	not available
• User-defined rule-based system and alerts in physician's office module	100%	100%
• Electronic transfer of data to another physician's office	100%	100%
- E-mail/encrypted e-mail	0/25%	not available/not available
- Web reference or pointer to Web site	100%	not available
- Fax	65%	60%
• Physician's office orders supplies from host lab	0	not available
- Specimen pickup or courier requests to host lab	not available	available but not installed
• Financial		
- Billing, collections, accounts receivable	not available	65%
- Electronic claims transfer/interfaces to billing systems	not available/30%	not available/75%
• Electronic medical record interface	35%	75%
• Interfaces to physician's office lab instruments	45%	80%
• Entry of physician's office lab results with edit checks	100%	50%
System cost: one-time or initial charges/monthly subscription fees	$30k–$75k/$0.5k–$2k	$2.5k+ (depends on No. of instruments at remote location)/—
• Basis for increasing fees as physician offices are added	no increase – flat fee per host lab, no matter how many referring sites are live	based on No. of practices/groups
• Situations where fees increase with additional services	if order entry is added to result transmission or vice versa	no increase
System priced on a cost-per-transaction basis?	no	no
Distinguishing product features (supplied by vendor)	• product branded for the client • customized user-defined reporting templates provided • optional virtual lab tools for pathology (flow cytometry, FISH, immunohistochemistry, etc.)	• integrates multiple sites, systems, and devices seamlessly, securely, and in real-time • proven Web-based technology that can be scaled from small physician office labs to the largest independent labs • 30 years in LIS industry with more than 1,500 LIS customers and more than 60 host system vendor partners

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Tabulation does not represent an endorsement by the College of American Pathologists.

Laboratory-provider links software

Part 5 of 10	Impac Software **Julie DeSantis** jdesantis@impac.com 100 Mathilda Place, 5th floor Sunnyvale, CA 94086 408-830-8083 www.impac.com	Lifepoint Informatics sales@lifepoint.com 1360 Main St. Hellertown, PA 18055 866-522-8378 www.lifepoint.com
Name of laboratory-provider links (LPL) software/system	**IntelliLab Passport**	**Labtest.com (and sponsor lab branded)**
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	**2001/February 2008**	**2000/2009**
Last major update of LPL software	September 2008	fourth quarter 2008
No. of host or central labs using software clinically	66	154
• No. of host labs that electronically transfer orders from physician's office into LIS	66	131
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	120/0	150†/2 (Canada, St. Kitts)
No. of contracts for host labs signed in calendar year 2008	2	21
Percentage of installations that have stand-alone LPL systems*	0	100%
Staff to develop–install & support–other** in entire firm/in LPL software division	130-131-212/4-10-3	19-9-11/19-9-11
National and regional commercial labs that use LPL software	—	Medical Diagnostic Laboratories, Blood Center of Wisconsin, Aurora Diagnostics
Average time to install, build files, train office staff in a typical physician's office	8 hours	less than 1 hour
LIS, HIS, other interfaces (other than company's own products)	Siemens, GE Healthcare, InfoCure, Medical Manager, others	SCC Soft Computer, Sunquest, Meditech, Cerner, McKesson, Antek, Orchard, Fletcher-Flora, Psyche Systems, Seacoast, Impac, HMS, Eagle, Siemens, Invision, Epic, HealthQuest, others
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	Siemens, Healthland, GE Healthcare, NextGen, Medent, InfoCure, Medical Manager, Allscripts	ADS, Allscripts, Greenway, Avatar, ChartLogic, Praxis, Misys, iMedica, Meditech, Chartscape, CPSI, CureMD, eClinicalWorks, NextGen, Practice Partners, eMDs, EncounterPro, gMed, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	none	Ellkay, Covisint (Hilgraeve)
Lab's test directory stored on physician office's resident portion of LPL system?	yes	not applicable as no LPL software resides in the client site
