

Lab-link vendors on a mission with 'mobile' and more

Brendan Dabkowski

It's a lesson in Economics 101: The federal government wants hospitals and medical practices to adopt electronic medical records, so it gives them "meaningful use dollars" to do so. And with the increased use of EMRs comes greater demand for products that link these systems to other medical systems. This, in turn, increases the business of many lab-provider links vendors, giving them the wherewithal to enhance their systems or develop ancillary products, thereby catalyzing growth of the lab-provider links marketplace. (Class dismissed.)

"The single biggest influence to our business has been the HITECH certification and meaningful use dollars," says Brian T. Jones, vice president of sales and marketing for CareEvolve. "Because of this money, physician adoption of electronic medical records has been put into overdrive." CareEvolve alone has implemented more than 2,500 EMR interfaces in the past year. The company has installed more than 3,500 interfaces in the past four years and is now connected with 158 different EMR systems.



Jones

CareEvolve has also expanded its market reach by introducing a mobile version of its CareEvolve Portal for the Apple iPhone, Android, Palm, BlackBerry, and other mobile devices. And it has developed a touchscreen version of the portal for the Apple iPad, Motorola Xoom, and other wireless tablet operating systems.

Laboratories "cannot escape the pull of mobile computing," says Robert Gregory, chief business officer at Atlas Medical Software. In late 2010, the company released Atlas Mobile, a computerized physician order-entry application for the iPad. Labs can receive clean orders directly from Atlas Mobile/iPad without an "EMR handshake," and

physicians can securely access complete patient reports, including interpretive notes and abnormal flags, he says. The application supports clinical laboratory, anatomic pathology, and radiology results.

Also new from Atlas is iOn, a platform-independent networking service. The iOn service, introduced in November, rapidly connects labs with EMRs and provides functionality to obtain clean orders from EMRs, thereby reducing errors, Gregory says.

Brunston Integrated Systems too is delving into the mobile technology marketplace. The company recently ported some of the features of its Brio2000 Link software so the lab-provider links product can be used with mobile phones, says company president Donald Butler, PhD. Brunston plans, this summer, to launch a duplicate of its Android reporting applications for use on Apple mobile products.

At VitalAxis, mobile technology endeavors led to last month's release of VitalTrack, VitalAxis' specimen security and tracking application for its VitalOffice lab-provider links product. The application, says vice president of sales and marketing Marcus A. Cognetti, allows laboratories that employ local couriers to enhance logistics tracking. Using VitalTrack, couriers can view their routes on mobile phones, anticipate the number of specimens at each office location, and use wireless bar-code scanners to record, for tracking purposes, each specimen being transported.

The company will soon introduce the VitalOffice HD platform, a mobile version of VitalOffice that will operate on wireless tablet devices. The product will run locally but sync to the company's Web-based application, which, says Cognetti, "will improve the speed in offices where Internet connectivity can be an issue."

4Medica, which offers the 4Medica Laboratory Suite (including the Lab4 laboratory test ordering and reporting outreach product and Path4 Web-based

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Laboratory-provider links

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pathology ordering product), recently released its InPatient4 solution for inpatient information management, says director of marketing Gregory Church. With InPatient4, physicians can access

census-based inpatient charts via the Internet. 4Medica also plans to release a mobile application for Lab4 that will allow physicians to access patient charts and laboratory results from most types of smartphones.

At Emdeon, a great deal of emphasis is placed on achieving optimal workflow for lab orders. "The ability to integrate disparate ordering systems will be a key factor in overall laboratory success," says Eric Reynolds, vice president of clinical services. Emdeon can embed its lab ordering workflow process within hundreds of EHR and practice management systems from its channel partners, allowing customers to bypass the interfacing process altogether, he notes.

Referring to the company's Emdeon Clinician solution, Reynolds says it can now process more than 70 types of documents for the company's customers in private health system exchanges. The product, which provides such functionality as computerized physician order entry and e-prescribing, received stage one meaningful use certification as an ambulatory EHR in October.

Mitem's Blue Iris division released in January its Blue Iris eLaborate 8.7 software-as-a-service, or SaaS, solution. The new offering, says Mitem CEO Aurel Kleinerman, MD, PhD, improves order-entry integration between laboratory information systems and EMRs. ELaborate 8.7 provides a Web portal that allows facilities that do not require a full EMR system to engage in electronic lab order entry and reporting. It provides Web portals for patients, automatic verification of medical necessity for Medicare and Medicaid or-

ders and insurance eligibility and benefits, and connectivity to the Centers for Disease Control and Prevention for reportable findings.

Also offering a SaaS solution is Pathagility, which in the past year has focused on configuring its ReportPath platform for a variety of LISs and EMR systems, says Mark McCuin, company co-founder and president. Pathagility will soon add to the customizable SaaS platform direct remote accessioning. "The lab's referring physicians benefit [from this feature] by having a view of the work performed for their patients," McCuin says.



McCuin

New from Lifepoint Informatics is LPI Secure Agent software, which, says Lifepoint CEO Bill Seay, allows laboratory customers to connect to physician office EMR systems in as little as a few hours. The software, which was released in February, resides on a computer or server in the physician's office. Secure Agent works in conjunction with the company's EMRHub "virtual integration platform" to provide labs with quick, reliable EMR connections without point-to-point interfaces, Seay says. With Secure Agent, labs can automatically print results using the physician's equipment, eliminating expenses associated with teleprinters, faxes, and phone lines.



Seay

Telcor released last year its Lab Outreach Business Pro application, which allows outreach lab personnel to review and correct errors on requis-

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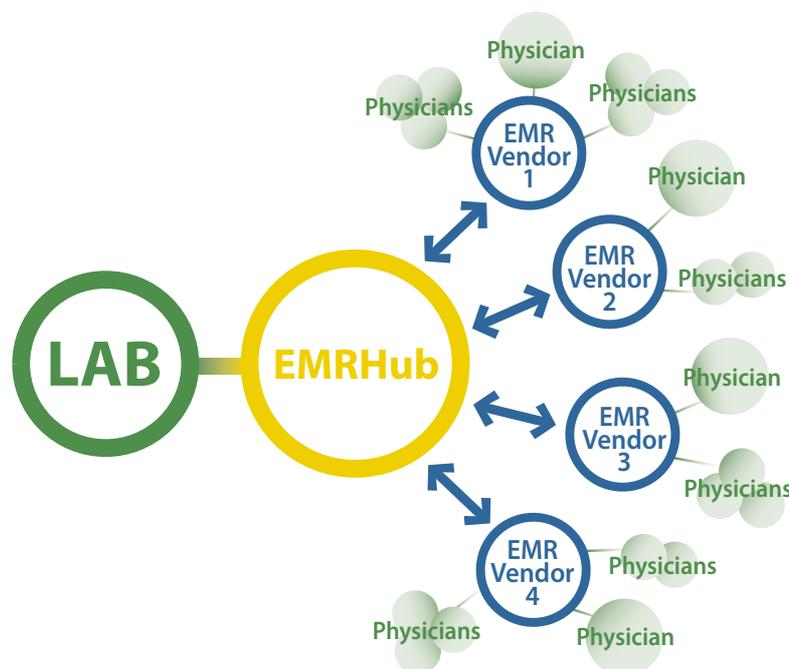
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Laboratory-provider links

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tions received from physician offices before the lab bills for its services, says Telcor executive vice president Deb Larson. In August, the company updated its requisition repository module so all electronic requisitions and related documents could be converted to PDFs and placed on an intranet site for review by laboratory staff prior to specimen delivery.



Larson

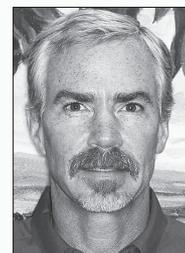
That same month, McKesson Provider Technologies released the latest version of its Horizon Outreach for Lab software. The new version offers a redesigned

screen, simplifies the lab's process for accepting electronic orders from physician office EMRs, and provides functionality for managing commonly ordered genetic and molecular tests, as well as radiology and outreach orders. Factored into the design of the new version, says McKesson executive director of product management Jay Nakashima, was laboratories' increased focus on profitability, the explosion in genetic and molecular testing, and laboratory staffing shortages.

Last year, LigoLab added decision-support functionality to its LigoLab Connect software, says vice president of sales and business development Suren Avunjian. The software integrates anatomic pathology, clinical pathology, and radiology results into one report and has a feature that alerts patients when their reported results

are ready to view. The company will soon add to LigoLab Connect a digital pathology component that, says Avunjian, will enable pathologists to hold remote consultations with ordering physicians.

