



Updates!

e-Newsletter from Iatric Systems, Inc.

February, 2007

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1. Message from Senior Management

Avoid Hearing "Your Flight Has Been Delayed"

Ken Hoffman, Vice President

Interfaces and Integration



It seems like every time I travel these days, flights are delayed for one reason or another. Because of the lack of communication by gate staff, I find myself taking action of my own like checking to see if the plane has arrived, checking my cell phone for flight delay information, watching overhead arrival / departure screens, etc.

Unfortunately, implementation projects can have many of the same inherent problems as air travel – not enough personnel, lack of experience, poor communication. Today I'd like to focus on how to overcome the problem of poor communication. Iatric Systems has implemented over 6,000 interfaces, so we've come across this issue a number of times. Lack of communication is the number one reason we've heard or had to say, "Your project has been delayed." Good communication, on the other hand, is the key to successful project management and meeting LIVE dates.

Instead of focusing on all the reasons communication fails, I want to discuss key points on how it can succeed. First, have a Communication Strategy or Communication Plan to ensure you have commitment and support from all the key players. It should typically include the following:

- **Project Plan** – defining key deliverables, delivery timelines, and responsible parties
- **Objectives/Scope** – outlining exactly what the project is designed to accomplish
- **Key Stakeholders** – defining all the key players, their roles, and contact information
- **Escalation Resolution** – identifying who should be contacted if goals or milestones are not met

Secondly, obtain feedback. I'm quite tired of air travel delays and poor gate staff communication. I'm not sure whether or not giving them feedback will help, but that doesn't stop me from filling out their "How are we doing?" surveys.

With the completion of all interface projects at Iatric Systems, the key hospital contact receives a survey asking them how we did. I encourage everyone to fill out these surveys so we can improve

our communication and customer service. Our Project Management team reviews every survey that is returned and contacts the customer to find out if and where communication broke down so that we can make improvements in our process right away. Feedback is an important part of the communication loop. You can't fix it if you don't know it's broken.

While this article may not directly improve our future travel experiences, hopefully these tips will help you avoid hearing "Your project has been delayed."

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2. Doylestown and MobiLab Receive Kudos from Joint Commission



[Doylestown Hospital](#) is a comprehensive, community-focused healthcare facility of 196 beds serving patients and families in the northern suburban communities of Philadelphia. A little over two years ago, in an effort to eliminate draws on wrong patients, mislabeled specimens and unnecessary venipunctures, the organization began its search for a mobile phlebotomy solution that would accomplish these goals. The organization chose [MobiLab](#).

Today, and particularly after a recent Joint Commission survey, they're glad they did! Carol Muhlbauer, Assistant Director of Applications, Development and

Support at Doylestown, indicated JCAHO inspectors were impressed with the hospital's patient safety advancements in phlebotomy. She said, "JCAHO noted that MobiLab allowed our phlebotomists to take all the right steps to insure that they had the right patient and that the specimens are labeled at the bedside. There have been no draws on the wrong patient or mislabeled specimens since the implementation."

Phlebotomists, of course, aren't the only ones using MobiLab at Doylestown. Nurses in Doylestown's intensive care area and ER do their own draws, and soon the system will be in use at the bedside house-wide. Carol explained, "We did run into problems during our survey with not labeling at the bedside in areas where MobiLab isn't in use, so we're rolling out even more rapidly now!" Carol went on to say that the staff who utilize MobiLab say "It's easy to use and saves them steps."

Congratulations on your Joint Commission survey results, Doylestown Hospital!

MobiLab is a proven, mature solution in use at numerous [MAGIC](#) and [Client/Server](#) sites. If you haven't seen MobiLab in action yet, please join us from the comfort of your own office in March as we demonstrate the system via webcast. We've scheduled three convenient dates to choose from:

Webcast Date	Day	Time
March 20th	Tuesday	2:00pm Eastern
March 21st	Wednesday	2:00pm Eastern
March 29th	Thursday	2:00pm Eastern

To register, simply select the session date, and please be sure to include your **name, phone number and hospital name**. We'll promptly send you registration confirmation and instructions on how to participate. Webcasts are open to staff at any hospital operating the Meditech HCIS.

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3. Iatric Systems to Attend CLMA ThinkLab '07



This year's [Clinical Laboratory Managers Association \(CLMA\) ThinkLab Conference](#) is scheduled to be held March 24–27 at the George R. Brown Convention Center in Houston, TX. Iatric Systems is pleased to announce we will be exhibiting at the Conference again this year.

Join us at **Booth #126** as we feature a number of solutions specifically designed for laboratories operating the Meditech LIS. Solutions we'll showcase at Booth #126 include:

- [Mobile Handheld Phlebotomy](#) (for improving patient safety)
- [Physician Office Interfaces](#) (for sharing Lab reports online, real-time)
- [IatriConnect Physician Office Portal](#) (for physician offices with no EMR system of their own)

In addition to Iatric Systems' solutions, here's just a glimpse of what this year's conference offers:

- Over 100 user sessions packed with education (plus CMEs & Credit Hours)
- Updates on new regulatory and compliance requirements
- Effective techniques for improving laboratory staff and management
- Tips on how to maximize reimbursement
- Focused tracks (patient safety, technology, finance, CAP, COLA, CLSI, etc.)