How results are returned to physician's office	block of text, PDF, individually segmented fields	block of text, PDF, individually segmented fields, other
Data interface standards operational	HL7 2.x	ASTM 1238, HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required, RTF and PDF extraction
System supports LOINC for identifying lab result database elements?	yes	yes
System architecture or functionality	thick client, PC, while connected to lab host, modified Web browser	thin proprietary client, all standard Web browsers
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	—	—
Online connections between physician's office and central or host system	VPN, public Internet connection (dial-up sufficient)	VPN, public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	no/—	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	100%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%	100%
- Local medical review policies can be viewed	100%	100%
- Automatic routing of an order to different labs according to payer rules	100%	100%
- Printing of lab's requisitions	100%	100%
- Printing of requisitions for other lab providers	100%	55%
- Duplicate order checking	100%	100%
- Physician office-specific panels	100%	100%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	100%	100%
- Automatic handling of scheduled or standing orders	100%	45%
- Automatic routing of orders to hospital or commercial labs depending on payer rules	100%	76%
• Bar-code collection label printing	100%	100%
• Two-dimensional bar code on printed requisition	not available	55%
• Software adapted for use in phlebotomy or collection stations	100%	80%
• Result receipt		
- Stored as a block of text	—	100%
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	—	100%
- Inquiry mode that allows physician's office to check status of specimens with host	100%	100%
• Reporting		
- In exact format received from host lab/cumulative	100%/100%	100%/100%
- Integration of host and physician's office lab results	100%	35%
- Display of new results for patient and/or clinic	100%	100%
- Remote access available to on-call physicians	100%	100%
- Unattended printing of reports	100%	100%
- Display current report with historical data on same screen	100%	100%
- Graph historical results with current results for trend analysis	100%	100%
• Physician can electronically sign reports to confirm review	not available	100%
• Physician can compose and send secure electronic messages to patients	not available	100%
• User-defined rule-based system and alerts in physician's office module	100%	100%
• Electronic transfer of data to another physician's office	100%	22%
- E-mail/encrypted e-mail	100%/installed	installed/installed
- Web reference or pointer to Web site	100%	installed
- Fax	100%	installed
• Physician's office orders supplies from host lab	not available	80%
- Specimen pickup or courier requests to host lab	not available	65%
• Financial		
- Billing, collections, accounts receivable	100%	not available
- Electronic claims transfer/interfaces to billing systems	100%/100%	not available/18%
• Electronic medical record interface	80%	100%
• Interfaces to physician's office lab instruments	installed	not available
• Entry of physician's office lab results with edit checks	100%	20%
System cost: one-time or initial charges/monthly subscription fees	—	$5k–$75k/$2k–$11k
• Basis for increasing fees as physician offices are added	based on algorithm for concurrent users	no increase – flat fee per host lab, no matter how many referring sites are live, or based on No. of practices/groups or contract dependent
• Situations where fees increase with additional services	no increase	with additional ancillary services
System priced on a cost-per-transaction basis?	no	no
Distinguishing product features (supplied by vendor)	• same user interface for functionality shared with the full Impac IntelliLab license used by host lab • advanced order-entry process • designed for secure use on the Internet	• supports additional ancillaries, such as radiology, discharge summary • extensive EMR/PMS library with rapid installation • no off-shore programming