Finally, Orchard Software's Orchard Copia outreach and EMR connectivity system, available since 2000, "has moved beyond just Web access to enable direct lab-client EMR integration to meet the demands brought about by the HITECH Act," says director of marketing Kerry Foster. Copia allows labs to interface directly to their clients' EMRs and includes tools to write HL7-compliant interfaces. Patients can access their own results through Copia by signing into a secure Web portal with a



Foster

username and password. The system's client services module allows laboratories to track inbound calls, collect data, run reports, and schedule phlebotomy and courier routes, Foster adds.

CAP TODAY's laboratory-provider links software guide (pages 17-28) includes systems from the aforementioned companies and from several other vendors. Companies supplied the information listed. Readers interested in a particular system should confirm that it has the stated features and capabilities. □

Brendan Dabkowski is CAP TODAY associate editor.

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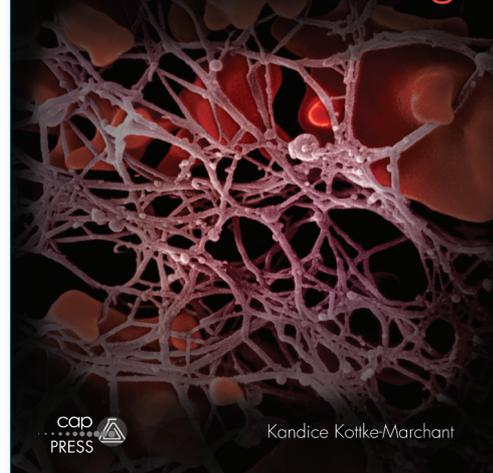
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Laboratory-provider links software

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See accompanying article on page 12			
Name of laboratory-provider links (LPL) software	LabDAQ DAQweb [†]	Atlas LabWorks	Blue Iris eLaborate
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	2003/January 2011	1995/February 2011	2005/February 2011
Last major update of LPL software	October 2010	February 2011	October 2010
No. of host or central labs using software clinically	30	130	24
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	30	105	15
No. of U.S. satellite or client locations installed/Non-U.S. host installations	not tracked/0	12,000+/-	250+/-0
No. of contracts for host labs signed in calendar year 2010	4	12	2
Percentage of installations that have stand-alone LPL systems**	0	100%	100%
National and regional commercial labs that use LPL software	regional reference labs (names not provided)	Solstas Laboratory Partners, HealthBridge, Avera Laboratory Network, Cleveland Clinic, others	Focus Diagnostics
No. of employees in firm/In LPL systems development, installation, support	88/70	150/126	—
Average time to install, build files, train office staff in a typical physician's office	8 hours	1-2 hours	2 hours
Languages (other than English) supported by system	none	none	—
LIS, HIS, other interfaces (other than company's own products)	—	Sunquest, SCC Soft Computer, Orchard, Meditech, GE Healthcare, McKesson, Seacoast, Aspyra, Psyche Systems, eClinicalWorks, CPSI, Allscripts, others	Impac, Cerner, Meditech, Allscripts, Siemens, Psyche Systems, SCC Soft Computer, Sunquest, GE Healthcare, McKesson, others
Software modifications or modules required on host LIS to interface EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	no Sage, NextGen, Allscripts, GE Healthcare, eClinicalWorks, Greenway, others	no Allscripts, Athena, Acer, AdvantX, eClinicalWorks, MedPlexus, Practice Partner, VitalWorks, others	no Allscripts, eClinicalWorks, GE Healthcare, Aprima, NextGen, Medent, custom, others
EMR systems/POPMS interfaced to send lab orders to LPL system	Sage, NextGen, Allscripts, GE Healthcare, eClinicalWorks, Greenway, others	Allscripts, Athena, eClinicalWorks, e-MDs, MedInformaX, NextGen, CPSI, Companion, others	Allscripts, eClinicalWorks, GE Healthcare, Aprima, NextGen, Medent, custom, others
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Sage, NextGen, Allscripts, GE Healthcare, eClinicalWorks, others	Allscripts, Athena, eClinicalWorks, e-MDs, MedInformaX, NextGen, CPSI, Companion, others	Allscripts, eClinicalWorks, GE Healthcare, Aprima, NextGen, Medent, custom, others
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	one-time batch download/file transfer, in real time	one-time batch download/file transfer, in real time, via host query, others	one-time batch download/file transfer, in real time, via host query
External software tools to transfer data from EMR system or POPMS to LPL system	proprietary interface engine	— (proprietary toolset-AtlasConnect)	none
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	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	block of text, PDF, individually segmented fields, radiology and pathology images, graphs, others
Data interface standards operational	ASTM 1238, HL7 2.x, XML, custom when required	ASTM 1238, HL7 2.x, XML, custom when required	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	yes
Patient order and result database maintained on local PC	no	no	no
• Software displays results and allows orders to be entered in an offline mode	no	no	—
Complete ASP solution for LPL system/Method of charging for ASP solution	no/—	yes/fixed monthly fee or transaction based—user's choice	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	installed	98%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	installed	98%	100%
- Local medical review policies can be viewed	not available	98%	100%
- Automatic routing of an order to different labs or hospitals according to payer rules	installed	80%	installed
- Printing of lab's requisitions/Printing of requisitions for other lab providers	100%/installed	98%/80%	100%/15%
- Duplicate order checking/Physician office-specific panels	80%/installed	98%/80%	installed/installed
• Automatic handling of scheduled or standing orders	installed	98%	installed
• Bar-code collection label printing	100%	98%	75%
• Two-dimensional bar code on printed requisition	installed	10%	75%
• Software adapted for use in phlebotomy or collection stations	installed	80%	installed
• Result receipt			
- Stored as a block of text	100%	98%	100%
- All items (result, reference range, units, etc.) stored as individual data elements	100%	98%	100%
- Automatic parsing of report pages to extract results	installed	80%	25%
- Inquiry mode that allows physician's office to check status of specimens with host	installed	80%	100%
• Reporting			
- In exact format received from host lab/Cumulative	100%/installed	50%/90%	100% for pathology and radiology/100%
- Integration of host and physician's office lab results	100%	10%	100%
- Display of new results for patient and/or clinic	installed	98%	100%
- Remote access available to on-call physicians	installed	98%	100%
- Unattended printing of reports	installed	98%	15%
- Display current report with historical data on same screen	installed	98%	100%
- Graph historical results with current results for trend analysis	installed	98%	100%
• Physician can electronically sign reports to confirm review	available but not installed	80%	installed
• Physician can compose and send secure electronic messages to patients	not available	10%	available but not installed
• User-defined rule-based system and alerts in physician's office module	installed	20%	installed
• Electronic transfer of data to another physician's office	installed	10%	installed
- E-mail/Encrypted e-mail	installed/installed	available but not installed/available but not installed	not available/not available
- Web reference or pointer to Web site/Fax	installed/installed	50%/5%	100%/not available
• Physician's office orders supplies from host lab	not available	50%	100%
• Specimen pickup or courier requests to host lab	not available	available but not installed	100%
• Financial			
- Billing, collections, accounts receivable	not available	not available	available but not installed
- Electronic claims transfer/Interfaces to billing systems	not available/installed	not available/5%	not available/available but not installed
• Electronic medical record interface	installed	75%	100%
• Interfaces to physician's office lab instruments	installed	2%	available but not installed
• Entry of physician's office lab results with edit checks	installed	2%	available but not installed
System cost: one-time or initial charges/Monthly subscription fees	\$5,000-\$17,000/—	—	—
• Basis for increasing fees as physician offices or referring sites are added	based on No. of concurrent licenses	pricing models: tiered transaction, site-based capital and site-based/user-based monthly models, and hybrid	—
• Situations where fees increase with additional services	based on additional billing/practice management/EMR interfaces and analyzer interfaces	pricing models: tiered transaction, site-based capital and site-based/user-based monthly models, and hybrid	—
System priced on a cost-per-transaction basis	no	yes	—
Distinguishing product features (supplied by vendor)	• cost-effective due to one-time set-up cost • medical necessity and order routing included • ease of use; functionality	• robust lab-EMR integration with such tools as automatic ABN, label and requisition printing, and user-defined business rules • "instant-on" access to connect EMRs to labs instantly with iOn • new modules include Atlas Mobile for use with the iPad—providing CPOE and result review	• provides a complete solution for clinical data integration from clinical labs, anatomic pathology, radiology, and clinical documents • single-vendor platform for integrating hospital-based systems to PO systems • outreach solution for hospitals using Meditech Magic, with no modifications to Meditech system and no requirements for other modules
*PO=physician's office **no other modules installed by vendor in institution ***POPMS=physician office practice management system Note: a dash in lieu of an answer means company did not answer question or question is not applicable	[†] formerly LabDAQ DAQaccess		