Whether you work in the laboratory or support those who do, we'll look forward to seeing you at CLMA ThinkLab '07! CLMA is an international association of over 5,000 clinical laboratory professionals. To learn more, [please visit their website](#).

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4. Daylight Savings Time Change – The New Y2K?



As many of our customers already know, in 2005, US Congress passed an act (the Energy Policy Act) that will change Daylight Saving Time dates **effective this year**. Canada plans to follow suit.

The date on which we set our clocks forward in the spring will become the Second Sunday of March each year, and the date on which we set our clocks back in the fall will become the First Sunday of November each year.

Since all computers' internal clocks come pre-programmed with annual Daylight Saving Time dates, this new change is being referred to by some as a type of mini-Y2K crisis. We would like to assure you that our team here at Iatric Systems has researched the issue extensively. We have specifically designed our applications and interfaces to synchronize time with the time on our customers' HCIS servers. To the extent that the time on the servers is updated, the time within Iatric Systems applications and interfaces will be up to date.

Because not all of our software applications run directly on HCIS servers (for example, MobiLab software runs on Pocket PCs), we have created a [DST Change Document](#) which describes how the DST date change will affect Iatric applications that run on separate hardware, along with any special circumstances which may apply. We encourage all of our customers to download and review this document.

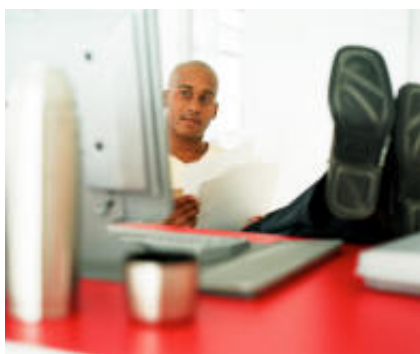
If you have any questions or concerns, please feel free to contact your Iatric Systems product or interface support contact person, or feel free to contact Joel Berman directly via e-mail at JoelB@iatric.com or via phone at 978-805-4101.

You can learn more about the Energy Policy Act, how it will affect us, and see a listing of Daylight Saving Time dates for the next several years at these websites:

http://support.microsoft.com/gp/cp_dst
<http://www.energy.ca.gov/daylightsaving.html>

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5. Upcoming Webcasts



Sit back and relax! We invite you to join us from the comfort of your own office as we demonstrate a number of our solutions – Medication Reconciliation, MobilCharge, and Security Audit Manager – via webcast in March.

Webcasts are open to staff at all hospitals operating the Meditech HCIS, and they are provided by Iatric Systems at no charge. Our March schedule includes webcast demonstrations of the following solutions:

[Medication Reconciliation](#) – Sure, you're reconciling meds now,

but is the process manual and cumbersome with lots of paper forms and reports? Streamline and automate your medication reconciliation process with PDI (Patient Discharge Instructions) and PDRx (Physician Discharge Prescriptions). Both products are available in MAGIC and C/S versions. Upcoming webcast demo dates are:

Webcast Date	Day	Time
March 22nd (MAGIC)	Thursday	2:00pm Eastern
March 27th (MAGIC)	Tuesday	2:00pm Eastern
March 28th (C/S)	Wednesday	2:00pm Eastern

MobilCharge – Say goodbye to lost patient charges with MobilCharge! MobilCharge helps improve patient charge capture where it occurs – on the floors – using handheld devices and barcode technology. Charlotte Hungerford Hospital reports recuperating approximately \$10,000/month with MobilCharge, using it on only 3 floors to date! MobilCharge is currently available to MAGIC sites only. Upcoming webcast demo dates are:

Webcast Date	Day	Time
March 7th	Wednesday	2:00pm Eastern
March 13th	Tuesday	2:00pm Eastern

Security Audit Manager (SAM) – See how simple proactively monitoring audit trails can be! SAM is a proven and mature product in use at [MAGIC](#) and [C/S](#) sites. The system provides IS staff with secure, plug-n-play access to all user and patient access activities without taking up unnecessary Meditech system storage space or IS staff time. Upcoming webcast demo dates are:

Webcast Date	Day	Time
March 8th	Thursday	2:00pm Eastern
March 14th	Wednesday	2:00pm Eastern

To register for any of the webcasts listed above, simply select the appropriate Webcast Date, and please be sure to include your **name, phone number and hospital name**. We'll promptly send you registration confirmation and instructions on how to participate.

