#### Physician office-lab links

# Latest and greatest or a flash of the past?

Raymond Aller, MD Kimberly Carey

Any vendors and laboratory professionals view pure thin-client, Internet-browserbased offerings for communicating orders from physician offices to the lab and reporting results to physicians as the latest and greatest in computer technology.

Others, however, believe that from an architectural perspective thin-client browser-based systems are nothing more than souped up versions of the mainframe designs of yesterday, where all business and presentation logic resides in a central host system. In some respects, both sides are correct.

Browser-based approaches have several advantages—they are easy to set up and maintain, they resolve the "who-pays-for-this-computer" dilemma, and they are perceived as using the most up-to-date technology. Only a standard Web browser is required—no other software must be loaded onto the physician office computer. If physician office staff are using the computer for a variety of Web-browsing activities, it is less likely that the lab will be expected to fund the purchase, installation, and monthly connectivity fees for the computer.

Some physician practices, however, are reluctant to embrace Internet connectivity. While this does not eliminate browser-based approaches, it does require that a connection be created each time physician office staff access or enter data on the computer.

At the recent Gartner Healthcare Business and IT Summit in Boston, it was pointed out that browser-based interfaces commonly require more mouse clicks or keystrokes and may provide slower response times than corresponding client-server applications, where some of the display or business logic resides on the PC in the physician's office.

**he "thick" client approach, while less fashion**able, is still a viable approach for linking the physician's office to the laboratory. Thick client refers to a software package that is loaded and maintained on the PC in the physician's office. This may be a modified browser or an extensive set of custom software. (Thin client, on the other hand, applies to setups where the only software required on the physician's workstation is a standard, unmodified Web browser.)

Fortunately, modern architectures can remotely maintain thick-client software—dictionary or software module updates can be loaded into the system from the central host without requiring laboratory staff to visit the office to load the update.

A major advantage of the thick-client approach is that connectivity between the thick client and the host system does not need to be continuous. In some designs, such as the Brio2000 Link from Brunston Integrated Systems (formerly Cephren Data Systems), it is possible to create requisitions that will automatically load into the host system and receive results into the physician's office system without using a traditional interface. Requisitions include a PDF-417 bar-code symbol that incorporates all ordering information in a format that will directly feed a specimen log-in session at the host laboratory. Reports intended for a remote printer are imported into Brio2000 and results are parsed into distinct fields for test result, reference range, interpretive comments, and other purposes.

#### he Internet and broadband-based connectivity

Influence the economy in general, as was emphasized at a recent technology exposition hosted by the U.S. Department of Commerce. Over the next 10 years, broadband is expected to add half a trillion dollars to the economy.

Fifteen vendors spoke at the exposition about the breadth of broadband applications. Three of these vendors were from the health care marketplace a mobile mammography project, a project from Children's National Medical Center, and 4Medica, which is one of the vendors included in the following survey of physician office-laboratory links software. 4Medica has also assumed a leadership role in the Electronic Health Initiative—a CDC partnership developed to help implement electronic reporting of laboratory results to public health departments.

Highlighting the progress in this marketplace, two major reference laboratories in British Columbia have created PathNet, a province-wide network for electronic reporting of results. (This is not related to the LIS product of the same name in the United States.) The laboratories began connecting physician offices in September and have linked to more than 40 percent of physicians in the province. Offices connect not only through the Internet, but also through a toll-free dial-up phone number—network connectivity is established over the phone line.

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#### Latest and greatest?

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Some vendors, such as Atlas Development Corp., have created an architecture that supports thin clients or two varieties of thick clients within the same software framework. Atlas' LabWorks can run over the Internet using a browser-based frontend, or software can be loaded onto the physician's PC and the orders/results database can remain central, or the database can be stored on the physician's office PC.

Those vendors who assemble a comprehensive database of laboratory results, particularly one originating from more than one laboratory source, must map to a standard code the polyglot of internal codes used by various laboratories. The most widely implemented standard code is LOINC (Logical Observation Identifier Names and Codes), which is available at no charge at www.regenstrief.org/loinc. LOINC is used by several POLL vendors, including Atlas, Axolotl, Cerner, Cybear, Labtest Systems, MedPlus, Misys, Netsteps, and Orchard Software.

An increasing number of features and capabilities are being introduced to address the result-handling process—conveying test results to patients. Users of the Brunston/Cephren PLRAS (patient laboratory report access system) product have automatically telephoned results to patients for several years.

Other vendors, including TeleResults (which elected not to participate in this year's survey), have systems to telephonically remind patients of appointments, inform them of test results, and conduct surveys, among other tasks. In many installations of these systems, however, the physician's office staff must type the results to be entered into some voice-reporting systems. Many other POLL vendors are evaluating mechanisms for transferring testing results to patients.

Featured on pages 26–37 are 19 POLL software packages from 17 vendors. New to the survey this year are 4Medica, MedPlus, Misys Healthcare Systems (formerly Sunquest Information Systems), Orchard Software, PathLogix, and SIA. Please be aware that the systems from Misys, Orchard, and PathLogix thus far serve only as front-ends to their own LISs. Vendors that are working in this arena but are not yet ready to list their systems in the survey include CareEvolve.com and Multidata Computer Systems. Some vendors who participated in past POLL surveys declined to participate this year, including HauserTech, LabDat, and Pointshare.

Several of the featured vendors are now operating under new names, reflecting a change in ownership, but continue to offer the latest generations of long-established lines of software. For example, Brunston's Brio2000 represents years of refinement of its predecessor, Cephren's PLRAS, which was originally offered by Kahfre. And Dr. Chart is now being marketed by Cybear, which acquired Advanced Health Technologies. (Dr. Chart was originally developed and marketed by Bukstel and Halfpenny and subsequently marketed by AHT Corp.) And Healtheon/WebMD is now listed as WebMD Envoy. In evaluating the vendors on the following pages, remember that the most important decision is to choose a company as a long-term business partner. A product's mix of features and functions is far less important than a company's ability and inclination to support a lab's strategic business objectives. Talk to users of the software and inquire about the vendor's software-support practices.  $\Box$ 