Laboratory-provider links software

Part 2 of 8	Brunston Integrated Systems Donald Butler, PhD sales@brunston.com 3835-R Thousand Oaks Blvd., Suite 221 Westlake Village, CA 91362 805-870-2332 www.brunston.com	CareEvolve Brian T. Jones bjones@careevolve.com 481B Edward Ross Drive Elmwood Park, NJ 07407 888-322-5222, ext. 8912 www.careevolve.com	Cerner Jenna Halvorson jenna.halvorson@cerner.com 2800 Rockcreek Parkway Kansas City, MO 64117 816-201-7740 www.cerner.com
Name of laboratory-provider links (LPL) software	Brio2000 Link	CareEvolve Portal [†]	Cerner WebConnect
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	2002/February 2011	1999/February 2011	1997/January 2011
Last major update of LPL software	September 2010	January 2011	February 2011
No. of host or central labs using software clinically	12	78	24
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	2	75	22
No. of U.S. satellite or client locations installed/Non-U.S. host installations	1,920/0	30,000+/0	750/0
No. of contracts for host labs signed in calendar year 2010	7	10	—
Percentage of installations that have stand-alone LPL systems**	100%	100%	25%
National and regional commercial labs that use LPL software	Trinity Health Systems	BioReference Laboratories, White Plains Hospital, Catholic Healthcare West, others	none
No. of employees in firm/In LPL systems development, installation, support	8/4	30/25	7,600+/23
Average time to install, build files, train office staff in a typical physician's office	2 hours	less than 1 hour	3 hours
Languages (other than English) supported by system	Spanish	Spanish for ABNs	Spanish, French, German, Italian, others [†]
LIS, HIS, other interfaces (other than company's own products)	Cerner, McKesson, Meditech, Antek	Sunquest, Meditech, Cerner, Siemens, Hex, McKesson, SCC Soft Computer, Orchard, Psyche, Seacoast, CPSI, Antek, Fletcher-Flora, others	Cerner, Epic, eClinicalWorks, Greenway, Sunquest, GE Healthcare, Orchard Software
Software modifications or modules required on host LIS to interface	yes (Brunston Securo/Exchange)	yes (HL7 or PDF export, ability to receive HL7 orders or read 2D bar-code orders)	no
EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	NextGen, Allscripts, GE Healthcare	numerous (names not provided)	Cerner
EMR systems/POPMS interfaced to send lab orders to LPL system	Cerner, Antek	eClinicalWorks, e-MDs, GE Healthcare, Greenway, Allscripts, NextGen, Sage, Epic, others	—
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Allscripts, eClinicalWorks	eClinicalWorks, e-MDs, GE Healthcare, Greenway, Allscripts, NextGen, Sage, Epic, others	Cerner, Epic, eClinicalWorks, Greenway, GE Healthcare
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	in real time	one-time batch download/file transfer, in real time, via host query	one-time batch download/file transfer
External software tools to transfer data from EMR system or POPMS to LPL system	none (uses Brunston Securo/Exchange)	Ellkay, Covisint, proprietary tools, others	Covisint, Ellkay, Certified Data Systems
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	not applicable as no LPL software resides in the client site
How results are returned to physician's office	PDF, individually segmented fields; build report from HL7 files	PDF, individually segmented fields; depends on LIS or interface engine sending information	block of text, PDF, individually segmented fields
Data interface standards operational	HL7 2.x, custom when required	HL7 2.x, HL7 3.0, custom when required	HL7 2.x, XML, custom when required
System supports LOINC for identifying lab result database elements	no	yes	no
Patient order and result database maintained on local PC	yes	no	no
• Software displays results and allows orders to be entered in an offline mode	yes	—	—
Complete ASP solution for LPL system/Method of charging for ASP solution	no/—	yes/flat monthly fee or transaction based—user's choice; per doctor 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	100%	100%	50%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%	100%	50%
- Local medical review policies can be viewed	not available	100%	not available
- Automatic routing of an order to different labs or hospitals according to payer rules	—	100%	90%
- Printing of lab's requisitions/Printing of requisitions for other lab providers	100%/available but not installed	100%/100%	95%/90%
- Duplicate order checking/Physician office-specific panels	100%/100%	100%/100%	90%/90%
• Automatic handling of scheduled or standing orders	100%	installed	95%
• Bar-code collection label printing	100%	70%	75%
• Two-dimensional bar code on printed requisition	available but not installed	30%	not available
• Software adapted for use in phlebotomy or collection stations	100%	100%	80%
• Result receipt			
- Stored as a block of text	—	25%	100%
- All items (result, reference range, units, etc.) stored as individual data elements	100%	75%	100%
- Automatic parsing of report pages to extract results	—	available but not installed	not available
- Inquiry mode that allows physician's office to check status of specimens with host	—	installed	75%
• Reporting			
- In exact format received from host lab/Cumulative	—/100%	25%/100%	100%/100%
- Integration of host and physician's office lab results	—	10%	available but not installed
- Display of new results for patient and/or clinic	100%	100%	100%
- Remote access available to on-call physicians	available to Android phones	100%	100%
- Unattended printing of reports	100%	100%	not available
- Display current report with historical data on same screen	100%	100%	100%
- Graph historical results with current results for trend analysis	100%	100%	100%
• Physician can electronically sign reports to confirm review	—	100%	not available
• Physician can compose and send secure electronic messages to patients	with Brunston Securo/MED	available but not installed	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	with Brunston Securo/Exchange	not available	not available
- E-mail/Encrypted e-mail	—	not available/100%	—
- Web reference or pointer to Web site/Fax	—	100%/available in winter 2011	—
• Physician's office orders supplies from host lab	—	100%	10%
• Specimen pickup or courier requests to host lab	100% (courier manifest)	100%	10%
• Financial			
- Billing, collections, accounts receivable	—	not available	not available
- Electronic claims transfer/Interfaces to billing systems	—/100%	not available/10%	not available/not available
• Electronic medical record interface	with Brunston Securo/Exchange	90%	40%
• 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	—	\$10,000–\$50,000/\$750–\$3,500	—
• Basis for increasing fees as physician offices or referring sites are added	—	no increase—flat fee per host lab, no matter how many referring sites are live; or based on No. of practices/groups; others	—
• Situations where fees increase with additional services	—	electronic Rx added; interfaces built; customers added to system	—
System priced on a cost-per-transaction basis	no	no	—
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> thick-client functionality; thin-client maintenance; Internet connectivity with local data for fast operation results sent to Android phones Brunston Securo/Exchange EMR interface 	<ul style="list-style-type: none"> large number of EMR interfaces to numerous vendors created the hub/spoke EMR interfacing model comprehensive, easy-to-use system 	<ul style="list-style-type: none"> allows user to automate order entry, graph/trend lab results, store patient results with secure access to real-time online viewing, more Web portal hosted in Cerner's HIPAA-enabling, ISO 9001:2000-certified data center service providers can increase collections and cash flow by ensuring compliance with regulations and common billing practices
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
Note: a dash in lieu of an answer means company did not answer question or question is not applicable			
		[†] formerly LabEvolve	[†] all single-byte languages