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

†representing 90,000 health care providers and 200,000+ unique users per month

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Laboratory-provider links software

Part 6 of 10	McKesson **Joseph R. Stabile** joseph.stabile@mckesson.com **5995 Windward Parkway** **Alpharetta, GA 30005** **404-338-4363** www.mckesson.com/laborator	Mitem Corp. (Blue Iris division) **Larry White** sales@mitem.com **640 Menlo Ave.** **Menlo Park, CA 94025** **650-323-1500** www.blueiris.com
Name of laboratory-provider links (LPL) software/system	Horizon Outreach for Lab	Blue Iris eLaborate
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	1999/2007	2005/January 2009
Last major update of LPL software	April 2008	January 2009
No. of host or central labs using software clinically	17	23
• No. of host labs that electronically transfer orders from physician's office into LIS	0	14
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	1,000+/0	250+/0
No. of contracts for host labs signed in calendar year 2008	10	3
Percentage of installations that have stand-alone LPL systems*	0	100%
Staff to develop–install & support–other** in entire firm/in LPL software division	32,000 total/—	—
National and regional commercial labs that use LPL software	none	Focus Diagnostics
Average time to install, build files, train office staff in a typical physician's office	1 hour	2 hours
LIS, HIS, other interfaces (other than company's own products)	under development	Cerner, Meditech, Misys, Psyche Systems, SCC Soft Computer, Sunquest, GE Healthcare, McKesson, others
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	SRS Software, Turbo-Doc, Logician, NextGen, GE Healthcare, Misys, InteHealth, others	MediNotes, eClinicalWorks, GE Healthcare, Logician, Mars, NextGen, Medent, Misys, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	LPL provides patient ID to EMR or POPMS and that system replies in real-time	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of all demographics that have changed
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Boston Workstation, Data Innovations	none
Lab's test directory stored on physician office's resident portion of LPL system?	no	no
How results are returned to physician's office	individually segmented fields	block of text, PDF, individually segmented fields, radiology and pathology images, graphs, others
Data interface standards operational	HL7 2.x	ASTM 1238, HL7 2.x, ANSI X12, XML, custom when required, 3270, VT100, others
System supports LOINC for identifying lab result database elements?	yes	yes
System architecture or functionality	standard Web browser (Internet Explorer)	all standard Web browsers
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	—	—
Online connections between physician's office and central or host system	VPN, public Internet connection (either DSL/cable modem or dial-up)	VPN, public Internet connection (DSL/cable modem required)
Complete ASP solution for LPL software?/method of charging for ASP solution	yes/fixed monthly fee or transaction based – user's choice	yes/fixed monthly fee or transaction based – user's choice
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	installed	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	installed	100%
- Local medical review policies can be viewed	not available	100%
- Automatic routing of an order to different labs according to payer rules	installed	installed
- Printing of lab's requisitions	installed	100%
- Printing of requisitions for other lab providers	installed	15%
- Duplicate order checking	installed	installed
- Physician office-specific panels	installed	installed
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	installed	100%
- Automatic handling of scheduled or standing orders	installed	installed
- Automatic routing of orders to hospital or commercial labs depending on payer rules	installed	installed
• Bar-code collection label printing	installed	75%
• Two-dimensional bar code on printed requisition	installed	75%
• Software adapted for use in phlebotomy or collection stations	installed	installed
• Result receipt		
- Stored as a block of text	installed	100%
- All items (result, reference range, units) stored as individual data elements	installed	100%
- Automatic parsing of report pages to extract results	installed	25%
- Inquiry mode that allows physician's office to check status of specimens with host	installed	100%
• Reporting		
- In exact format received from host lab/cumulative	installed/installed	100%/100%
- Integration of host and physician's office lab results	not available	100%
- Display of new results for patient and/or clinic	installed	100%
- Remote access available to on-call physicians	installed	100%
- Unattended printing of reports	installed	15%
- Display current report with historical data on same screen	installed	100%
- Graph historical results with current results for trend analysis	installed	100%
• Physician can electronically sign reports to confirm review	installed	installed
• Physician can compose and send secure electronic messages to patients	not available	not available
• User-defined rule-based system and alerts in physician's office module	not available	installed
• Electronic transfer of data to another physician's office	not available	installed
- E-mail/encrypted e-mail	not available/not available	not available/not available
- Web reference or pointer to Web site	not available	100%
- Fax	installed	not available
• Physician's office orders supplies from host lab	not available	100%
- Specimen pickup or courier requests to host lab	installed	100%
• Financial		
- Billing, collections, accounts receivable	available but not installed	available but not installed
- Electronic claims transfer/interfaces to billing systems	available but not installed/installed	not available/available but not installed
• Electronic medical record interface	installed	40%
• Interfaces to physician's office lab instruments	not available	available but not installed
• Entry of physician's office lab results with edit checks	not available	available but not installed
System cost: one-time or initial charges/monthly subscription fees	—	—
• Basis for increasing fees as physician offices are added	—	—
• Situations where fees increase with additional services	—	—
System priced on a cost-per-transaction basis?	no	—
Distinguishing product features (supplied by vendor)	• instrument-ready label generation in physician's office, eliminating potential labeling errors • true integration (not interface) with McKesson Horizon Lab LIS • reverse auto-registration with certain hospital information systems for billing purposes	• provides a complete solution for clinical data integration from clinical labs, anatomic pathology, radiology, and clinical documents • 25 years of integration experience; single-vendor platform for integrating hospital-based systems • complete outreach solution for hospitals using Meditech Magic with no modifications to Meditech system and no requirements for any other modules

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Laboratory-provider links software