### Physician office-laboratory links software

Part 1 of 10	Atlas Medical Software (a division of Atlas Development Corp.) Robert S. Gregory 6351 Owensmouth Ave., Ste. 101 Woodland Hills. CA 91367
Accompanying article begins on page 24	818-340-7080 www.atlasmedical.com
Name of POLL software/system	Atlas LabWorks
First/most recent installation of software/system	1996/March 2002
No. of host lab contracts signed by 2/1/02 but not yet operational	7
No. of contracts signed between 2/1/01 and 2/1/02 No. of contracts that went live between 2/1/01 and 2/1/02	9 5
No. of host or central labs using software clinically No. of host labs that electronically transfer orders from PO* to LIS	22 20
No. of satellite locations installed	1,500+
Staff to develop-install & support-other $\!\!\!^{\star\star}$ in entire firm/in POLL software division	16-8-13/11-7-9
Average time to install, build files, train office staff in a typical PO Major commercial labs that use POLL package	2–4 hours Dynacare, Spectra
	Cumunat Autom Dubican 004 Damas LabOam Daview athers
LIS, HIS, and other interfaces Software modifications or modules required on best LIS to interface?	Sunquest, Antrim, Rubicon, CCA, Cerner, LabGem, Cortex, others
POPMS*** used to transfer patient demographics/billing info, to POLL system	MedicaLogic. Medical Manager. Lytec. Medic. Pace. others
How demographics/billing information is transferred from POPMS at PO or clinic	one-time batch download/file transfer, more frequent automat-
to POLL system	ic update of all demographics that have changed, other
External software tools/vendors used to transfer data from POPMS to POLL system	Persys Technologies
now results are returned to PO	individually segmented neids, block of text (optional)
System architecture or functionality	thick client, PC, whether or not connected to lab host, thin pro- prietary client standard Web browsers
Patient order and result database maintained on local PC?	yes (thick clients), no (thin clients)
<ul> <li>Functions not available if network link is down</li> </ul>	for results: specimen tracking and messages; new information
	delayed until link is re-established
Online connections between PO and central or host system	no online connection, dial-up modem to private phone No.,
	(dial-up sufficient)
Complete ASP solution for POLL software?	Ves
Method of charging for ASP service	subscription or transaction-based
Features (listed as percentage of live installs or whether or not it's available)	
Order entry     Medicare compliance checking using carrier-specific rules	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%
- Local medical review policies can be viewed	100%
<ul> <li>Automatic routing of an order to different labs according to payer rules</li> </ul>	1%
- Printing of radus fequisitions - Printing of requisitions for other lab providers	100%
- Duplicate order checking	100%
- Physician office-specific panels	20%
Electronic order entry from PO to host	
- Transfer of patient demographics/insurance	100%
- Automatic routing of orders to hospital/commercial labs depending on paver rules	s available but not installed
Bar-code collection label printing	95%
Two-dimensional bar-code on printed requisition	available but not installed
<ul> <li>Software adapted for use in phlebotomy/collection stations</li> <li>Result receipt</li> </ul>	5%
- Stored as a block of text	available but not installed
- All items (result, reference range, units) stored as individual data elements	100%
- Automatic parsing of report pages to extract results	not available
Inquiry mode that allows PO to check status of specimens with nost     Reporting	5%
- In exact format received from host lab	available but not installed
- Cumulative	100%
- Integration of host and PO lab results	available but not installed
- Display of new results for patient and/or clinic	100%
- Unattended printing of reports	50%
- Display current report with historical data on same screen	100%
- Graph historical results with current results for trend analysis	100%
Physician can electronically sign reports to confirm review     Physician can compose and conduce electronic messages to retiente	available but not installed
<ul> <li>Invariant can compose and seril secure electronic messages to patients</li> <li>User-defined rule-based system and alerts in PO module</li> </ul>	2%
Electronic transfer of data to another PO	_
- E-mail	available in January 2003
- ENCRYPTED E-MAII	available in January 2003 installed
- Fax	available but not installed
PO orders supplies from host lab	5%
<ul> <li>Specimen pickup or courier requests to host lab</li> </ul>	3%

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• Financial	
- Billing/collections/accounts receivable	not available
- Electronic claims transfer	available in October 2002
- Interfaces to billing systems	available but not installed
Other functionality	
- Electronic medical record	not available
- Interfaces to PO lab instruments	not available
- Entry of PO lab results with edit checks	not available
System priced on a cost-per-transaction basis?	perpetual license, mo. subscription, and transactional models avail.
One-time/initial charges	_
Monthly/subscription fees	_
Basis for increasing fees as POs are added	_
Situations where fees increase with additional services	-
Distinguishing features (supplied by vendor)	<ul> <li>six years of successful installation, deployment, and cus- tomization to meet clients' needs</li> </ul>
*PO=physician's office	<ul> <li>flexible deployment options</li> </ul>
**other=sales, marketing, administration, other company functions ***POPMS=physician office practice management systems	command-and-control center centrally monitors system

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

Survey editor: Raymond Aller, MD



Physician	office-laboratory links	software
Part 2 of 10	Axoloti Corp. Nicole Roth nroth@axolotl.com	Brunston Integrated Systems Corp. Sales Manager
	800 El Camino Real West, Ste. 150	3835-R E. Thousand Oaks Blvd., #221
	Mountain View, CA 94040	Westlake Village, CA 91362
See accompanying article on page 24	000-290-3003 www.axuuut.com	003-494-1341 WWW.DIUISION.COM
Name of POLL software/system	Elysium	Brio2000 Link
First/most recent installation of software/system No. of host lab contracts signed by 2/1/02 but not yet operational	1998/2002 5	December 2001 1
No. of contracts signed between 2/1/01 and 2/1/02	10	3
No. of contracts that went live between 2/1/01 and 2/1/02	5	2
No. of host or central labs using software clinically No. of host labs that electronically transfer orders from PO* to LIS	41 5	2
No. of satellite locations installed	3,000+	25
Staff to develop-install & support-other** in entire firm/in POLL software divis	ion 12-20-77 (total in company)	
Major commercial labs that use POLL package	2 nours —	2.5 nours MDS Laboratories (U.S. division), Clinical Patholog of Texas
LIS. HIS. and other interfaces	SMS. McKesson, Antrim, Cerner, Sunquest, others	Meditech. Antrim
Software modifications or modules required on host LIS to interface?	no	no
POPMS*** used to transfer patient demographics/billing info. to POLL system	Medrium one-time batch download/file transfer, daily undate of demo-	Medical Manager, Medic
to POLL system	graphics	changed
External software tools/vendors used to transfer data from POPMS to POLL system		— · · · · · · · · · · · · · · · · · · ·
How results are returned to PO	individually segmented fields	block of text or individually segmented fields
System architecture or functionality	standard Web browsers	thick client, PC, whether or not connected to lab h
Patient order and result database maintained on local PC? • Functions not available if network link is down	no	yes none
Online connections between PO and central or host system	dial-up modem to private phone No., leased line, virtual private	leased line, public Internet connection (dial-up su
	network, public Internet connection (dial-up sufficient)	up modem to private phone No. (for results report
Complete ASP solution for POLL software? • Method of charging for ASP service	yes subscription	no —
Features (listed as percentage of live installs or whether or not it's available)	· · · · · · · · · · · · · · · · · · ·	
• Order entry		
Medicare compliance checking using carrier-specific rules     Advanced baseficiany active printed if medical processity criterie net met	100%	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	100%	not available
- Automatic routing of an order to different labs according to payer rules	not available	available third quarter 2002
- Printing of lab's requisitions	100%	100%
- Printing of requisitions for other lab providers - Duplicate order checking	not available	
- Physician office-specific panels	100%	100%
Electronic order entry from PO to host	100%	
- Transfer of patient demographics/insurance - Automatic handling of scheduled/standing orders	not available	100%
- Automatic routing of orders to hospital/commercial labs depending on payer	rules not available	not available
Bar-code collection label printing     Two dimensional has and an aviated requisition	available but not installed	100%
Software adapted for use in phlebotomy/collection stations	available but not installed	100%
Result receipt		
<ul> <li>Stored as a block of text</li> <li>All items (result reference range units) stored as individual data elements</li> </ul>	not available	100% 50%
- Automatic parsing of report pages to extract results	available but not installed	100%
<ul> <li>Inquiry mode that allows PO to check status of specimens with host</li> </ul>	not available	not available
• Reporting - In exact format received from host lab	not available	100%
- Cumulative	50%	_
- Integration of host and PO lab results	100%	 100%/
- Display of new results for patient and/or clinic - Remote access available to on-call physicians	100%	100% —
- Unattended printing of reports	_	100%
- Display current report with historical data on same screen	100%	—
<ul> <li>Physician can electronically sign reports to confirm review</li> </ul>	100%	— not available
• Physician can compose and send secure electronic messages to patients	available but not installed	not available
User-defined rule-based system and alerts in PO module     Electronic transfer of data to another PO	100%	not available
- E-mail	not available	_
- Encrypted e-mail	100%	_
- Web reference or pointer to Web site	not available	—
<ul> <li>Pax</li> <li>PO orders supplies from host lab</li> </ul>	available but not installed	 not available
<ul> <li>Specimen pickup or courier requests to host lab</li> </ul>	not available	available third quarter 2002
Financial     Rilling/collections/accounts receivable	available but not installed	not available
- Electronic claims transfer	available	not available
- Interfaces to billing systems	available but not installed	available but not installed
Other functionality     Electronic medical record	200/	not ovoilable
- Electronic medical record - Interfaces to PO lab instruments	ot available	not available
- Entry of PO lab results with edit checks	100%	not available
System priced on a cost-per-transaction basis?	no	no
one-ume/initial charges Monthly/subscription fees		
Basis for increasing fees as POs are added	based on No. of physicians of record	no increase—flat fee per host lab
Situations where fees increase with additional services	fees increase as more applications are used	no increase
Distinguishing features (supplied by vendor)	<ul> <li>integrates results delivery, lab ordering, and charts and trends with other clinical and financial applications</li> <li>Internet-based scalability for ease of use</li> </ul>	<ul> <li>single application for dial-up or Internet</li> <li>connectivity model based on real lab operations</li> <li>rich practice management-specific interface</li> </ul>