Laboratory-provider links software

Part 3 of 8	Cortex Medical Management Systems Chris Kramer ckramer@cortexmed.com 2107 Elliott Ave., Suite 210 Seattle, WA 98121 206-812-6981 www.cortexmed.com	Elekta Software Kymberly Calvo kymberly.calvo@elekta.com 100 Mathilda Place, 5th Floor Sunnyvale, CA 94086 408-830-8720 www.elekta.com	Emdeon Eric Reynolds ereynolds@emdeon.com 3055 Lebanon Pike, Suite 1000 Nashville, TN 37214 615-932-2720 www.emdeon.com
Name of laboratory-provider links (LPL) software	CorteXchange	IntelliLab Passport	Emdeon Clinician [†]
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	—/October 2009	2001/August 2010	1999/February 2011
Last major update of LPL software	December 2010	January 2011	November 2010
No. of host or central labs using software clinically	—	66	162
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	0	66	~80
No. of U.S. satellite or client locations installed/Non-U.S. host installations	—/0	120/0	~4,200/0
No. of contracts for host labs signed in calendar year 2010	7	2	52
Percentage of installations that have stand-alone LPL systems**	0	0	60%
National and regional commercial labs that use LPL software	3 laboratories (names not provided)	none	Ameripath, Aurora Diagnostics, American Esoteric Laboratories, Avero Laboratories, Berkeley Heart Laboratory, others
No. of employees in firm/In LPL systems development, installation, support	13/2	2,500/10	—/31
Average time to install, build files, train office staff in a typical physician's office	50 hours	8 hours	2.5 hours
Languages (other than English) supported by system	none	none	some forms available in Spanish
LIS, HIS, other interfaces (other than company's own products)	Vantage Systems, Epic, NextGen, Medent, eClinical	Siemens, GE Healthcare, Allscripts, NextGen, Sage, Orchard Software, Cerner, others	Antek, Atlas, Cerner, CPSI, Fletcher-Flora, Elekta, Hex, Meditech, Sunquest, Orchard, others
Software modifications or modules required on host LIS to interface EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	no Practice Partners	no Mosaik, Siemens, NextGen, Medent, InfoCure, Sage, Allscripts, GE Healthcare, Varian	no Siemens, Cerner, NextGen, Allscripts, McKesson, GE Healthcare, Epic, others
EMR systems/POPMS interfaced to send lab orders to LPL system	Practice Partners	Mosaik, Siemens, NextGen, Allscripts, GE Healthcare, Sage, Varian	Allscripts, GE Healthcare, Greenway, Sage, eClinicalWorks, others
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Epic	Mosaik, Siemens, NextGen, Allscripts, GE Healthcare, Sage, Varian	eClinicalWorks, Allscripts, McKesson, Healthland, NextGen, others
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	in real time	one-time batch download/file transfer, in real time	one-time batch download/file transfer, in real time, via host query, others
External software tools to transfer data from EMR system or POPMS to LPL system	Corepoint	none	yes (names of tools not provided)
Lab's test directory stored on physician office's resident portion of LPL system	no	yes	not applicable as no LPL software resides in the client site
How results are returned to physician's office	PDF, individually segmented fields	block of text, PDF, individually segmented fields	block of text, PDF, individually segmented fields, HTML, XML, others
Data interface standards operational	HL7 2.x	HL7 2.x	ASTM 1238, HL7 2.x, ANSI X12, XML, custom when required
System supports LOINC for identifying lab result database elements	no	yes	yes
Patient order and result database maintained on local PC	no	no	no
• Software displays results and allows orders to be entered in an offline mode	—	—	no
Complete ASP solution for LPL system/Method of charging for ASP solution	yes/fixed monthly fee	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	installed	installed	installed
- Advanced beneficiary notice printed if medical necessity criteria not met	not available	installed	installed
- Local medical review policies can be viewed	not available	not available	installed
- Automatic routing of an order to different labs or hospitals according to payer rules	not available	installed	installed
- Printing of lab's requisitions/Printing of requisitions for other lab providers	not available/not available	installed/installed	installed/installed
- Duplicate order checking/Physician office-specific panels	not available/not available	installed/installed	installed/installed
• Automatic handling of scheduled or standing orders	not available	100%	installed
• Bar-code collection label printing	not available	100%	installed
• Two-dimensional bar code on printed requisition	not available	not available	installed
• Software adapted for use in phlebotomy or collection stations	not available	100%	installed
• Result receipt			
- Stored as a block of text	installed	not available	installed
- All items (result, reference range, units, etc.) stored as individual data elements	not available	100%	installed
- Automatic parsing of report pages to extract results	not available	not available	installed
- Inquiry mode that allows physician's office to check status of specimens with host	not available	100%	not available
• Reporting			
- In exact format received from host lab/Cumulative	installed/not available	100%/100%	installed/installed
- Integration of host and physician's office lab results	not available	100%	installed
- Display of new results for patient and/or clinic	not available	100%	installed
- Remote access available to on-call physicians	not available	installed	installed
- Unattended printing of reports	not available	installed	installed
- Display current report with historical data on same screen	not available	100%	available in May 2011
- Graph historical results with current results for trend analysis	not available	installed	installed
• Physician can electronically sign reports to confirm review	not available	not available	not available
• Physician can compose and send secure electronic messages to patients	not available	not available	not available
• User-defined rule-based system and alerts in physician's office module	not available	installed	not available
• Electronic transfer of data to another physician's office	not available	installed	installed
- E-mail/Encrypted e-mail	not available/not available	installed/installed	not available/not available
- Web reference or pointer to Web site/Fax	not available/not available	not available/installed	installed/not available
• Physician's office orders supplies from host lab	not available	not available	installed
• Specimen pickup or courier requests to host lab	not available	not available	not available
• Financial			
- Billing, collections, accounts receivable	installed	installed	installed
- Electronic claims transfer/Interfaces to billing systems	installed/installed	installed/installed	installed/installed
• Electronic medical record interface	installed	90%	installed
• Interfaces to physician's office lab instruments	installed	installed	available but not installed
• Entry of physician's office lab results with edit checks	not available	100%	not available
System cost: one-time or initial charges/Monthly subscription fees	\$4,500/\$199	\$20,000-\$100,000+/0	—
• Basis for increasing fees as physician offices or referring sites are added	based on No. of practices/groups	based on concurrent user licenses	—
• 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)	<ul style="list-style-type: none"> • application hosted by vendor, requiring little or no hardware at client site • application quickly installed by vendor, with no long-term contracts and minimal upfront investment • robust messaging system with guaranteed delivery of messages 	<ul style="list-style-type: none"> • same user interface for functionality shared with full IntelliLab license used by host lab • advanced order-entry process • client-specific payer rules 	<ul style="list-style-type: none"> • satisfies meaningful use through EMR Lite functionality, including orders, results, e-prescribing, claims processing, more • clinical data exchange for lab, pathology, radiology, and most other clinical modalities • company has provided health care data exchange for over 20 years; process over five billion health care transactions annually

*PO=physician's office

**no other modules installed by vendor in institution

***POPMS=physician office practice management system

Note: a dash in lieu of an answer means company did not answer question or question is not applicable

