



July, 2005

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## 1. Messages From Senior Management

### **Sales and Support Division Renamed John Danahey, VP Customer Services**



Earlier this month the Sales and Support Division was formally renamed to the Customer Services Division. This decision was primarily driven by our employees who wanted a name that more closely reflects the current operating environment of the division. The Customer Services Division includes employees from the Product Support, Marketing and Sales teams.

At Iatric Systems, we continuously work to break down the traditional barriers between Sales, Marketing and Support. We believe that Sales, Marketing and Support must work as a single unified team in order to provide the best possible customer experience. As one example, our implementation staff are almost always involved in the sales process. This helps us to formulate the best possible solution for our customers by providing a resource that interacts with our "Live" customers on a daily basis. Additionally, our Sales/Marketing staff are expected to take ownership of any known support issues until a proper hand-off is accomplished with the Support team.

We don't expect the name change to have any specific effects on the current operating environment. However, we do hope that it acts as a reminder to both our employees and customers that every Iatric employee, regardless of job function, has a primary goal of providing the best Customer Service possible.

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## [2. Customer Spotlight: Doctors Community](#)

### **Doctors Community Hospital Improves Patient Safety & Satisfaction**



In the summer of 2003, [Doctors Community Hospital](#) – an award-winning 185-bed acute care facility located in metro Washington, DC – began looking for a mobile phlebotomy system as part of the organization's initiative to improve patient safety. A comprehensive search discovered a number of systems available, but none that met all of the hospital's needs. "We were looking for a cost-effective system with specific features including wireless operation, the ability to interface with Meditech real-time, the ability to print labels at the bedside, and most importantly, the ability to positively identify patients" indicates Diane Goldstein, IT Project Leader at Doctors Community.

In February of 2004, Doctors Community contacted Iatric Systems to find out whether or not Iatric would be interested in developing a system to meet the hospital's needs. In an effort to design a solution that would meet the needs of hospitals across the Meditech community, Iatric Systems quickly formed a team of hospitals, including Doctors Community, to provide input into the new product design. By May of 2004, MobiLab was born.

MobiLab is now being used by the entire phlebotomy team at Doctors Community, and the system is currently being piloted in the hospital's Emergency Department as well, where nursing staff draw all blood. When asked how phlebotomists have responded to the system, Diane reports, "The phlebotomy staff have adapted amazingly well to the new technology. They recognize that MobiLab helps them improve patient safety." The organization will equip its new Joslin Diabetes Center, scheduled to open this month, with MobiLab from day one. Critical care deployment of the system is scheduled for completion by mid-September. Remaining areas will follow thereafter.

Diane reports many benefits resulting from the implementation of MobiLab. "First and foremost, we have improved patient safety. Additionally, our stat draws are being collected and received more quickly. Our phlebotomists make fewer trips to the floors and can prevent multiple sticks because they see new orders appear on their devices immediately. Our receive process is streamlined. We are able to more accurately capture phlebotomy charges, and we now have a much more accurate and detailed audit trail of the collection process."

An additional benefit of MobiLab has been an improvement in patient satisfaction. Diane stated, "The phlebotomists report that patients have a very positive reaction to MobiLab. Some joke about it being like the grocery store, but all seem to take comfort in the care we are taking to ensure their testing will be correct."

When asked about Iatric Systems' support, Diane indicated, "We have had excellent support. All of the Iatric folks working on the project 'feel our pain' and address issues as quickly as possible. When we've requested changes or enhancements, Iatric Systems has listened, then programmed and implemented the changes – most in record time!"

MobiLab is available to Meditech [Magic](#) and [Client/Server](#) sites.

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### 3. Webcasts Scheduled

Due to high demand, Iatric Systems is hosting MobiLab Product Demonstrations and providing "Addressing Medication Reconciliation with Patient Discharge Instructions (PDI) / Physician Discharge Prescriptions (PDRx)" webcasts. Our Webcasts are online, real-time interactive sessions you can attend from the comfort of your own office, and they are provided at no charge. Session dates and times are below.

***MobiLab Webcasts:***

Webcast	Webcast Date	Day	Time
MobiLab	<a href="#">08/10/2005</a>	Wednesday	2:00 pm EDT
MobiLab	<a href="#">08/24/2005</a>	Wednesday	2:00 pm EDT
MobiLab	<a href="#">09/08/2005</a>	Thursday	2:00 pm EDT

***"Addressing Medication Reconciliation with PDI/PDRx" Webcasts:***

Webcast	Webcast Date	Day	Time
PDI/PDRx	<a href="#">08/03/2005</a>	Wednesday	2:00 pm EDT
PDI/PDRx	<a href="#">08/23/2005</a>	Tuesday	2:00 pm EDT

To register, simply click 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.