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### Physician office-laboratory links software

ay 2002		CAP TODAY / 29
Physician office	-laboratorv links softw	vare
/ 11	/	
Part 3 of 10	Cerner Corp. Tom Mever tmever@cerner.com	Cybear Inc. Mike Reardon mreardon@cybear.com
	2800 Rockcreek Parkway	5000 T-Rex Ave., Ste. 200
	Kansas City, MO 64117	Boca Raton, FL 33431
e accompanying article on page 24	816-201-0054 www.cerner.com	561-999-3500 www.cybear.com
me of POLL software/system	ePathLink	Dr. Chart
st/most recent installation of software/system	1997/2002	1987/2000
), of host lab contracts signed by 2/1/02 but not yet operational	17	0
. of contracts signed between 2/1/01 and 2/1/02	13	1
of contracts that went live between 2/1/01 and 2/1/02	4	1
of host or central labs using software clinically of host labs that electronically transfer orders from PO* to LIS	14	23
of satellite locations installed	75	105
ff to develop-install & support-other** in entire firm/in POLL software division	700-2,380-1,090/9-18-0	18-18-28/5-8-4
erage time to install, build files, train office staff in a typical PO	-	1 hour
ijor commercial labs that use POLL package	Continuum Health Partners, University of Tennessee Medical Center/Dynacare, North Shore Long Island Jewish	Dianon, Mayo Medical Labs
. HIS, and other interfaces	Gerner's PathNet LIS (integrated), Meditech, SCC, SMS	Sunquest, Gerner, Meditech, SCC, Citation, Antrim, McKesson,
		SMS, Wismer Martin, Ulticare, Medical Manager, others
oftware modifications or modules required on host LIS to interface?	no	no
PMS*** used to transfer patient demographics/billing info. to POLL system	Logician, IDX, Medscape, other major vendors	Medic, Medical Manager, Wismer Martin, HDS
w demographics/billing information is transferred from PUPMS at PU or clinic	one-time batch download/file transfer, daily update of demo- graphics more frequent automatic update of all demographics	one-time batch download/file transfer, daily update of demo-
JI OLL SYSTEM	that have changed	that have changed, other
ternal software tools/vendors used to transfer data from POPMS to POLL system	Hilgraeve Hypersend	proprietary interface engine, Persys Technologies
w results are returned to PO	block of text or individually segmented fields	individually segmented fields
tem architecture or functionality	thin proprietary client, standard Web browsers	thick client, PC, whether or not connected to lab host
lent order and result database maintained on local PC?	no	yes now orders, now results
line connections between PO and central or host system	— dial-up modem to private phone No., leased line, virtual private	no online connection, dial-up modem to private phone No
	network, public Internet connection (dial-up sufficient), dedicat- ed ISDN	leased line, virtual private network
omplete ASP solution for POLL software? Method of charging for ASP service	yes subscription or transaction-based	no 
eatures (listed as percentage of live installs or whether or not it's available)		
Order entry Medicare compliance checking using corrier enceific rules	1002/	1009/
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	available but not installed	100%
Printing of lab's requisitions	100%	100%
Printing of requisitions for other lab providers	available but not installed	100%
Duplicate order checking Physician office-specific papels	100%	100%
lectronic order entry from PO to host		100%
Transfer of patient demographics/insurance	100%	80%
Automatic handling of scheduled/standing orders	not available	30%
Automatic routing of orders to hospital/commercial labs depending on payer rules	available but not installed	100%
oar-coue conection laber printing Two-dimensional bar-code on printed requisition	not available	2070 not available
oftware adapted for use in phlebotomy/collection stations	100%	50%
esult 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 or report pages to extract results Inquiry mode that allows PO to check status of snecimens with host	100%	10%
		100%
eporting	100%/	
eporting In exact format received from host lab Cumulative	100% 100%	100%
eporting In exact format received from host lab Cumulative Integration of host and PO lab results	100% 100% not available	100% 2%
eporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic	100% 100% not available not available	100% 2% 100%
eporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians	100% 100% not available not available 100%	100% 100% 2% 100%
Reporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with bictorical data on same screen	100% 100% not available not available 100% 100% (via fax or remote printing) 100%	100% 100% 2% 100% 
teporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available	100% 2% 100%  100% 100%
teporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available *	100% 2% 100% 
teporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * *	100% 2% 100% — 100% 100% 100% not available not available
teporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis hysician can electronically sign reports to confirm review hysician can compose and send secure electronic messages to patients ser-defined rule-based system and alerts in PO module	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * * 50%	100% 2% 100% — 100% 100% 100% not available not available 40%
eporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis hysician can electronically sign reports to confirm review hysician can compose and send secure electronic messages to patients ser-defined rule-based system and alerts in PO module lectronic transfer of data to another PO	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * * 50% 	100% 100% 2% 100% 
eporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis hysician can electronically sign reports to confirm review hysician can electronically sign reports to confirm review hysician can compose and send secure electronic messages to patients ser-defined rule-based system and alerts in PO module lectronic transfer of data to another PO E-mail	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * * 50% 	100% 2% 100% — — 100% 100% not available not available 40% 80% not available not available
Reporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients elser-defined rule-based system and alerts in PO module Electronic transfer of data to another PO E-mail Encrypted e-mail Web reference or pointer to Web site	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * * 50% 	100% 100% 2% 100% 
eporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis hysician can electronically sign reports to confirm review hysician can compose and send secure electronic messages to patients ser-defined rule-based system and alerts in PO module ectronic transfer of data to another PO E-mail Encrypted e-mail Web reference or pointer to Web site Fax	100% 100% not available not available 100% 100% (via fax or remote printing) 100% not available * * 50%  40%	100% 2% 100% 
Reporting In exact format received from host lab Cumulative Integration of host and PO lab results Display of new results for patient and/or clinic Remote access available to on-call physicians Unattended printing of reports Display current report with historical data on same screen Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients Jser-defined rule-based system and alerts in PO module Electronic transfer of data to another PO E-mail Encrypted e-mail Web reference or pointer to Web site Fax PO orders supplies from host lab	100% 100% not available 100% 100% (via fax or remote printing) 100% not available * * 50%  40% 100%	100% 2% 100% 