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6. NPR Report Writing Tips

Pop-Up Calendar for NPR Report date fields (Magic only)

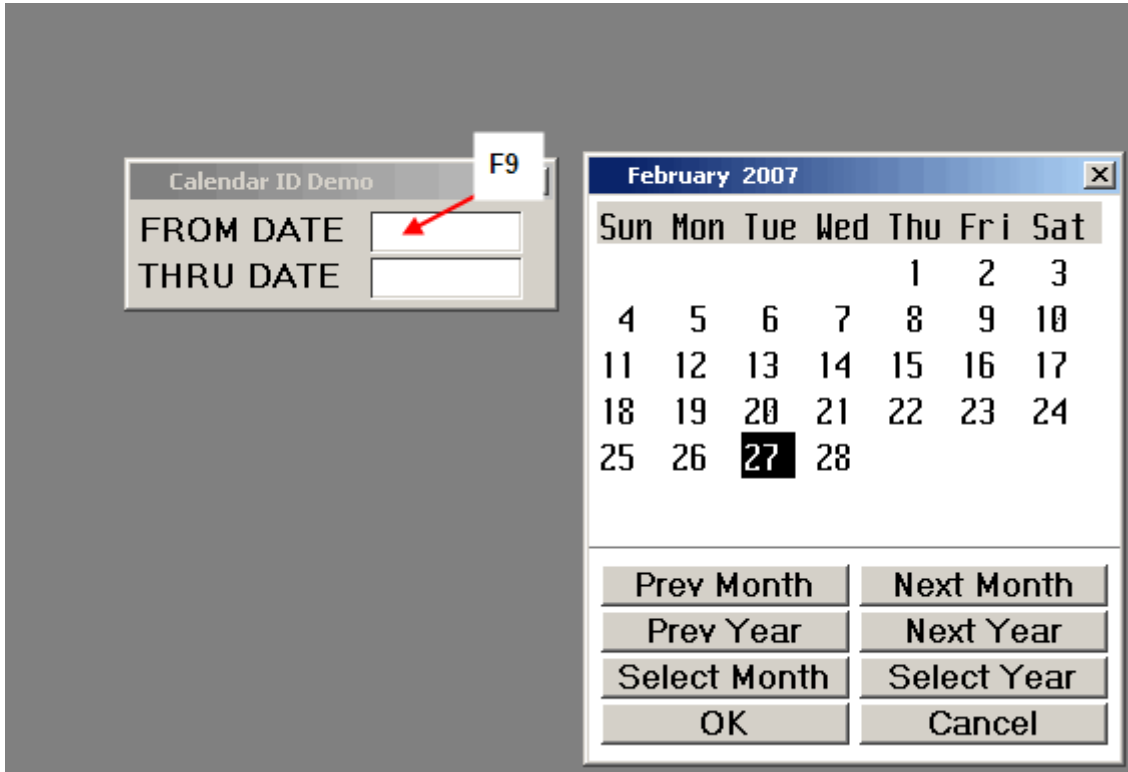
Magic systems have a Z program which provides a nice date selection calendar. The program is called Z.calendar, and the arguments are:

- A - highlighted date (default = @.today)
- B - earliest date allowed (optional)
- C - latest date allowed (optional)
- D - if true, do not show holidays
- E - file of dates to show selected (if F)
- F - "A" = allow multiple dates to be selected "R" = allow 2 dates to be selected "" - no multiple selection
- G - file of dates to show underlined

- H - if true, return date in YYYYMMDD format
- I - "M" called from menu "S" called from Screen
- J - Q(DPM,Element) where to find on-line documentation

We can use the EDIT ELEMENTS option in Process Reports to call Z.calendar from "our own" lookup program so that the user gets a pop up calendar if they hit F(9) at a date field.

Note that the Calendar lookup will work for both the 3.xx (Regular) and 4.xx (NUI) versions of the Meditech Remote Workstation.



To get this functionality, write a macro as a program which calls the Z.calendar program:

```
Enter/Edit Macro Logic: ADM.PAT.zcus.is.eupdate.cal.id.M.id (A: )
/Z.calendar(A, "", "", "", "", "", "", "", "", "S");
```

Then attach it to your date field or fields:

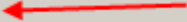
Process Reports (A: TEST.5.5.MIS) X

DPM?

Name?

Report:
 1. Enter/Edit
 2. List
 3. Translate
 4. Run
 5. Copy

Macro: 6. Enter/Edit

Screen: 7. Edit Picture
 8. Edit Elements 

Procedure: 9. Edit Data

Select?

Add ID= attribute

#	Field Element
> 1	b.date
2	e.date

A)tributes D)escription? <esc> - to exit editor

ID=%ADM.PAT.zcus.is.eupdate.cal.id.M.id(A)
 ID.ARG=BR
 IFE=1
 REQ=1

A sample report ADM.PAT.zcus.is.eupdate.cal.id, has been loaded to our Magic report library.

You can find additional NPR Tips on our website at <http://www.iatric.com/information/npr-tips.asp>, as well as information about our [on-site NPR Report Writer Training](#) and [NPR Report Writing Services](#).

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7. Newsletter Sign-Up/Contacting Us

[Sign up for our Updates! newsletter](#), or do so by visiting the lower right section of our website's [homepage](#).

You may also request to discontinue receiving our newsletter by sending an e-mail at info@iatric.com.

If you've received this newsletter via e-mail, you may give us feedback by simply replying to the e-mail. However, if you would like to reach someone directly, please feel free to contact one of the individuals listed below.

Joel Berman, President, 978-805-4101, JoelB@iatric.com

John Danahey, Vice President, Customer Services, 978-805-4153, JohnD@iatric.com

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