Part 7 of 10	Multidata Computer Systems Michael Slater mrslater@mul.com 160 Broadway, Suite 1010 New York, NY 10038 212-967-6700 www.mul.com	Multidata Computer Systems Michael Slater mrslater@mul.com 160 Broadway, Suite 1010 New York, NY 10038 212-967-6700 www.mul.com
Name of laboratory-provider links (LPL) software/system	MultiLink	MultiWeb
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	1996/2008	1996/2008
Last major update of LPL software	2007	2008
No. of host or central labs using software clinically	9	4
• No. of host labs that electronically transfer orders from physician's office into LIS	7	1
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	400+/0	300+/0
No. of contracts for host labs signed in calendar year 2008	0	1
Percentage of installations that have stand-alone LPL systems*	10%	0
Staff to develop–install & support–other** in entire firm/in LPL software division	4-5-2/1.5-1.5-1	4-5-2/1.5-1.5-1
National and regional commercial labs that use LPL software	—	—
Average time to install, build files, train office staff in a typical physician's office	4 hours	1 hour
LIS, HIS, other interfaces (other than company's own products)	Diamond	—
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	VitalWorks, NextGen, Medical Manager, others	eClinicalWorks, Medical Manager, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	LinkTools for HL7 socket connection	LinkTools for HL7 socket connection
Lab's test directory stored on physician office's resident portion of LPL system?	yes	not applicable as no LPL software resides in the client site
How results are returned to physician's office	individually segmented fields	PDF, individually segmented fields
Data interface standards operational	ASTM 1238, HL7 2.x, custom when required	ASTM 1238, HL7 2.x, custom when required
System supports LOINC for identifying lab result database elements?	yes	yes
System architecture or functionality	thick client, PC, while not connected to lab host	all standard Web browsers
Patient order and result database maintained on local PC?	yes	no
• Software displays results and allows orders to be entered in an offline mode?	yes	—
Online connections between physician's office and central or host system	VPN, public Internet connection (either DSL/cable modem or dial-up modem to private phone No.)	public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	no/—	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	95%	20%
- Advanced beneficiary notice printed if medical necessity criteria not met	25%	available but not installed
- Local medical review policies can be viewed	95%	10%
- Automatic routing of an order to different labs according to payer rules	60%	available but not installed
- Printing of lab's requisitions	95%	20%
- Printing of requisitions for other lab providers	60%	available but not installed
- Duplicate order checking	95%	20%
- Physician office-specific panels	95%	20%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	95%	20%
- Automatic handling of scheduled or standing orders	25%	available but not installed
- Automatic routing of orders to hospital or commercial labs depending on payer rules	not available	not available
• Bar-code collection label printing	95%	20%
• Two-dimensional bar code on printed requisition	available but not installed	available but not installed
• Software adapted for use in phlebotomy or collection stations	5%	available but not installed
• Result receipt		
- Stored as a block of text	not available	not available
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	not available	not available
- Inquiry mode that allows physician's office to check status of specimens with host	100%	100%
• Reporting		
- In exact format received from host lab/cumulative	100%/100%	100%/100%
- Integration of host and physician's office lab results	not available	not available
- Display of new results for patient and/or clinic	100%	100%
- Remote access available to on-call physicians	installed	100%
- Unattended printing of reports	100%	not available
- Display current report with historical data on same screen	100%	100%
- Graph historical results with current results for trend analysis	100%	100%
• Physician can electronically sign reports to confirm review	not available	not available
• Physician can compose and send secure electronic messages to patients	not available	not available
• User-defined rule-based system and alerts in physician's office module	50%	100%
• Electronic transfer of data to another physician's office	10%	available but not installed
- E-mail/encrypted e-mail	—	—
- Web reference or pointer to Web site	—	—
- Fax	—	—
• Physician's office orders supplies from host lab	25%	not available
- Specimen pickup or courier requests to host lab	25%	not available
• Financial		
- Billing, collections, accounts receivable	not available	not available
- Electronic claims transfer/interfaces to billing systems	not available/not available	not available/not available
• Electronic medical record interface	not available	not available
• Interfaces to physician's office lab instruments	not available	not available
• Entry of physician's office lab results with edit checks	not available	not available
System cost: one-time or initial charges/monthly subscription fees	$25k–$50k/—	$5k–$50k/$1.5k–$10k
• Basis for increasing fees as physician offices are added	based on No. of practices/groups	no increase – flat fee per host lab, no matter how many referring sites are live
• Situations where fees increase with additional services	if order entry is added to result transmission or vice versa or if report generator or scheduling modules are added	if order entry is added to result transmission or vice versa or if report generator or scheduling modules are added
System priced on a cost-per-transaction basis?	no	no
Distinguishing product features (supplied by vendor)	• capable of interoperation with browser/Internet application (Multidata's MultiWeb) for hybrid approach • multi-user version can be implemented across LAN/WAN for large medical facilities • add-on modules (report generator and scheduling) and custom functionality can be implemented for special clinics/settings	• capable of interoperation with thick-client PC application (Multidata's MultiLink) for hybrid approach • tiered access/security control for large multi-facility/multi-site enterprises • add-on modules (report generator and scheduling) and custom functionality can be implemented for special clinics/settings