[†]formerly WebMD Clinician

Laboratory-provider links software

Part 4 of 8	4medica Gregory Church info@4medica.com 100 Corporate Pointe, Suite 200 Culver City, CA 90230 310-695-3300 www.4medica.com	Halfpenny Technologies Mitch Fry mfy@halfpenny.com 725 Skippack Pike, Suite 100 Skippack, PA 19422 855-277-9100 www.halfpenny.com	Lifepoint Informatics sales sales@lifepoint.com 65 Harristown Rd. Glen Rock, NJ 07452 201-447-9991 www.lifepoint.com
Name of laboratory-provider links (LPL) software	4medica Laboratory Suite (Lab4/Path4)	Integration Technology Framework (ITF)	LPI Web Portal [†]
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	1998/March 2011	2000/February 2011	2000/2011
Last major update of LPL software	December 2010	December 2010	fourth quarter 2010
No. of host or central labs using software clinically	100+	74	200
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	90	40	162
No. of U.S. satellite or client locations installed/Non-U.S. host installations	27,000+/0	1,500/0	95,000+/2 (Canada, St. Kitts)
No. of contracts for host labs signed in calendar year 2010	—	14	17
Percentage of installations that have stand-alone LPL systems**	85%	less than 3%	5%
National and regional commercial labs that use LPL software	Quest Diagnostics, LabCorp	LabCorp, Quest Diagnostics, Sonic, Solstas, MedLab, Aurora Diagnostics, others	Memorial Hermann Health System, University of California at San Francisco, others
No. of employees in firm/In LPL systems development, installation, support	75/40	49/38	45/30
Average time to install, build files, train office staff in a typical physician's office	1 hour	5 hours	less than 1 hour
Languages (other than English) supported by system	Spanish	Spanish	Spanish
LIS, HIS, other interfaces (other than company's own products)	Sunquest, Meditech, McKesson, SCC Soft Computer, GE Healthcare, Hex Laboratory Systems, Elekta, Cerner, others	Sunquest, Allscripts, Cerner, CPSI, McKesson, Meditech, Orchard, Siemens, Seacoast, others	Epic, SCC Soft Computer, Sunquest, Meditech, Cerner, McKesson, Antek, Orchard, others
Software modifications or modules required on host LIS to interface	yes (HL7)	no	no
EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	50+ systems (names not provided)	—	Allscripts, GE Healthcare, McKesson, eClinicalWorks, Emdeon, NextGen, others
EMR systems/POPMS interfaced to send lab orders to LPL system	15 systems (names not provided)	Allscripts, Aspyra, Antek, Aprima, eClinicalWorks, Epic, GE Healthcare, Sage, others	Allscripts, eClinicalWorks, Healthmatics, MedInformatix, GE Healthcare, NextGen, others
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	25 systems (names not provided)	Allscripts, Antek, Aprima, Aspyra, Cerner, Medent, GE Healthcare, Sage, others	Allscripts, Antek, GE Healthcare, eClinicalWorks, NextGen, MedInformatix, Medent, others
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	one-time batch download/file transfer, in real time, via host query	in real time	one-time batch download/file transfer, in real time, via host query
External software tools to transfer data from EMR system or POPMS to LPL system	none	Covisint, Ellkay	Covisint, Ellkay
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	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	block of text, PDF, individually segmented fields
Data interface standards operational	HL7 3.0, XML, HL7 2.x, custom when required	ASTM 1238, HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required	ASTM 1238, HL7 2.x, HL7 3.0, ANSI X12, XML, CDA, custom when required, RTF and PDF extraction
System supports LOINC for identifying lab result database elements	yes	yes	yes
Patient order and result database maintained on local PC	no	no	no
• Software displays results and allows orders to be entered in an offline mode	—	no	—
Complete ASP solution for LPL system/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	yes/variable monthly basis
Features (listed as a percentage of live installs or based on availability)			
• Order entry			
- Medicare compliance checking using carrier-specific rules	100%	25%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%	25%	100%
- Local medical review policies can be viewed	100%	25%	100%
- Automatic routing of an order to different labs or hospitals according to payer rules	100%	25%	100%
- Printing of lab's requisitions/Printing of requisitions for other lab providers	100%/80%	50%/25%	100%/65%
- Duplicate order checking/Physician office-specific panels	100%/100%	25%/25%	100%/100%
• Automatic handling of scheduled or standing orders			
- Bar-code collection label printing	80%	5%	100%
• Two-dimensional bar code on printed requisition			
- Software adapted for use in phlebotomy or collection stations	90%	10%	100%
• Result receipt			
- Inquiry mode that allows physician's office to check status of specimens with host	75%	10%	83%
- Stored as a block of text	20%	25%	100%
- All items (result, reference range, units, etc.) stored as individual data elements	90%	50%	100%
- Automatic parsing of report pages to extract results	100%	10%	100%
- Reporting	100%	available but not installed	100%
- In exact format received from host lab/Cumulative	95%/30%	50%/25%	100%/10%
- Integration of host and physician's office lab results	30%	available but not installed	37%
- Display of new results for patient and/or clinic	100%	50%	100%
- Remote access available to on-call physicians	100%	installed	100%
- Unattended printing of reports	100%	available but not installed	100%
- Display current report with historical data on same screen	100%	5%	100%
- Graph historical results with current results for trend analysis	100%	10%	100%
- Physician can electronically sign reports to confirm review	100%	available but not installed	100%
- Physician can compose and send secure electronic messages to patients	available but not installed	available but not installed	100%
- User-defined rule-based system and alerts in physician's office module	70%	10%	100%
- Electronic transfer of data to another physician's office	100%	available in June 2011	25%
- E-mail/Encrypted e-mail	not available/15%	not available/available in August 2011	installed/installed
- Web reference or pointer to Web site/Fax	available but not installed/available but not installed	available but not installed/available but not installed	installed/installed
- Physician's office orders supplies from host lab	15%	available in June 2011	80%
- Specimen pickup or courier requests to host lab	100%	available but not installed	65%
• Financial			
- Billing, collections, accounts receivable	not available	not available	not available
- Electronic claims transfer/Interfaces to billing systems	not available/75%	not available/5%	not available/18%
- Electronic medical record interface	35%	90%	100%
- Interfaces to physician's office lab instruments	5%	available but not installed	not available
- Entry of physician's office lab results with edit checks	installed	available but not installed	25%
System cost: one-time or initial charges/Monthly subscription fees	—	0–\$10,000/0–\$1,000	\$5,000–\$60,000/\$2,000–\$17,000
• Basis for increasing fees as physician offices or referring sites are added	transaction fee only—no user fee	based on No. of practices/groups, or based on No. of physicians of record, or based on usage	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	if order entry is added to result transmission or vice versa, or if special billing functions are added	dependent on services requested
System priced on a cost-per-transaction basis	yes	\$0.50 per accession	no
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> • 100% Web-browser-based application; easy to use; intuitive user interface • complete integration with practice management systems; full e-prescribing module; inpatient integration; radiology; dictation; more • registration to billing systems; simplified pricing structure; flexible configurations 	<ul style="list-style-type: none"> • technology created to meet the demands of the high-volume and complex transactions of a reference interface between a lab and hospital • can be implemented on a 100% outsourced basis; over 1,500 connections completed in the last 24 months • ITF-GoDoc mobile solution transmits results to iPhone, Droid, or Blackberry Storm in a configurable package 	<ul style="list-style-type: none"> • ONC certified for meaningful use for inpatient modular • EMR/EHR interfacing in as little as two days with LPI EMR hub • customer service and programming performed in the United States
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
Note: a dash in lieu of an answer means company did not answer question or question is not applicable			[†] formerly Labtest.com