ι.	• Financial		
L	- Billing/collections/accounts receivable	<u></u> *	not available
L	- Electronic claims transfer	<u></u> *	5%
L	- Interfaces to billing systems	<u></u> *	80%
L	Other functionality		
L	- Electronic medical record	100% (lab)	100%
L	- Interfaces to PO lab instruments	not available	not available
L	- Entry of PO lab results with edit checks	not available	not available
F	Suctom priced on a cost-per-transaction basis?	70	10
	One-time/initial charges		variable
	Manthlu/authavintian face	-	variable
		—	
	Basis for increasing fees as PUs are added	no increase—flat fee per host lab	variable
L	Situations where fees increase with additional services	if order entry is added to result transmission (or vice versa)	variable
Γ	Distinguishing features (supplied by vendor)	totally integrated solution	• 14 years of experience in the lab outreach software business
L		secure and authorized access	<ul> <li>fast, easy orders function that is being used by many labs</li> </ul>
	*P0=physician's office	<ul> <li>integrated compliance features with LMRP content</li> </ul>	existing interfaces to most LISs and PMSs
	**other=sales, marketing, administration, other company functions	* available through nurchase of other Cerner software license	
	***POPMS=physician office practice management systems	avanable anough paronase of outer better software needse	

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LN OF		
Physician	office-laboratory links	software
		soltware
Part 4 of 10	Cybear Inc.	4Medica Inc.
	5000 T-Rex Ave., Ste. 200	100 Corporate Pointe, Ste. 385
	Boca Raton, FL 33431	Culver City, CA 90230
See accompanying article on page 24	561-999-3500 www.cybear.com	<b>310-348-4100</b> www.4medica.com
Name of POLL software/system	Dr. Chart Web	4Medica Retriever/4Medica Diagnostics*
First/most recent installation of software/system	1998/March 2002	1999/March 2002 5
No. of contracts signed between 2/1/01 and 2/1/02	_	32
No. of contracts that went live between 2/1/01 and 2/1/02	_	27
No. of host or central labs using software clinically	—	80
No. of satellite locations installed		43 2.700
Staff to develop-install & support-other** in entire firm/in POLL software division	18-18-28/5-8-4	16-17-12/12-13-8
Average time to install, build files, train office staff in a typical PO	8 hours	1 hour
Major commercial labs that use POLL package	Dianon, Mayo Medical Labs	LabCorp, Unilab, Health Lech, Dianon/Urocor, Adve
LIS, HIS, and other interfaces Software modifications or modules required on host LIS to interface?	Sunquest, Antrim, SCC, Meditech, Cerner, McKesson, others prefer HL-7 standard	Sunquest, Cerner, CoPath, Meditech, Antrim, Corte ves (HL-7 import/export)
POPMS*** used to transfer patient demographics/billing info. to POLL system	Medic, Medical Manager, Wismer Martin, HDS, Millbrook	Medical Manager, IDX, Lytec
How demographics/billing information is transferred from POPMS at PO or clinic	one-time batch download/file transfer, daily update of demo-	one-time batch download/file transfer, daily update
to POLL system	graphics, more frequent automatic update of all demographics	graphics, more frequent automatic update of all de
External software tools/vendors used to transfer data from POPMS to POLL system	that have changed, other proprietary interface engine. Persys Technologies	4Medica proprietary
How results are returned to PO	PDF, indiv. segmented fields, block of text available (not standard)	block of text, PDF, individually segmented fields
System architecture or functionality	thick client, PC, whether or not connected to lab host, thin pro-	standard Web browsers
Patient order and result database maintained on local PC2	prietary client, standard Web browsers	no
Functions not available if network link is down		—
Online connections between PO and central or host system	dial-up modem to private phone No., leased line, virtual private network, public Internet connection	public Internet connection (dial-up sufficient)
Complete ASP solution for POLL software? <ul> <li>Method of charging for ASP service</li> </ul>	yes subscription	yes subscription or transaction-based, other (per doct
Features (listed as percentage of live installs or whether or not it's available)		
• Order entry	4000/	222/
<ul> <li>Medicare compliance checking using carrier-specific rules</li> <li>Advanced beneficiary notice printed if medical necessity criteria not met</li> </ul>	100%	90% 100%
- Local medical review policies can be viewed	100%	90%
- Automatic routing of an order to different labs according to payer rules	80%	available but not installed
- Printing of lab's requisitions	80%	100%
- Printing of requisitions for other lab providers	10% available in Sentember 2002	available but not installed
- Duplicate order checking - Physician office-specific nanels	available in September 2002 available but not installed	
Electronic order entry from PO to host	50%	90%
- Transfer of patient demographics/insurance	50%	90%
- Automatic handling of scheduled/standing orders	available in September 2002	90%
Bar-code collection label printing	20%	40%
• Two-dimensional bar-code on printed requisition	not available	40%
Software adapted for use in phlebotomy/collection stations	50%	available but not installed
Kesult receipt     Stored as a block of text	80%	10%
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	100%	80%
- Inquiry mode that allows PO to check status of specimens with host	not available	available but not installed
Reporting     In exact format received from best lab	100%	100%
- In exact format received from host lab - Cumulative	100%	100%
- Integration of host and PO lab results	not available	available but not installed
- Display of new results for patient and/or clinic	100%	100%
Remote access available to on-call physicians	100%	100%
- onallenueu printing of reports - Display current renort with historical data on same screen	avanable ni september 2002 100%	100%
- Graph historical results with current results for trend analysis	100%	100%
Physician can electronically sign reports to confirm review	available in September 2002	100%
Physician can compose and send secure electronic messages to patients	—	100%
User-defined rule-based system and alerts in PO module     Electronic transfer of data to another PO	not available	available but not installed
- בוכנוטוות ממוזור טו עמנמ נט מווטנוופו דט - E-mail	available but not installed	not available
- Encrypted e-mail	not available	100%
- Web reference or pointer to Web site	not available	available but not installed
- Fax	not available	available but not installed
<ul> <li>ro orders supplies from nost lab</li> <li>Specimen pickup or courier requests to host lab</li> </ul>	available but not installed available but not installed	not available not available
• Financial		
- Billing/collections/accounts receivable	not available	available but not installed
- Electronic claims transfer	not available	available but not installed
<ul> <li>merraces to unling systems</li> <li>Other functionality</li> </ul>	10%	2070
- Electronic medical record	100%	20%
- Interfaces to PO lab instruments	not available	not available available but not installed
	ויטר מאמוומאוב	
System priced on a cost-per-transaction basis? One-time/initial charges	no variable	yes (\$0.25) \$10k–\$20k
Monthly/subscription fees	variable	\$1k-\$5k/mo.
Basis for increasing fees as POs are added	variable	no increase or based on No. of practices/groups o
Situations where fees increase with additional services	variable	cians of record if order entry is added to result transmission (or vic special billing functions, such as eligibility verificati
Distinguishing footures (sumplied by used as)	a 14 years of synadianas in the lab subursts of	
usunguisining reatures (supplied by vendor)	<ul> <li>14 years of experience in the lab outreach software business</li> <li>fast, easy orders function that is being used by many labs</li> </ul>	<ul> <li>requires intue or no training to access basic feat</li> <li>variety of printing options</li> </ul>
*P0=physician's office	• existing interfaces to most LISs and PMSs	*4Medica Diagnostics is composed of 4Medica Retriever
**other=sales, marketing, administration, other company functions		select modules for the PO