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

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Laboratory-provider links software

Part 8 of 10	Orchard Software **Kerry Foster** sales@orchardsoft.com 701 Congressional Blvd., Suite 360 Carmel, IN 46032 800-856-1948 www.orchardsoft.com	Orchard Software **Kerry Foster** sales@orchardsoft.com 701 Congressional Blvd., Suite 360 Carmel, IN 46032 800-856-1948 www.orchardsoft.com
Name of laboratory-provider links (LPL) software/system	**Orchard Copia**	**Orchard Harvest Webstation**
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	2000/February 2009	2000/February 2009
Last major update of LPL software	November 2007	June 2008
No. of host or central labs using software clinically	57	327
• No. of host labs that electronically transfer orders from physician's office into LIS	46	272
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	not tracked	1,700+/0
No. of contracts for host labs signed in calendar year 2008	11	36
Percentage of installations that have stand-alone LPL systems*	5%	0
Staff to develop–install & support–other** in entire firm/in LPL software division	34-63-48/34-63-48	34-63-48/34-63-48
National and regional commercial labs that use LPL software	ProLab Pathology Services, Nextware, ViraCor, DCL Medical Laboratories, NorDx	Gramic Research Laboratory, First Source Laboratories, others
Average time to install, build files, train office staff in a typical physician's office	1–2 hours	1 hour
LIS, HIS, other interfaces (other than company's own products)	SCC Soft Computer, Misys, Healthpac, Medical Manager, Telcor, Affinity	GE Healthcare, NextGen, Misys, Allscripts
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	GE Healthcare, Misys, Allscripts, Medical Manager, NextGen	Sage, GE Healthcare, NextGen, Misys, Allscripts, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Hilgraeve, Ellkay Bridge	none needed (native embedded solution)
Lab's test directory stored on physician office's resident portion of LPL system?	not applicable as no LPL software resides in the client site	no
How results are returned to physician's office	block of text, PDF, individually segmented fields, HL7, fax, e-mail	block of text, PDF, individually segmented fields, HL7, fax, e-mail
Data interface standards operational	ASTM 1238, HL7 2.x, Web services	ASTM 1238, HL7 2.x, Web services
System supports LOINC for identifying lab result database elements?	yes	yes
System architecture or functionality	thin proprietary client, all standard Web browsers	thick client, PC, while connected to lab host; thin proprietary client; all standard Web browsers
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	—	—
Online connections between physician's office and central or host system	public Internet connection (either DSL/cable modem or dial-up)	VPN, public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	yes/varies depending on user	no/—
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	80%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	80%	100%
- Local medical review policies can be viewed	installed	installed
- Automatic routing of an order to different labs according to payer rules	70%	100%
- Printing of lab's requisitions	80%	100%
- Printing of requisitions for other lab providers	installed	100%
- Duplicate order checking	installed	100%
- Physician office-specific panels	80%	100%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	40%	100%
- Automatic handling of scheduled or standing orders	40%	100%
- Automatic routing of orders to hospital or commercial labs depending on payer rules	40%	100%
• Bar-code collection label printing	installed	30%
• Two-dimensional bar code on printed requisition	available but not installed	available but not installed
• Software adapted for use in phlebotomy or collection stations	80%	100%
• Result receipt		
- Stored as a block of text	100%	100%
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	installed	100%
- Inquiry mode that allows physician's office to check status of specimens with host	installed	100%
• Reporting		
- In exact format received from host lab/cumulative	installed/installed	100%/100%
- Integration of host and physician's office lab results	installed	100%
- Display of new results for patient and/or clinic	100%	100%
- Remote access available to on-call physicians	installed	100%
- Unattended printing of reports	installed	100%
- Display current report with historical data on same screen	installed	100%
- Graph historical results with current results for trend analysis	installed	100%
• Physician can electronically sign reports to confirm review	installed	100%
• Physician can compose and send secure electronic messages to patients	not available	not available
• User-defined rule-based system and alerts in physician's office module	installed	100%
• Electronic transfer of data to another physician's office	90%	100%
- E-mail/encrypted e-mail	10%/10%	10%/10%
- Web reference or pointer to Web site	installed	50%
- Fax	80%	100%
• Physician's office orders supplies from host lab	not available	not available
- Specimen pickup or courier requests to host lab	available but not installed	not available
• Financial		
- Billing, collections, accounts receivable	not available	not available
- Electronic claims transfer/interfaces to billing systems	not available/60%	not available/100%
• Electronic medical record interface	60%	not available
• Interfaces to physician's office lab instruments	installed	not available
• Entry of physician's office lab results with edit checks	installed	not available
System cost: one-time or initial charges/monthly subscription fees	$25k–$250k/$1k–$20k	$7.5k–$15k/—
• Basis for increasing fees as physician offices are added	as concurrent user licenses are needed	as concurrent user licenses are needed
• Situations where fees increase with additional services	if additional host interfaces are added	no increase
System priced on a cost-per-transaction basis?	no	no
Distinguishing product features (supplied by vendor)	• unparalleled service and support • flexible, easy-to-use rules/decision support • customizable order-entry screens, reports, and requisition by client and sign-in location	• cost effective • diagnosis code screening and destination filters • order entry/results retrieval for reference lab testing