Laboratory-provider links software

Part 5 of 8	LigoLab Suren Avunjian suren@ligolab.com 143 S. Glendale Ave., Suite 207 Glendale, CA 91205 800-544-6522 www.ligolab.com	McKesson Joseph R. Stabile joseph.stabile@mckesson.com 5995 Windward Parkway Alpharetta, GA 30005 404-338-4363 www.mckesson.com/laboratory	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	LigoLab Connect	Horizon Outreach for Lab	MultiLink
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	2006/February 2011	1999/November 2010	1996/January 2011
Last major update of LPL software	November 2010	August 2010	2007
No. of host or central labs using software clinically	18	25	9
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	—	2	7
No. of U.S. satellite or client locations installed/Non-U.S. host installations	467/0	1,500+/0	450+/0
No. of contracts for host labs signed in calendar year 2010	6	9	0
Percentage of installations that have stand-alone LPL systems**	30%	0	10%
National and regional commercial labs that use LPL software	—	—	—
No. of employees in firm/In LPL systems development, installation, support	19/9	44,000/80 in LIS division	11/4
Average time to install, build files, train office staff in a typical physician's office	20–40 minutes	1 hour	4 hours
Languages (other than English) supported by system	fully supports internationalization (translations available on request)	ABNs available in Spanish	none
LIS, HIS, other interfaces (other than company's own products)	Allscripts, Meditech, Cerner, Schuyler House, others	none	Diamond
Software modifications or modules required on host LIS to interface	no	no	no
EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	Allscripts, Epic, Greenway, eClinicalWorks, NextGen, MicroMD, Prime Clinical, others	SRS Software, GE Healthcare, Turbo-Doc, NextGen, Allscripts, Bizmatics, others	NextGen, Sage, VitalWorks, custom, others
EMR systems/POPMS interfaced to send lab orders to LPL system	Allscripts, Epic, Greenway, eClinicalWorks, NextGen, MicroMD, Prime Clinical, others	Epic, Orchard	—
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Allscripts, Epic, Greenway, eClinicalWorks, NextGen, MicroMD, Prime Clinical, others	SRS Software, GE Healthcare, Turbo-Doc, NextGen, Allscripts, Bizmatics, others	—
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	in real time	one-time batch download/file transfer, in real time, via host query, Boston Workstation, Relay Health	one-time batch download/file transfer, in real time, via host query
External software tools to transfer data from EMR system or POPMS to LPL system	none	Boston Workstation, Data Innovations, Relay Health	LinkTools for HL7 socket connection
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	yes
How results are returned to physician's office	block of text, PDF, individually segmented fields, cumulative reports	PDF, individually segmented fields	individually segmented fields
Data interface standards operational	ASTM 1238, HL7 2.x, HL7 3.0, ANSI X12, XML, CDA, custom when required	HL7 2.x, ANSI X12	ASTM 1238, HL7 2.x, custom when required
System supports LOINC for identifying lab result database elements	yes	yes	yes
Patient order and result database maintained on local PC	no	no	yes
• Software displays results and allows orders to be entered in an offline mode	no	—	yes
Complete ASP solution for LPL system/Method of charging for ASP solution	yes/fixed monthly fee or transaction based—user's choice	yes/fixed monthly fee	no/—
Features (listed as a percentage of live installs or based on availability)			
• Order entry			
- Medicare compliance checking using carrier-specific rules	available but not installed	installed	95%
- Advanced beneficiary notice printed if medical necessity criteria not met	installed	installed	35%
- Local medical review policies can be viewed	available but not installed	not available	95%
- Automatic routing of an order to different labs or hospitals according to payer rules	installed	installed	70%
- Printing of lab's requisitions/Printing of requisitions for other lab providers	installed/installed	installed/installed	95%/70%
- Duplicate order checking/Physician office-specific panels	installed/installed	installed/installed	95%/95%
• Automatic handling of scheduled or standing orders	installed	installed	25%
• Bar-code collection label printing	installed	installed	95%
• Two-dimensional bar code on printed requisition	installed	installed	available but not installed
• Software adapted for use in phlebotomy or collection stations	installed	installed	5%
• Result receipt			
- Stored as a block of text	installed	installed	not available
- All items (result, reference range, units, etc.) stored as individual data elements	installed	installed	100%
- Automatic parsing of report pages to extract results	installed	installed	not available
- Inquiry mode that allows physician's office to check status of specimens with host	installed	installed	100%
• Reporting			
- In exact format received from host lab/Cumulative	installed/installed	installed/installed	100%/100%
- Integration of host and physician's office lab results	installed	installed	not available
- Display of new results for patient and/or clinic	installed	installed	100%
- Remote access available to on-call physicians	installed	installed	installed
- Unattended printing of reports	installed	installed	100%
- Display current report with historical data on same screen	installed	installed	100%
- Graph historical results with current results for trend analysis	installed	installed	100%
• Physician can electronically sign reports to confirm review	installed	installed	not available
• Physician can compose and send secure electronic messages to patients	installed	not available	not available
• User-defined rule-based system and alerts in physician's office module	installed	not available	50%
• Electronic transfer of data to another physician's office	installed	not available	10% via report generator
- E-mail/Encrypted e-mail	available but not installed/available but not installed	not available/not available	—
- Web reference or pointer to Web site/Fax	installed/installed	not available/installed	—
• Physician's office orders supplies from host lab	installed	installed	25%
• Specimen pickup or courier requests to host lab	installed	installed	25%
• Financial			
- Billing, collections, accounts receivable	available but not installed	installed	not available
- Electronic claims transfer/Interfaces to billing systems	installed/installed	installed/installed	not available/not available
• Electronic medical record interface	installed	installed	not available
• Interfaces to physician's office lab instruments	available but not installed	installed	not available
• Entry of physician's office lab results with edit checks	installed	installed	not available
System cost: one-time or initial charges/Monthly subscription fees	—	—	\$25,000–\$50,000/—
• Basis for increasing fees as physician offices or referring sites 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	based on No. of practices/groups
• Situations where fees increase with additional services	if special billing functions are added	no increase	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	yes	no	no
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> highly integrated system, with document imaging, specimen tracking, clinical, molecular, AP, digital pathology, billing, advanced reporting, and mature interfacing engine rule-based system; can be configured to adapt all workflows; dynamic report templates robust, scalable, and open software; highly intuitive user interface 	<ul style="list-style-type: none"> instrument-ready bar-code label generation in physician's office true integration (not interface) with Horizon Lab LIS reverse auto-registration with certain hospital information systems for billing purposes 	<ul style="list-style-type: none"> 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 offices add-on modules (report generator and scheduling) and custom functionality can be implemented for special clinics and settings
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
Note: a dash in lieu of an answer means company did not answer question or question is not applicable			