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### Physician office-laboratory links software

ay 2002		CAP TODAY / 31
Physician offic	e-laboratory links soft	ware
	LabPortal Inc.	Labtest Systems
Part 5 of 10	Mark Johnston 14151 Newbrook Drive, Ste. 200	William Seay wseay@labtest.com
	Chantilly. VA 20151	140 Greenwood Ave. Midland Park, NJ 07432
See accompanying article on page 24	703-480-0400 www.labportal.com	201-447-9991 www.labtest.com
ama of POLL coffuero/oustam	I abPortal*	Consistan
rst/most recent installation of software/system	2001/December 2001	2000/March 2002
o. of host lab contracts signed by 2/1/02 but not yet operational	0	0
o. of contracts that went live between 2/1/01 and 2/1/02	1	5
o. of host or central labs using software clinically	6	8
o. of host labs that electronically transfer orders from PO* to LIS	6	4
<ol> <li>of satellite locations installed</li> <li>aff to develon-install &amp; support-other** in entire firm/in POLL software division</li> </ol>	2,000 7-7-2.5/—	2-2-1/
verage time to install, build files, train office staff in a typical PO	1 hour	1 hour
ajor commercial labs that use POLL package	AML East, AML West, Focus Technologies, PAML	Centrex, Clinical Diagnostic Svcs., PathLab, Diagnostic Laboratory Svcs.
S. HIS, and other interfaces	Sunquest, proprietary systems, Antrim	Antrim, SCC, Sunguest, Cerner, CoPath
oftware modifications or modules required on host LIS to interface?	no	no
OPMS*** used to transfer patient demographics/billing info. to POLL system	PMS data extraction provided for all major systems by MediGate	Medical Manager*
ow centographics/billing information is transferred from POPMS at PO or clinic to POLL system	une-ume batch download/file transfer, daily update of demograph- ics, more frequent automatic undate of all demographics that have	one-ume batch download/file transfer, daily update of demograph-
	changed	changed, other
sternal software tools/vendors used to transfer data from POPMS to POLL system	Cloverleaf Interface Engine	in-house
ow results are returned to PO	individually segmented fields	PDF, individually segmented fields
stem architecture or functionality	standard Web browsers	standard Web browsers
itient order and result database maintained on local PC?	no	no
Functions not available if network link is down	-	
nune connections between PO and central or host system	leased line (to host system), public Internet connection to end users (dial-up sufficient)	alal-up modem to private phone No., leased line, virtual private network, public Internet connection (dial-up sufficient)
amplete ASP solution for POLL software?	Ves	Ves
Method of charging for ASP service	subscription	subscription
eatures (listed as percentage of live installs or whether or not it's available)		
Order entry		
<ul> <li>Medicare compliance checking using carrier-specific rules</li> <li>Advanced heneficiary notice printed if medical necessity criteria not met</li> </ul>	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 - Duplicate order checking	100%	100%
- Physician office-specific panels	100%	100%
Electronic order entry from PO to host	100%	-
- Transfer of patient demographics/insurance	100%	100%
<ul> <li>Automatic nanoling of scheduled/standing orders</li> <li>Automatic routing of orders to hospital/commercial labs depending on paver rules</li> </ul>	100%	100%
Bar-code collection label printing	100%	100%
Two-dimensional bar-code on printed requisition	not available	100%
Software adapted for use in phlebotomy/collection stations	100%	available but not installed
- 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	100%
<ul> <li>Inquiry mode that allows PU to check status of specimens with host Reporting</li> </ul>	100%	100%
- In exact format received from host lab	100%	100%
- Cumulative	100%	100%
- Integration of host and PO lab results	not available	available in September 2002
- טוּשָׁוּמַי טו וופּש רפּגעונג זטר patient and/or clinic - Remote access available to on-call nhvsicians	100%	100%
- Unattended printing of reports	available in June 2002	100%
- Display current report with historical data on same screen	100%	available but not installed
- Graph historical results with current results for trend analysis	100% not available	100% available but not installed
r nysician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to natients	not available	available but not installed
Jser-defined rule-based system and alerts in PO module	not available	100%
Electronic transfer of data to another PO	100%	-
- E-mail - Encrunted e-mail	not available	available but not installed
- Encrypted e-main - Web reference or pointer to Web site	not available	available but not illstalleu 100%
- Fax	not available	available but not installed
PO orders supplies from host lab	not available	100%
Specimen pickup or courier requests to host lab Financial	not available	available but not installed
Billing/collections/accounts receivable	not available	not available
- Electronic claims transfer	not available	not available
Ther functionality	100 /0	570
- Electronic medical record	not available	not available
- Interfaces to PO lab instruments - Entry of PO lab results with edit checks	not available not available	available in February 2003 10%
istem priced on a cost-per-transaction basis? ne-time/initial charges	no	no \$5k-\$75k
onthly/subscription fees	_	\$2.5k-\$15k
asis for increasing fees as POs are added	based on No. of practices/groups	based on No. of physicians of record
luations where tees increase with additional services	it order entry is added to result transmission (or vice versa)	IT order entry is added to result transmission (or vice versa) or if special billing functions, such as eligibility verification, are added
	a labDandal avanuales hand laber the status of the status	
sunguisning teatures (supplied by vendor)	• Labrortal provides nost labs the ability to independently manage their data, their business rules, and the presentation of their	proven nistory or successful implementations     exclusively lab focused
	LabPortal to their end users	straightforward business and revenue model
=physician's office ther=sales, marketing, administration, other company functions		
POPMS=physician office practice management systems	* branded to host laboratory name	* 60 other interfaces ready for operation