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

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Laboratory-provider links software

Part 9 of 10	PathLogix Corp. Jerry Grayson jerry@pathlogix.com 470 Nautilus St., Suite 306 La Jolla, CA 92037 888-454-5000 www.pathlogix.com	SCC Soft Computer Ellie Vahman ellie@softcomputer.com 5400 Tech Data Drive Clearwater, FL 33760 727-789-0100 www.softcomputer.com
Name of laboratory-provider links (LPL) software/system	PathLogix InterPath	SoftWeb
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	2002/May 2008	2003/February 2009
Last major update of LPL software	June 2007	January 2009
No. of host or central labs using software clinically	6	19
• No. of host labs that electronically transfer orders from physician's office into LIS	5	not tracked
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	unknown (browser based)/0	not tracked/0
No. of contracts for host labs signed in calendar year 2008	1	4
Percentage of installations that have stand-alone LPL systems*	0	0
Staff to develop–install & support–other** in entire firm/in LPL software division	1-1-0/1-1-0	770-415-257/51-5-5
National and regional commercial labs that use LPL software	none	—
Average time to install, build files, train office staff in a typical physician's office	4–6 hours	50 hours
LIS, HIS, other interfaces (other than company's own products)	Medicity, GE Healthcare	GE Healthcare, QuadraMed, McKesson, Keane, Perot, CPSI, Custom Software Solutions, Siemens, Epic, HMS, Cerner, Eclipsys, Meditech, Stockell Insite CS, IntraNexus
Software modifications or modules required on host LIS to interface?	no	no
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	—	Medical Manager, Healthworks, Alliance-Plus, MedicaLogic, TrizeHQ, Epic, Misys, GE Healthcare, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Microsoft BizTalk server	Ellkay, Boston Workstation, Halfpenny
Lab's test directory stored on physician office's resident portion of LPL system?	no	no
How results are returned to physician's office	PDF, individually segmented fields	block of text, PDF, individually segmented fields
Data interface standards operational	HL7 2.x, HL7 3.0, XML	HL7 2.x, XML, custom when required, Web services
System supports LOINC for identifying lab result database elements?	no	no
System architecture or functionality	thick client, PC, while connected to lab host, standard Web browser (Internet Explorer) – but neither for printing specimen labels	thick client, PC, while connected to lab host; thin proprietary client; all standard Web browsers (for viewing results)
Patient order and result database maintained on local PC?	no	no
• Software displays results and allows orders to be entered in an offline mode?	—	—
Online connections between physician's office and central or host system	public Internet connection (DSL/cable modem required)	VPN, public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	no/—	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	not available	installed
- Advanced beneficiary notice printed if medical necessity criteria not met	not available	installed
- Local medical review policies can be viewed	not available	installed
- Automatic routing of an order to different labs according to payer rules	not available	not available
- Printing of lab's requisitions	60%	installed
- Printing of requisitions for other lab providers	not available	not available
- Duplicate order checking	60%	installed
- Physician office-specific panels	100%	installed
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	100%	installed
- Automatic handling of scheduled or standing orders	not available	available in 2009
- Automatic routing of orders to hospital or commercial labs depending on payer rules	not available	not available
• Bar-code collection label printing	not available	installed
• Two-dimensional bar code on printed requisition	not available	installed
• Software adapted for use in phlebotomy or collection stations	not available	installed
• Result receipt		
- Stored as a block of text	not available	installed
- All items (result, reference range, units) stored as individual data elements	100%	installed
- Automatic parsing of report pages to extract results	—	installed
- Inquiry mode that allows physician's office to check status of specimens with host	100%	installed
• Reporting		
- In exact format received from host lab/cumulative	100%/not available	installed/installed
- Integration of host and physician's office lab results	100%	installed
- Display of new results for patient and/or clinic	100%	installed
- Remote access available to on-call physicians	100%	installed
- Unattended printing of reports	not available	installed
- Display current report with historical data on same screen	not available	installed
- Graph historical results with current results for trend analysis	not available	installed
• Physician can electronically sign reports to confirm review	installed	installed
• Physician can compose and send secure electronic messages to patients	not available	not available
• User-defined rule-based system and alerts in physician's office module	not available	installed
• Electronic transfer of data to another physician's office	100%	installed
- E-mail/encrypted e-mail	not available/not available	installed/available but not installed
- Web reference or pointer to Web site	100%	installed
- Fax	not available	installed
• Physician's office orders supplies from host lab	not available	available
- Specimen pickup or courier requests to host lab	not available	installed
• Financial		
- Billing, collections, accounts receivable	available but not installed	50%
- Electronic claims transfer/interfaces to billing systems	available but not installed/available but not installed	50%/100%
• Electronic medical record interface	available but not installed	installed
• Interfaces to physician's office lab instruments	not available	installed (via SoftLab LIS)
• Entry of physician's office lab results with edit checks	not available	installed (via SoftLab LIS)
System cost: one-time or initial charges/monthly subscription fees	$3k–$6k/$0.12k–$0.2k	$15k–$150k/$1.5k–$5k
• Basis for increasing fees as physician offices are added	no increase – flat fee per host lab, no matter how many referring sites are live	no increase – flat fee per host lab, no matter how many referring sites are live
• Situations where fees increase with additional services	if order entry is added to result transmission or vice versa or if special billing functions, such as eligibility verification, are added	no increase
System priced on a cost-per-transaction basis?	no	no
Distinguishing product features (supplied by vendor)	• readily available from anywhere • delivers results immediately • offers user tool flexibility for retrieval of information	• robust rules, billing methods, conditional order-entry logic, and user preferences to simplify patient registration, order entry, compliance, and specimen processing • physician practice-specific, customizable dashboard views for quick results query, including levels of security permissions for viewing results and on-demand/scheduled collated chartable results reports • fully integrated Web client of the SoftLab LIS