Laboratory-provider links software

Part 6 of 8	Multidata Computer Systems Michael Slater mrslater@mul.com 160 Broadway, Suite 1010 New York, NY 10038 212-967-6700 www.mul.com	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	MultiWeb	Orchard Copia	Orchard Harvest Webstation
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	1996/January 2011	2000/February 2011	2000/February 2011
Last major update of LPL software	November 2010	January 2011	September 2009
No. of host or central labs using software clinically	6	95	377
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	3	75	315
No. of U.S. satellite or client locations installed/Non-U.S. host installations	750+/-0	not tracked/—	1,850+/-—
No. of contracts for host labs signed in calendar year 2010	1	27	18
Percentage of installations that have stand-alone LPL systems**	0	5%	0
National and regional commercial labs that use LPL software	—	ProLab Pathology Services, NextWave Diagnostics, ViraCor, DCL Medical Laboratories, Nordx, Yosemite Pathology, Physicians Group Associates	EDP Ciotech, Gramic Research Laboratory, Oxford Immunotec, others
No. of employees in firm/In LPL systems development, installation, support	11/4	165/65	165/100
Average time to install, build files, train office staff in a typical physician's office	1 hour	1 hour per staff member	1 hour per staff member
Languages (other than English) supported by system	none	none	none
LIS, HIS, other interfaces (other than company's own products)	—	SCC Soft Computer, Sunquest, McKesson, Cermer, Impac, Cortex, Telcor, Sage, others	GE Healthcare, NextGen, eClinicalWorks, others
Software modifications or modules required on host LIS to interface EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	no eClinicalWorks, NextGen, GE Healthcare, others	no Allscripts, eClinicalWorks, GE Healthcare, NextGen, Intuitive Medical Software, others	no Allscripts, GE Healthcare, NextGen, eClinicalWorks, others
EMR systems/POPMS interfaced to send lab orders to LPL system	—	Allscripts, eClinicalWorks, GE Healthcare, NextGen, Intuitive Medical Software, others	Allscripts, GE Healthcare, NextGen, eClinicalWorks, others
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	—	Allscripts, eClinicalWorks, GE Healthcare, NextGen, Intuitive Medical Software, others	Allscripts, GE Healthcare, NextGen, eClinicalWorks, others
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	in real time	one-time batch download/file transfer, in real time, via host query	one-time batch download/file transfer, in real time, via host query, socket to socket based on ADT trigger points
External software tools to transfer data from EMR system or POPMS to LPL system	LinkTools, Hermetech for HL7 socket connection	Covisint, Ellkay Bridge, Boston Workstation	none (uses proprietary mapping software)
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	no
How results are returned to physician's office	PDF, individually segmented fields	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, custom when required	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	yes
Patient order and result database maintained on local PC	no	no	no
• Software displays results and allows orders to be entered in an offline mode	—	—	—
Complete ASP solution for LPL system/Method of charging for ASP solution	yes/fixed monthly fee	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	50%	80%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	50%	80%	100%
- Local medical review policies can be viewed	50%	installed	installed
- Automatic routing of an order to different labs or hospitals according to payer rules	available but not installed	70%	100%
- Printing of lab's requisitions/Printing of requisitions for other lab providers	50%/available but not installed	80%/installed	100%/100%
- Duplicate order checking/Physician office-specific panels	50%/50%	installed/80%	100%/100%
• Automatic handling of scheduled or standing orders	15%	40%	100%
• Bar-code collection label printing	50%	installed	30%
• Two-dimensional bar code on printed requisition	available but not installed	installed	installed
• Software adapted for use in phlebotomy or collection stations	available but not installed	80%	100%
• Result receipt			
- Stored as a block of text	not available	100%	100%
- All items (result, reference range, units, etc.) stored as individual data elements	100%	100%	100%
- Automatic parsing of report pages to extract results	not available	installed	100%
- Inquiry mode that allows physician's office to check status of specimens with host	100%	installed	100%
• Reporting			
- In exact format received from host lab/Cumulative	100%/100%	installed/installed	100%/100%
- Integration of host and physician's office lab results	not available	installed	100%
- Display of new results for patient and/or clinic	100%	100%	100%
- Remote access available to on-call physicians	100%	installed	100%
- Unattended printing of reports	not available	installed	100%
- Display current report with historical data on same screen	100%	installed	100%
- Graph historical results with current results for trend analysis	100%	installed	100%
• Physician can electronically sign reports to confirm review	installed	installed	100%
• Physician can compose and send secure electronic messages to patients	not available	not available	not available
• User-defined rule-based system and alerts in physician's office module	100%	installed	100%
• Electronic transfer of data to another physician's office	available but not installed	90%	100%
- E-mail/Encrypted e-mail	—	10%/10%	25%/10%
- Web reference or pointer to Web site/Fax	—	installed/80%	50%/100%
• Physician's office orders supplies from host lab	50%	installed	not available
• Specimen pickup or courier requests to host lab	not available	installed	not available
• Financial			
- Billing, collections, accounts receivable	not available	not available	not available
- Electronic claims transfer/Interfaces to billing systems	not available/not available	not available/60%	not available/100%
• Electronic medical record interface	not available	60%	installed
• Interfaces to physician's office lab instruments	not available	not available	not available
• Entry of physician's office lab results with edit checks	not available	not available	installed
System cost: one-time or initial charges/Monthly subscription fees	\$5,000–\$50,000/\$1,500–\$10,000	\$25,000–\$250,000/\$1,000–\$20,000	\$7,500–\$15,000/—
• Basis for increasing fees as physician offices or referring sites are added	no increase—flat fee per host lab, no matter how many referring sites are live	as concurrent users are needed	as concurrent licenses are added
• 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 additional host interfaces are added	no increase
System priced on a cost-per-transaction basis	no	no	no
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> capable of interoperation with thick-client PC application (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 and settings 	<ul style="list-style-type: none"> provides direct-to-client EMR integration and Internet access for order entry and result delivery order-entry screens, reports, and requisitions can be configured uniquely by client and sign-in location integration tool for outreach: bolt on to legacy LIS, very flexible, easy to use, rules/decision support 	<ul style="list-style-type: none"> provides cost-effective Internet access for order entry and result look-up diagnosis code screening at order entry ensures accurate ICD-9 coding rules-based technology exists to aid in decisionmaking throughout system
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
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 8	Pathagility Mark McQuin mark@pathagility.com 10810 Executive Center Drive, Suite 100 Little Rock, AR 72211 501-327-7700 www.pathagility.com	Psyche Systems Brian Keefe brianke@psychesystems.com 321 Fortune Blvd. Milford, MA 01757 508-473-1500 www.psychesystems.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	ReportPath	e.lixa	SoftWebPlus [†]
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	2007/February 2011	2004/February 2011	2003/February 2011
Last major update of LPL software	February 2011	September 2010	January 2011
No. of host or central labs using software clinically	6	34	42
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	3	8	not tracked
No. of U.S. satellite or client locations installed/Non-U.S. host installations	1,000+/0	not tracked/—	not tracked/0
No. of contracts for host labs signed in calendar year 2010	3	20	3
Percentage of installations that have stand-alone LPL systems**	15%	less than 5%	0
National and regional commercial labs that use LPL software	—	confidential	confidential
No. of employees in firm/In LPL systems development, installation, support	6/3	48/14	1,485/61
Average time to install, build files, train office staff in a typical physician's office	varies	less than 4 hours	2–4 hours
Languages (other than English) supported by system	none	—	ABN form available in Spanish
LIS, HIS, other interfaces (other than company's own products)	Small Business Computers of New England, Elekta Software, proprietary systems, others	Siemens, Cerner, McKesson, Sunquest, Elekta Software, others	Allscripts, Cerner, CPSI, custom/homegrown, Healthland, Emdeon, Epic, GE Healthcare, Meditech, Seacoast, Siemens, Keane, others
Software modifications or modules required on host LIS to interface EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	no Allscripts, digiChart, e-MDs, proprietary systems	no McKesson, Siemens	no Allscripts, Sage, Greenway, Dr. Chart, eClinicalWorks, Epic, GE Healthcare, others
EMR systems/POPMS interfaced to send lab orders to LPL system	Allscripts, digiChart, e-MDs, proprietary systems	Allscripts	Allscripts, Sage, Greenway, Dr. Chart, eClinicalWorks, Epic, GE Healthcare, others
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Allscripts, digiChart, e-MDs, proprietary systems	Practice Partners, Allscripts, AdvantaChart, Bizmatics, eClinicalWorks, GE Healthcare, ProVation, digiChart, others	Allscripts, Sage, Greenway, Dr. Chart, eClinicalWorks, Epic, GE Healthcare, others
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	one-time batch download/file transfer, in real time, via host query, others	one-time batch download/file transfer, in real time	one-time batch download/file transfer, in real time, via host query, via third-party business partners, such as Emdeon, Ellkay, Bostech, Boston Workstation, Halfpenny, others
External software tools to transfer data from EMR system or POPMS to LPL system	none (uses internal solution)	Ellkay	Emdeon, Ellkay, Bostech, Halfpenny, others
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	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	PDF, individually segmented fields
Data interface standards operational	HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required	HL7 2.x, HL7 3.0, XML, custom when required	HL7 2.x, XML, custom when required
System supports LOINC for identifying lab result database elements	yes	yes	yes
Patient order and result database maintained on local PC	no	no	no
• Software displays results and allows orders to be entered in an offline mode	—	—	no
Complete ASP solution for LPL system/Method of charging for ASP solution	yes/fixed monthly fee (transaction-based plan negotiable)	yes/fixed monthly fee or tiered support based on size of client base	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	available but not installed	installed	installed
- Advanced beneficiary notice printed if medical necessity criteria not met	available but not installed	installed	installed
- Local medical review policies can be viewed	available but not installed	not available	not available
- Automatic routing of an order to different labs or hospitals according to payer rules	available but not installed	installed	installed
- Printing of lab's requisitions/Printing of requisitions for other lab providers	installed/available but not installed	installed/installed	installed/installed
- Duplicate order checking/Physician office-specific panels	available but not installed/available but not installed	installed/installed	100%/100%
• Automatic handling of scheduled or standing orders	available but not installed	installed	installed
• Bar-code collection label printing	available but not installed	installed	installed
• Two-dimensional bar code on printed requisition	available but not installed	not available	installed
• Software adapted for use in phlebotomy or collection stations	available but not installed	installed	installed
• Result receipt			
- Stored as a block of text	installed	installed	0
- All items (result, reference range, units, etc.) stored as individual data elements	installed	installed	100%
- Automatic parsing of report pages to extract results	installed	installed	0
- Inquiry mode that allows physician's office to check status of specimens with host	installed	installed	100%
• Reporting			
- In exact format received from host lab/Cumulative	installed/available but not installed	installed/installed	100%/100%
- Integration of host and physician's office lab results	installed	installed	100%
- Display of new results for patient and/or clinic	installed	installed	100%
- Remote access available to on-call physicians	installed	installed	installed
- Unattended printing of reports	installed	installed	installed
- Display current report with historical data on same screen	installed	installed	100%
- Graph historical results with current results for trend analysis	available but not installed	installed	100%
• Physician can electronically sign reports to confirm review	installed	available in April/May 2011	installed
• Physician can compose and send secure electronic messages to patients	installed	not available	not available
• User-defined rule-based system and alerts in physician's office module	installed	installed	installed
• Electronic transfer of data to another physician's office	installed	not available	not available
- E-mail/Encrypted e-mail	installed/installed	installed/not available	available in 2012/available in 2012
- Web reference or pointer to Web site/Fax	installed/installed	not available/installed	installed/installed
• Physician's office orders supplies from host lab	installed	installed	available but not installed
• Specimen pickup or courier requests to host lab	installed	installed	installed
• Financial			
- Billing, collections, accounts receivable	not available	not available	installed
- Electronic claims transfer/Interfaces to billing systems	not available/installed	not available/installed	installed/installed
• Electronic medical record interface	installed	installed	installed
• Interfaces to physician's office lab instruments	available but not installed	not available	not available
• Entry of physician's office lab results with edit checks	installed	not available	not available
System cost: one-time or initial charges/Monthly subscription fees	0–\$35,000/\$200–\$5,000	\$10,000–\$50,000/\$200–\$1,500	0–\$350,000/\$1,500–\$6,000
• Basis for increasing fees as physician offices or referring sites are added	based on volume, hardware/networking infrastructure, other factors	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, or dependent on services added after initial implementation (fixed monthly fee negotiable)	if order entry is added to result transmission or vice versa, or if custom EMR interfaces are added	no increase
System priced on a cost-per-transaction basis	no (can negotiate/support transaction cost model)	no	no
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> flexible SaaS platform from experienced team; perfect fit for private pathology groups and community labs OrderPath physician-to-lab order-management/bi-directional interfacing platform adds value Web-based customizable collaboration portal and multi-channel report distribution management tools enhance and extend lifespan of LIS/EMR 	<ul style="list-style-type: none"> low start-up costs unlimited EMR connections using a single module supports the latest user-definable complex requisition formats for cytogenetics and molecular orders 	<ul style="list-style-type: none"> robust rules, billing methods, conditional order-entry logic, user preferences to simplify patient registration, specimen collection, more physician practice-specific, customizable views for quick results query, including tiered security permissions for viewing results, more fully integrated Web-client of SoftLab LIS
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
Note: a dash in lieu of an answer means company did not answer question or question is not applicable			
			[†] formerly SoftWeb