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Dhusisian	fice laboratory links	
N <sup>o</sup> Physician (	office-laboratory links	software
	Lahtest Systems	MedPlus
Part 6 of 10	William Seay wseay@labtest.com	Ellen Hogan
	140 Greenwood Ave.	8805 Governor's Hill Drive
Saa aaaamaanuing article on nogo 24	<b>201-447-9991</b> www.labtest.com	513-583-0500 www.medplus.com
Name of POLL software/system	l ah Valot	oMayy
First/most recent installation of software/system No. of host lab contracts signed by 2/1/02 but not vet operational	2002/January 2002 0	April 2002* 2
No. of contracts signed between 2/1/01 and 2/1/02	1	25
No. of contracts that went live between 2/1/01 and 2/1/02	1	25
No. of host or central labs using software clinically	1	30
No. of host labs that electronically transfer orders from PO* to LIS	1	30
Staff to develop-install & support-other** in entire firm/in POLL software division	2 2-2-1/—	3,000 73-78-40/15-24-4
Average time to install, build files, train office staff in a typical PO	2 hours	3–4 hours
Major commercial labs that use POLL package	Clinical Diagnostic Services	Quest Diagnostics
LIS, HIS, and other interfaces	Antrim	Sunquest, TopLab, Quest, Cerner, McKesson, IDX,
Software modifications or modules required on host LIS to interface?	no	yes (HL-7 order and result interface)
POPMS*** used to transfer patient demographics/billing info. to POLL system	Medical Manager	<u> </u>
How demographics/billing information is transferred from POPMS at PO or clinic	one-time batch download/file transfer, daily update of demo-	one-time batch download/file transfer, daily upda
to Poll System	that have changed, other	graphics
External software tools/vendors used to transfer data from POPMS to POLL system	in-house	See Beyond e-gate
		block of text, i bi , individually segmented news
System architecture or functionality Patient order and result database maintained on local PC?	thick client, PC, whether or not connected to lab host yes	standard Web browsers no
Functions not available if network link is down     Online compactions between PO and control or best system	real-time results	
Unline connections between PO and central or nost system	network, public Internet connection (dial-up sufficient)	public internet connection (dial-up sufficient)
Complete ASP solution for POLL software?	Ves	ves
Method of charging for ASP service	subscription	subscription
Features (listed as percentage of live installs or whether or not it's available)		
Order entry	1000/	100%
- Medicare compliance checking using carrier-specific rules     - Advanced beneficiary notice printed if medical necessity criteria not met	100%	100%
- Local medical review policies can be viewed	100%	100%
<ul> <li>Automatic routing of an order to different labs according to payer rules</li> </ul>	100%	10%
- Printing of lab's requisitions - Printing of requisitions for other lab providers	100%	100%
- Duplicate order checking	100%	100%
- Physician office-specific panels	100%	100%
Electronic order entry from PO to host     Transfer of patient demographics/insurance	 100%	100%
- Automatic handling of scheduled/standing orders	available but not installed	100%
- Automatic routing of orders to hospital/commercial labs depending on payer rules	100%	5%
Bar-code collection label printing     Two-dimensional bar-code on printed requisition	100%	100%
Software adapted for use in phlebotomy/collection stations	available but not installed	100%
Result receipt		1000/
<ul> <li>Stored as a block of text</li> <li>All items (result, reference range, units) stored as individual data elements</li> </ul>	not available 100%	100%
- Automatic parsing of report pages to extract results	100%	10%
- Inquiry mode that allows PO to check status of specimens with host	100%	100%
Keporting     In exact format received from host lab	100%	100%
- Cumulative	100%	100%
- Integration of host and PO lab results	available but not installed	100%
- Display of new results for patient and/or clinic	100%	100%
- Unattended printing of reports	100%	available in June 2002
- Display current report with historical data on same screen	available but not installed	100%
Graph historical results with current results for trend analysis     Bhysician 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 in 2003
User-defined rule-based system and alerts in PO module	100%	available in 2003
• Electronic transfer of data to another PO		not available
- E-Mall - Encrynted e-mail	available but not installed available but not installed	not available 100%
- Web reference or pointer to Web site	100%	not available
- Fax	available but not installed	not available
<ul> <li>PO orders supplies from host lab</li> <li>Specimen pickup or courier requests to host lab</li> </ul>	100% available but not installed	not available available in 2003
• Financial		
- Billing/collections/accounts receivable	not available	100% available in 2002
- Electronic claims transler - Interfaces to billing systems	50%	available in 2002 available but not installed
• Other functionality		
- Electronic medical record	not available	100%
- Interfaces to PO lab instruments - Entry of PO lab results with edit checks	available in February 2003 available but not installed	available in 2003 not available
System priced on a cost-per-transaction basis?	no	по
One-time/initial charges	\$2.5k-\$3.5k	\$10k-\$40k
Monthly/subscription fees Basis for increasing fees as POs are added	\$.05k based on No. of practices/groups	\$.03k-\$.1k hased on No. of physicians of record
Situations where fees increase with additional services	if order entry is added to result transmission (or vice versa) or if	if special billing functions, such as eligibility verif
	special billing functions, such as eligibility verification, are added	added
Distinguishing features (supplied by vendor)	Labtest is exclusively lab focused	provides complete natient-centric view
oronnyuronniy icaturco (ouppricu ny veridur)	Lab Valet runs in a browser and integrates seamlessly with	<ul> <li>provides complete patient-centric view</li> <li>provides ability to upload additional clinical doc</li> </ul>
*PO=physician's office	Concierge	• portal is completely configurable/customizable
** other-cales marketing administration other company typetions		

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Physician office	-laboratory links softw	vare
	Misys Healthcare Systems (formerly Sunquest Information Systems)	Netsteps Inc.
Part 7 of 10	Ken A. Kark ken.kark@misyshealthcare.com 4801 E. Broadway Blvd.	Alan Gornik alan.gornik@netsteps.net 500 Park Blvd.
See accompanying article on page 24	520-570-2000 www.misyshealthcare.com	630-250-3045, ext. 115 www.netsteps.net
ame of POLL software/system	Misys Encompass	Laboratory Connectivity Suite (LCS)
rst/most recent installation of software/system	2001/March 2002	1999/March 2002
o. of host lab contracts signed by 2/1/02 but not yet operational o. of contracts signed between 2/1/01 and 2/1/02	1 3	<del>-</del> 7
o. of contracts that went live between 2/1/01 and 2/1/02	2	4
o. of host or central labs using software clinically	2	19
o. of host labs that electronically transfer orders from PO* to LIS o. of satellite locations installed	0 59	1 30+
aff to develop-install & support-other** in entire firm/in POLL software division	—/20-2-3	<25 total/—
/erage time to install, build files, train office staff in a typical PO ajor commercial labs that use POLL package	<1 hour Aurora Healthcare, Clinical Laboratories of Hawaii	1 hour —
IS, HIS, and other interfaces	Misys Laboratory, Misys Commercial Laboratory	SMS, Sunquest, McKesson, ALG, Antrim, TDS. Quadramed. IDX.
oftware modifications or modules required on host LIS to interface?	no	others
DPMS*** used to transfer patient demographics/billing info. to POLL system		<u> </u>
ow demographics/billing information is transferred from POPMS at PO or clinic	-	POLL provides patient ID to POPMS and POPMS replies in real-
10 PULL System Armal software tools/vendors used to transfer data from DODMC to DOLL sustam	See Bevond e-gate	time, supplying current demographics to POLL
ow results are returned to PO	individually segmented fields	PDF, individually segmented fields
stem architecture or functionality	standard Web browsers	standard Web browsers
atient order and result database maintained on local PC?	no	no
Functions not available if network link is down		
		network, public Internet connection (dial-up sufficient)
omplete ASP solution for POLL software?	no	yes
Method of charging for ASP service	-	subscription
eatures (listed as percentage of live installs or whether or not it's available) Order entry		
- Medicare compliance checking using carrier-specific rules	available third quarter 2002	5%
- Advanced beneficiary notice printed if medical necessity criteria not met	available third quarter 2002	5%
<ul> <li>Local medical review policies can be viewed</li> <li>Automatic routing of an order to different labs according to paver rules</li> </ul>	available second quarter 2003 available fourth quarter 2003	5% available but not installed
- Printing of lab's requisitions	available third quarter 2002	5%
- Printing of requisitions for other lab providers	not available	available but not installed
- Duplicate order checking - Physician office-specific namels	available fourth quarter 2002	5% 5%
Electronic order entry from PO to host		5%
- Transfer of patient demographics/insurance	available second quarter 2003	available but not installed
<ul> <li>Automatic handling of scheduled/standing orders</li> <li>Automatic routing of arders to begital/commercial labs depending on payor rules</li> </ul>	available third quarter 2002	available but not installed
Bar-code collection label printing	available second quarter 2003	5%
Two-dimensional bar-code on printed requisition	not available	5%
Software adapted for use in phlebotomy/collection stations	available third quarter 2003	5%
- Stored as a block of text	available second quarter 2003	100%
- All items (result, reference range, units) stored as individual data elements	100%	100%
- Automatic parsing of report pages to extract results	not available	100%
<ul> <li>Inquiry mode that allows PO to check status of specimens with host</li> </ul>	available second quarter 2002	100%
Keporuna	available third quarter 2003	100%
керогипд - In exact format received from host lab		
Reporting - In exact format received from host lab - Cumulative	100%	100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results Diaplay of new results for patient and (or clinic	100% not available	100% 100% 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Bemote access available to on-call physicians	100% not available 100% 100%	100% 100% 100% 100%
- In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports	100% 100% 100% not available	100% 100% 100% 100% 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Display current report with historical data on same screen	100% not available 100% not available 100%	100% 100% 100% 100% 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis - Duvision can each advance in the sum cancer of the sum of the second - Graph historical results with current results for trend analysis	100% not available 100% not available 100% 100%	100% 100% 100% 100% 100% 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients	100% not available 100% not available 100% 100% installed not available	100% 100% 100% 100% 100% 100% available but not installed available but not installed
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients User-defined rule-based system and alerts in PO module	100% not available 100% 100% 100% 100% installed not available not available not available	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients User-defined rule-based system and alerts in PO module Electronic transfer of data to another PO	100% not available 100% 100% not available 100% 100% installed not available not available	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients User-defined rule-based system and alerts in PO module Electronic transfer of data to another PO - E-mail	100% not available 100% 100% 100% 100% installed not available not available not available not available  not available	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100% 100%
Reporung - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients Jser-defined rule-based system and alerts in PO module Electronic transfer of data to another PO - E-mail - Encrypted e-mail - Web reference or pointer to Web site	100% not available 100% 100% 100% 100% installed not available 	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100% 100%
Reporting - In exact format received from host lab - Cumulative - Integration of host and PO lab results - Display of new results for patient and/or clinic - Remote access available to on-call physicians - Unattended printing of reports - Unattended printing of reports - Display current report with historical data on same screen - Graph historical results with current results for trend analysis Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to patients User-defined rule-based system and alerts in PO module Electronic transfer of data to another PO - E-mail - Encrypted e-mail - Web reference or pointer to Web site - Fax	100% not available 100% 100% 100% 100% 100% installed not available  not available 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100% 100% — —
<ul> <li>In exact format received from host lab</li> <li>Cumulative</li> <li>Integration of host and PO lab results</li> <li>Display of new results for patient and/or clinic</li> <li>Remote access available to on-call physicians</li> <li>Unattended printing of reports</li> <li>Display current report with historical data on same screen</li> <li>Graph historical results with current results for trend analysis</li> <li>Physician can electronically sign reports to confirm review</li> <li>Physician can compose and send secure electronic messages to patients</li> <li>User-defined rule-based system and alerts in PO module</li> <li>Electronic transfer of data to another PO</li> <li>E-mail</li> <li>Encrypted e-mail</li> <li>Web reference or pointer to Web site</li> <li>Fax</li> <li>PO orders supplies from host lab</li> </ul>	100% not available 100% 100% 100% 100% installed not available not available  not available 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% available but not installed available but not installed 100% 100% 