*no other modules installed by vendor in institution
**other=sales, marketing, administration, other company functions
***POPMS=physician office practice management systems
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

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Laboratory-provider links software

Part 10 of 10	Sunquest Information Systems Elinore Craig elinore.craig@sunquestinfo.com 250 S. Williams Blvd. Tucson, AZ 85711 877-239-6337 www.sunquestinfo.com	Telcor Mitch Fry mitch.fry@telcor.com 1560 S. 70th St. Lincoln, NE 68506 402-489-1207 www.telcor.com
Name of laboratory-provider links (LPL) software/system	Outreach Advantage	Quick-Req/Quick-Results
First ever/most recent installation of LPL software (based on Feb. 2009 survey deadline)	2000/December 2008	2002/November 2008
Last major update of LPL software	January 2009	October 2008
No. of host or central labs using software clinically	21	17
• No. of host labs that electronically transfer orders from physician's office into LIS	—	8
No. of U.S. satellite or client locations installed/non-U.S. host installs (In what countries?)	—	1,492/0
No. of contracts for host labs signed in calendar year 2008	1	3
Percentage of installations that have stand-alone LPL systems*	0	100%
Staff to develop–install & support–other** in entire firm/in LPL software division	—	14-27-27/7-13-8
National and regional commercial labs that use LPL software	Pathology Associates Medical Laboratories	none
Average time to install, build files, train office staff in a typical physician's office	16 weeks	1.5 hours
LIS, HIS, other interfaces (other than company's own products)	—	Misys, Siemens, Novius, Aspyra, Meditech, Cerner, Cortex, McKesson, others
Software modifications or modules required on host LIS to interface?	—	yes
EMR systems/POPMS*** used to transfer patient demographics/billing info. to LPL system	eClinicalWorks, Epic, Practice Partners, SOAPware, DigiChart, Initiate, Allscripts, GE Healthcare, NextGen, ChartConnect, Misys, MediNotes, eMDs	DigiChart, Gamewood, eClinicalWorks, Practice Partners, AdvantX, MediSoft, Athena, Companion Technologies, CPSI, Orchard, Impac, MediNotes, Misys, others
How demographics and billing information are transferred from EMR system or POPMS at physician's office or clinic to LPL system	dynamic automatic update as new patients or updates occur	one-time batch download/file transfer, daily update of demographics, more frequent automatic update of demographics that have changed, LPL provides patient ID to EMR or POPMS and that system replies in real-time, other
External software tools/vendors used to transfer data from EMR syst. or POPMS to LPL syst.	Hilgraeve	none
Lab's test directory stored on physician office's resident portion of LPL system?	yes	yes
How results are returned to physician's office	individually segmented fields	block of text, PDF, individually segmented fields, images
Data interface standards operational	HL7 2.x	HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required
System supports LOINC for identifying lab result database elements?	yes	no
System architecture or functionality	standard Web browser (Internet Explorer)	thick client, PC, whether or not connected to lab host; standard Web browsers (for viewing results)
Patient order and result database maintained on local PC?	no	yes
• Software displays results and allows orders to be entered in an offline mode?	—	yes
Online connections between physician's office and central or host system	VPN	VPN, public Internet connection (either DSL/cable modem or dial-up)
Complete ASP solution for LPL software?/method of charging for ASP solution	no/—	yes/fixed monthly fee
Features (listed as a percentage of live installs or based on availability)		
• Order entry		
- Medicare compliance checking using carrier-specific rules	5%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%	100%
- Local medical review policies can be viewed	80%	100%