Laboratory-provider links software

Part 8 of 8	Sunquest Information Systems Chris Fraker chris.fraker@sunquestinfo.com 250 S. Williams Tucson, AZ 85711 800-748-0692 www.sunquestinfo.com	Telcor Mark Thornton mark.thornton@telcor.com 7101 A St. Lincoln, NE 68510 402-489-1207 www.telcor.com	VitalAxis Tharak Krishnamurthy tharak@vitalaxis.com 3811 Terrawood Court Rockville, MD 20853 866-441-0268 www.vitalaxis.com
Name of laboratory-provider links (LPL) software	Sunquest Physician Portal†	Quick-Req/Quick-Results	VitalOffice
First ever/most recent installation of LPL software (based on Feb. 2011 survey deadline)	2000/2011	2002/January 2011	2006/January 2011
Last major update of LPL software	January 2011	October 2010	February 2011
No. of host or central labs using software clinically	100+	19	25
• No. of host labs that electronically transfer orders from PO* or other client syst. to LIS	100+	14	10
No. of U.S. satellite or client locations installed/Non-U.S. host installations	3,000+/100+ (United Kingdom, Denmark)	1,522/0	2,963/0
No. of contracts for host labs signed in calendar year 2010	12	1	9
Percentage of installations that have stand-alone LPL systems**	50%	100%	75%
National and regional commercial labs that use LPL software	100+ NHS labs in the United Kingdom; 3 in Denmark	Physicians Laboratory Services, Bon Secours	3 laboratories (names not provided)
No. of employees in firm/In LPL systems development, installation, support	—	86/12	75/40
Average time to install, build files, train office staff in a typical physician's office	4 hours	1.5 hours	25 hours
Languages (other than English) supported by system	multi-language phrase book available	Spanish for ABN forms	none
LIS, HIS, other interfaces (other than company's own products)	Cerner, McKesson, Omnilab, iSoft, Technidata, CliniSys, Meditech, others	Cerner, Siemens, Sunquest, Aspyra, McKesson, Meditech, others	Seacoast, Vantage Systems, Biolmagene, others
Software modifications or modules required on host LIS to interface	no	no	yes
EMR systems/POPMS*** interfaced to transfer patient demographics or billing information to LPL system	Emis, TPP, InPS, others	Athena, Cerner, e-MDs, Greenway, iSalus, Medisoft, Allscripts, Mountainside, Noteworthy	Allscripts, eClinicalWorks, GE Healthcare, Emdeon, gMed, NextGen, STI, MDEverywhere, Lytec, Sage, Medical Mastermind
EMR systems/POPMS interfaced to send lab orders to LPL system	Emis, TPP, InPS, others	—	Allscripts, Emdeon, gMed
EMR systems/POPMS interfaced to load lab results from LPL system back into EMR	Emis, TPP, InPS, others	Companion, CPSI, Healthland, digiChart, eClinicalWorks, Gamewood, MediNotes, Mountainside, Practice Partners	Meridian, Mendant, eClinicalWorks, Sage, Provation, Greenway, GE Healthcare, UroChart, gMed, NextGen, Allscripts
How demographics or billing info. are transferred from EMR syst. or POPMS to LPL syst.	one-time batch download/file transfer, in real time, via host query, real-time interoperability	one-time batch download/file transfer, in real time, via Telcor patient import utility	one-time batch download/file transfer, via host query
External software tools to transfer data from EMR system or POPMS to LPL system	none	none	Mirth, 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	yes	yes
How results are returned to physician's office	block of text, PDF, individually segmented fields	block of text, PDF, individually segmented fields, images	block of text, PDF, individually segmented fields, fax
Data interface standards operational	ASTM 1238, HL7 2.x, XML, CDA, custom when required, Edifact	HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required	HL7 2.x, HL7 3.0, ANSI X12, XML, custom when required
System supports LOINC for identifying lab result database elements	yes	no	—
Patient order and result database maintained on local PC	no	yes	yes
• Software displays results and allows orders to be entered in an offline mode	no	yes	yes
Complete ASP solution for LPL system/Method of charging for ASP solution	no/—	yes/fixed monthly fee	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	1%	installed	not available
- Advanced beneficiary notice printed if medical necessity criteria not met	1%	installed	not available
- Local medical review policies can be viewed	100%	installed	installed
- Automatic routing of an order to different labs or hospitals according to payer rules	available but not installed	installed	installed
- Printing of lab's requisitions/Printing of requisitions for other lab providers	100%/100%	installed/installed	installed/installed
- Duplicate order checking/Physician office-specific panels	100%/100%	installed/installed	not available/installed
• Automatic handling of scheduled or standing orders	100%	installed	not available
• Bar-code collection label printing	100%	installed	installed
• Two-dimensional bar code on printed requisition	100%	installed	installed
• Software adapted for use in phlebotomy or collection stations	100%	installed	installed
• Result receipt			
- Stored as a block of text	100% (for microbiology/AP)	installed	installed
- All items (result, reference range, units, etc.) stored as individual data elements	100%	installed	installed
- Automatic parsing of report pages to extract results	100%	not available	not available
- Inquiry mode that allows physician's office to check status of specimens with host	100%	installed	installed
• Reporting			
- In exact format received from host lab/Cumulative	100% (for microbiology/AP)/100%	installed/installed	installed/not available
- Integration of host and physician's office lab results	100%	installed	installed
- Display of new results for patient and/or clinic	100%	installed	installed
- Remote access available to on-call physicians	installed	installed	installed
- Unattended printing of reports	100%	installed	installed
- Display current report with historical data on same screen	100%	installed	installed
- Graph historical results with current results for trend analysis	100%	installed	installed
• Physician can electronically sign reports to confirm review	100%	not available	not available
• Physician can compose and send secure electronic messages to patients	available but not installed (to send to PHR)	not available	not available
• User-defined rule-based system and alerts in physician's office module	100%	installed	not available
• Electronic transfer of data to another physician's office	100%	installed	installed
- E-mail/Encrypted e-mail	1%/installed	installed/installed	not available/not available
- Web reference or pointer to Web site/Fax	100%/installed (via LIS)	not available/installed	installed/installed
• Physician's office orders supplies from host lab	1%	installed	installed
• Specimen pickup or courier requests to host lab	100%	installed	installed
• Financial			
- Billing, collections, accounts receivable	not available	installed	installed
- Electronic claims transfer/Interfaces to billing systems	installed (via LIS)/installed (via LIS)	installed/installed	installed/installed
• Electronic medical record interface	installed (via LIS)	installed	not available
• Interfaces to physician's office lab instruments	not available	available but not installed	installed
• Entry of physician's office lab results with edit checks	not available	available but not installed	installed
System cost: one-time or initial charges/Monthly subscription fees	—	\$10,000–\$50,000 (scalable)/\$9 minimum	—
• Basis for increasing fees as physician offices or referring sites are added	based on No. of practices/groups, or based on No. of physicians of record	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 are added	—
System priced on a cost-per-transaction basis	no	no	—
Distinguishing product features (supplied by vendor)	<ul style="list-style-type: none"> part of a comprehensive, fully integrated suite of outreach products designed to increase hospital outreach business highly customizable to the unique workflow of the lab; connects hospitals to community-based physicians that refer patients to outreach services can be used in ancillary clinical areas, such as cardiology, radiology, therapy, others 	<ul style="list-style-type: none"> integration to Telcor revenue cycle management improves overall efficiency and profitability integrates with patient service center functionality Internet used for data transport with Quick-Req at office for fast, efficient entry 	<ul style="list-style-type: none"> advanced order-entry capability from physician offices, including anatomic diagrams and bar-coded technology can track specimens from point of collection to the laboratory and within the laboratory using 1D and 2D barcoding alternative requisition functionality allows the case type and insurance to direct the lab, level of service, and billing request—controlled by practice administrator
*PO=physician's office			
**no other modules installed by vendor in institution			
***POPMS=physician office practice management system			
Note: a dash in lieu of an answer means company did not answer question or question is not applicable			
	†formerly Anglia Integrated Clinical Desktop		