- Billing/collections/accounts receivable	not available	5%
- Electronic claims transfer	not available	—
- Interfaces to billing systems	available third quarter 2002	_
Other functionality		
- Electronic medical record	available third quarter 2003	available but not installed
- Interfaces to PO lab instruments	not available	_
- Entry of PO lab results with edit checks	not available	-
System priced on a cost-per-transaction basis? One-time/initial charges Monthly/subscription fees	no hardware, software, interface, implementation services monthly maintenance	no depends on client's requirements —
Basis for increasing fees as POs are added	based on No. of physicians of record	no increase
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	if order entry is added to result transmission (or vice versa) or if special billing functions, such as eligibility verification, are added
Distinguishing features (supplied by vendor)	<ul> <li>real-time lab dictionary table updates eliminate dual maint.</li> <li>electronic medical patient index logic ensures unique identifi-</li> </ul>	<ul> <li>proven reliability, scalability, and rapid deployment—Web-based</li> <li>integrates with any LIS and can integrate with any other hos-</li> </ul>
*PO=physician's office **other=sales, marketing, administration, other company functions ***POPMS=physician office practice management systems	cation of users and patients • learning logic builds frequently selected items lists automatically	pital legacy systems • fully customizable to client look and feel requirements

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



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Invaria dapted for use in philodolomy/conection stations       100%         Sult receipt       not available         Stored as a block of text       not available         II items (result, reference range, units) stored as individual data elements       100%         nutomatic parsing of report pages to extract results       100%         porting       100%         ne exact format received from host lab       100%         Sumulative       100%         integration of host and PO lab results       100%         bisplay of new results for patient and/or clinic       100%         Inattended printing of reports       available June 2002         sipsplay current report with historical data on same screen       100%         ixplapt acmed available for uncent results for trend analysis       100%         spician can electronically sign reports to confirm review       100%         systician can electronically sign reports to confirm review       100%         sectronic transfer of data to another PO       30%         -mary bisorical results to the bite       not available         erdefined rule-based system and alerts in PO module       100%         veb reference or pointer to Web site       not available         arax       100%       Veb reference or pointer to Web site       not available	-
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s for increasing fees as POs are added based on No. of practic	
	s/groups —
ations where fees increase with additional services no increase	_
inguishing features (supplied by vendor) • cost-effective	fully integrated with PathLogix pathology software
nhysician's office	ing, descination titter    • several convenience options offered, including in thet opportunity and intervention

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



Dhusisian	fice laboratory links	Churrens
N <sup>3</sup> Physician c	office-laboratory links	software
	SIA-a Sysmex company	Specialty Laboratories
Part 9 of 10	Bill Blair blairb@sysmex.com	Jack P. Redding III jredding@specialtylabs.com
	5210 E. Williams Circle	2211 Michigan Ave.
Saa saaamaaning article on page 24	520-790-4624	<b>310-828-6543, ext. 612</b> www.specialtylabs.com
See accompanying a ucle on page 24 Name of POLL software/system	Eclair	Qutreach Express
Eirst/most recent installation of software/system	1008/March 2002	1008/March 2002
No. of host lab contracts signed by 2/1/02 but not yet operational	4	10
No. of contracts signed between 2/1/01 and 2/1/02	3	10
No. of contracts that went live between 2/1/01 and 2/1/02	1	3
No. of nost or central labs using software clinically No. of host labs that electronically transfer orders from PO* to US	8 0	8 1
No. of satellite locations installed	_	100+
Staff to develop-install & support-other** in entire firm/in POLL software division	21-18-47/7-4-2	_
Average time to install, build files, train office staff in a typical PO Maior commercial labs that use POLL package	1 hour Diagnostic Medical Laboratory	2 hours Tricore, Physicians Reference Laboratory
LIS, HIS, and other interfaces Software modifications or modules required on bost LIS to interface?	Triple G, Molis, Delphic, Detente, Progessa, others	Sunquest, Cerner, Dynamic
POPMS*** used to transfer patient demographics/billing info. to POLL system	none	MicroMed
How demographics/billing information is transferred from POPMS at PO or clinic	more frequent automatic update of all demographics that have	one-time batch download/file transfer, daily updat
to POLL system	changed	graphics, more frequent automatic update of all de
External software tools/vendors used to transfer data from POPMS to POLL system	_	that have changed customized programming routine
How results are returned to PO	block of text, PDF, individually segmented fields	block of text or individually segmented fields
System architecture or functionality	standard Web browsers	standard Web browsers
Patient order and result database maintained on local PC?	no	no
Functions not available if network link is down		—
Unline connections between PU and central or nost system	network, public Internet connection (dial-up sufficient)	network, public Internet connection (dial-up suffic
Complete ASP solution for POLL software?	no	yes outcovintion
• Method of charging for ASP service		subscription
Features (listed as percentage of live installs or whether or not it's available) • Order entry		
- Medicare compliance checking using carrier-specific rules	available but not installed	100%
- Advanced beneficiary notice printed if medical necessity criteria not met	available but not installed	100%
- Local medical review policies can be viewed Automatic routing of an order to different lobe according to power rules	available but not installed	available but not installed
- Automatic routing of an order to different labs according to payer rules	10%	100%
- Printing of requisitions for other lab providers	10%	100%
- Duplicate order checking	100%	100%
- Physician office-specific panels	10%	100%
Electronic order entry from PO to host     Transfer of national domographics (insurance		
- Automatic handling of scheduled/standing orders	available but not installed	available but not installed
- Automatic routing of orders to hospital/commercial labs depending on payer rules	available but not installed	100%
Bar-code collection label printing	10%	60%
Two-dimensional bar-code on printed requisition     Software adapted for use in philobotomy (collection stations)	10%	available but not installed
Result receipt	10/0	10070
- Stored as a block of text	100%	for microbiology reports
- All items (result, reference range, units) stored as individual data elements	100%	100%
<ul> <li>Automatic parsing of report pages to extract results</li> <li>Inquiry mode that allows P0 to check status of specimens with best</li> </ul>	not available	0
Reporting		10076
- In exact format received from host lab	100%	100%
- Cumulative	100%	available but not installed
- Integration of host and PO lab results	available but not installed	25%
- Display of new results for patient and/or clinic	100%	100%
- Unattended printing of reports	available but not installed	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	100%	not available
<ul> <li>Physician can compose and send secure electronic messages to patients</li> <li>Ilser-defined rule-based system and alerts in PO module</li> </ul>	not available	not available
Electronic transfer of data to another PO		available but not installed
- E-mail	not available	not available
- Encrypted e-mail	20%	not available
- Web reference or pointer to Web site	100%	100%
• PO orders supplies from host lab	not available	60%
Specimen pickup or courier requests to host lab	not available	60%
• Financial		
- Billing/collections/accounts receivable - Electronic claims transfer	not available	not available
- Interfaces to billing systems	20%	not available
Other functionality		
- Electronic medical record	not available	not available
<ul> <li>Interfaces to PO lab instruments</li> <li>Entry of PO lab results with edit checks</li> </ul>	not available 10%	not available 30%
System priced on a cost-per-transaction basis? One-time/initial charges	no \$200k+ based on size	no O
Monthly/subscription fees	18% annually	<\$10k
Basis for increasing fees as POs are added	based on concurrent user	no increase
Situations where fees increase with additional services	if order entry is added to result transmission (or vice versa) or if	no increase
	special mining functions, such as engininity vernication, are added	
Distinguishing features (supplied by vendor)	<ul> <li>integration of multiple LISs to present single interface to nhysician/user</li> </ul>	comprehensive ordering package     local support and promotion of product