- Automatic routing of an order to different labs according to payer rules	0	100%
- Printing of lab's requisitions	100%	100%
- Printing of requisitions for other lab providers	5%	100%
- Duplicate order checking	not available	100%
- Physician office-specific panels	installed	100%
• Electronic order entry (from physician's office to host)		
- Transfer of patient demographics or insurance	5%	installed
- Automatic handling of scheduled or standing orders	installed	100%
- Automatic routing of orders to hospital or commercial labs depending on payer rules	not available	installed
• Bar-code collection label printing	100%	installed
• Two-dimensional bar code on printed requisition	not available	installed
• Software adapted for use in phlebotomy or collection stations	installed	installed
• Result receipt		
- Stored as a block of text	0	installed
- All items (result, reference range, units) stored as individual data elements	100%	installed
- Automatic parsing of report pages to extract results	0	not available
- Inquiry mode that allows physician's office to check status of specimens with host	100%	installed
• Reporting		
- In exact format received from host lab/cumulative	0/installed	installed/installed
- Integration of host and physician's office lab results	not available	installed
- Display of new results for patient and/or clinic	100%	installed
- Remote access available to on-call physicians	100%	installed
- Unattended printing of reports	0	—
- Display current report with historical data on same screen	100%	installed
- Graph historical results with current results for trend analysis	not available	installed
• Physician can electronically sign reports to confirm review	100%	not available
• Physician can compose and send secure electronic messages to patients	not available	not available
• User-defined rule-based system and alerts in physician's office module	not available	installed
• Electronic transfer of data to another physician's office	not available	installed
- E-mail/encrypted e-mail	not available/not available	not available/not available
- Web reference or pointer to Web site	not available	not available
- Fax	not available	installed
• Physician's office orders supplies from host lab	not available	installed
- Specimen pickup or courier requests to host lab	installed	installed
• Financial		
- Billing, collections, accounts receivable	installed	installed
- Electronic claims transfer/interfaces to billing systems	installed/installed	installed/installed
• Electronic medical record interface	not available	installed
• Interfaces to physician's office lab instruments	not available	available but not installed
• Entry of physician's office lab results with edit checks	not available	available but not installed
System cost: one-time or initial charges/monthly subscription fees	—	$60k–$500k/—
• Basis for increasing fees as physician offices are added	—	based on No. of workstations
• Situations where fees increase with additional services	—	if order entry is added to result transmission or vice versa or if special billing functions, such as eligibility verification, are added, other
System priced on a cost-per-transaction basis?	—	no
Distinguishing product features (supplied by vendor)	• enhances patient safety by ensuring specimen integrity, seamless data exchange, and timely, integrated reporting • customer relations and sales force tools foster customer relationships and enable targeted marketing of services and diagnostic campaigns • business intelligence tools provide leaders with comprehensive views of business process, operations, and diagnostic trends, allowing proactive service corrections	• integration to Telcor billing information system improves overall efficiency and profitability • uses Internet for data transport, with Quick-Req entry at office • uses new technology, Microsoft .Net, and SQL

*no other modules installed by vendor in institution
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