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

Physician office	-laboratory links soft	ware
art 10 of 10	Telcor Inc. Michelle Sander michelles@telcorinc.com	WebMD Envoy Kari Litz Miller kmiller@webmd.net
	1560 S. 70th St. Lincoln, NE 68506 402-489-1207 www.telcoring.com	1175 Peachtree St., NE, 100 Colony Square, Ste. 2400 Atlanta, GA 30361 303-484-1189 www.webmd.envoy.com
ee accompanying article on page 24	Quick-Dog	Clinician
rst/most recent installation of software/system o. of host lab contracts signed by 2/1/02 but not yet operational	1997/February 2002 1	1999/March 2002 3
o. of contracts signed between 2/1/01 and 2/1/02	3	0
o. of host or central labs using software clinically	8	6
o. of host labs that electronically transfer orders from PO* to LIS o. of satellite locations installed	0 120	5 292
taff to develop-install & support-other** in entire firm/in POLL software division	8-2-12/3-2-1	—/84 total
verage time to install, build files, train office staff in a typical PO laior commercial labs that use POLL package	1.5 hours none	2–6 hours Quest. LabCorp. Fairfax Medical Laboratories. Physicians
		Medical Lab, CPL, Dianon
S, HIS, and other interfaces	_	Cerner, Sunquest, Antrim, SMS, Meditech, McKesson
oftware modifications or modules required on host LIS to interface? OPMS*** used to transfer patient demographics/billing info. to POLL system		yes (outpatient demographics/billing module) 200+ interfaces
ow demographics/billing information is transferred from POPMS at PO or clinic	one-time batch download/file transfer	one-time batch download/file transfer, more frequent automatic
to POLL system kternal software tools/vendors used to transfer data from POPMS to POLL system	no interface	update of all demographics that have changed, other
ow results are returned to PO	-	block of text, PDF, individually segmented fields
ystem architecture or functionality	thick client, PC, while not connected to lab host	thick client, PC, while connected to lab host*, standard Web
atient order and result database maintained on local PC?	yes	prowsers yes (results only)
Functions not available if network link is down		ordering
nime connections between PO and Central or nost system		public internet connection (dial-up sufficient)
omplete ASP solution for POLL software? Method of charging for ASP service	no 	yes subscription or transaction-based
paturas (listed as paraentage of live installs or whether or not it's available)		
Order entry		
<ul> <li>Medicare compliance checking using carrier-specific rules</li> <li>Advanced heneficiary notice printed if medical necessity criteria not met</li> </ul>	100% 100%	98% 98%
- Local medical review policies can be viewed	100%	not available
<ul> <li>Automatic routing of an order to different labs according to payer rules</li> <li>Printing of lab's requisitions</li> </ul>	not available 100%	98% 98%
- Printing of requisitions for other lab providers	not available	98%
- Duplicate order checking - Physician office-specific panels	 100%	not available 98%
Electronic order entry from PO to host		
- Transfer of patient demographics/insurance - Automatic handling of scheduled/standing orders	not available not available	98% not available
- Automatic routing of orders to hospital/commercial labs depending on payer rules	not available	98%
Bar-code collection label printing Two-dimensional bar-code on printed requisition	available but not installed available but not installed	80%
Software adapted for use in phlebotomy/collection stations	100%	1%
- Stored as a block of text	not available	60%
- All items (result, reference range, units) stored as individual data elements	not available	40%
<ul> <li>Inquiry mode that allows PO to check status of specimens with host</li> </ul>	not available	98%
Reporting	not available	60%
- Cumulative	not available	40%
<ul> <li>Integration of host and PO lab results</li> <li>Display of new results for national and/or clinic</li> </ul>	not available	not available
- Remote access available to on-call physicians	not available	100%
<ul> <li>Unattended printing of reports</li> <li>Display current report with historical data on same screen</li> </ul>	not available not available	100% 40%
- Graph historical results with current results for trend analysis	not available	40%
Physician can electronically sign reports to confirm review Physician can compose and send secure electronic messages to natients	not available not available	not available not available
User-defined rule-based system and alerts in PO module	not available	not available
Electronic transfer of data to another PO - E-mail	not available not available	100% not available
- Encrypted e-mail	not available	not avaialble
- web reterence or pointer to Web site - Fax	not available not available	100% not available
PO orders supplies from host lab	not available	not available
Specimen pickup or courier requests to host lab Financial	100%	not available
- Billing/collections/accounts receivable	not available	not available
- Electronic claims transfer - Interfaces to billing systems	not available not available	not available not available
Other functionality	not overlighte	nat qualiable
- Electronic medical record - Interfaces to PO lab instruments	not available	not available not available
- Entry of PO lab results with edit checks	not available	not available
ystem priced on a cost-per-transaction basis?	no	yes (can be)/\$.75
ne-ume/initial charges Ionthly/subscription fees	\$9.8k	souk \$17k/mo. (in lieu of transaction fee)
asis for increasing fees as POs are added	based on No. of practices/groups	no increase or based on No. of practices/groups or No. of physi-
ituations where fees increase with additional services	with use of Quick-Scan electronic connection	no increase or if order entry is added to result transmission (or
		vice versa)
istinguishing features (supplied by vendor)	<ul> <li>low cost allows installation at majority of outreach clients</li> <li>rapid deployment through remote installations</li> <li>easy import/export of configuration changes</li> </ul>	<ul> <li>extensive laboratory and POMIS connectivity</li> <li>combination of laboratory and hospital functionality</li> <li>ability to interface with physician office EMRs</li> </ul>

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