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## 4. Vendor Spotlight: MedHost



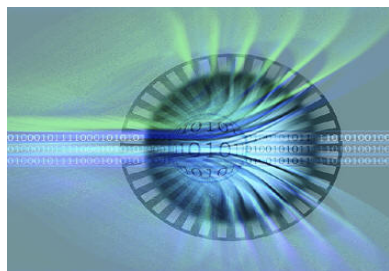
[MEDHOST](#) EDMS is a market leader in the EDIS space, and was rated #1 in KLAS for 2004 - verification of their commitment to superb functionality and outstanding Customer Service. The [KLAS report](#) is designed to help healthcare organizations with strategic vendor planning and selection with a 40-question customer survey that covers topics from the handling of new customer sales contracts to current customer upgrades. The results of the report are based on customers' responses to the survey. The KLAS report looks at all vendors in the ED space including HIS vendors, as well as Best-Of-Breed vendors.

MEDHOST EDMS offers management solutions for the dynamic Emergency Department environment. They are one of the most pervasive, most integrated, non-Meditech application in the EDIS space with expertise in MAGIC and Client Server environments. Ease-of-use and intuitive, touch screen user interfaces are the foundation for their success. Their product offerings include: patient tracking & process management, extensive Meditech integration, bi-directional Order Entry, and user-friendly Nursing and Physician Documentation which flows to EMR & PCI. As a by-product of these modules, rich data for analysis and process trending is presented by the Reports and real-time Dashboard.

Click [here](#) to read a client's testimony regarding MEDHOST\Meditech integration. For more information visit [www.medhost.com](http://www.medhost.com) or call 888-218-4678 for a demo.

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## 5. Technology Update: RFID in Healthcare



For the past several years, Radio Frequency Identification (RFID) has been gaining significant momentum in many industries, particularly in retail. Companies such as Wal-Mart and Target, through the use of RFID “tags” (silicon chips and antennas that transmit information to wireless receivers) are finding they can better manage inventory, cut operating costs and improve supply chain efficiencies. While the healthcare industry as a whole has been somewhat slow to adopt widespread RFID usage, many organizations are actively pursuing RFID solutions to deliver the same benefits (and more) to hospitals.

What are some of potential benefits of RFID usage within a healthcare entity? For starters, RFID tags transmit radio waves, which unlike barcode technology; do not require a line-of-sight from the tag to a receiver. This allows a more automated, less labor-intensive transmission. Patients for example, do not need to be disturbed to read their wristband. Second, an RFID tag can hold significantly more data than a barcode, allowing it to act as a portable, readable, writeable, mini-database. From the supply side, medical devices, instruments, products and drugs can all be tracked with much greater control, resulting in decreased loss, theft and adverse patient events such as those resulting from the re-use of an item that should have been disposed of. In addition, RFID promises greater charge capture efficiency, yielding an increase in revenue.

Historically, there have been stumbling blocks responsible for relegating RFID to a less than pervasive technology within the healthcare industry. Naming just a few, there are: the cost of the equipment and software, an unclear ROI stemming from the lack of implementation results by early adopters as well as reluctance on the part of organizations to change current business processes. Adding to all this has been the lack of clear standards in the RFID community. In short, most of the industry is still in a wait and see mode.

Several developments however are breaking down the barriers. The costs of RFID tags and receivers are declining steadily. Solid standards are emerging via the EPCglobal Network. Positive results are being reported by pilot programs at places like Massachusetts General Hospital and the U.S. Navy. Regulatory agencies such as the FDA have expressed a desire to see broad commercial use by 2007, specifically recommending that tags be placed on all drugs at the pallet, case and unit levels. In June of 2005, just a few weeks ago, 3M and Texas Instruments

announced a partnership to develop these tags for prescription drugs. One week prior to that, Microsoft and Symbol announced their plans to partner in the future of RFID solutions.

Over the next several years, as hospitals gain confidence in RFID's ability to enhance patient safety and reduce operating costs, usage is expected to increase dramatically. Many predict RFID to be a multi-billion dollar industry by 2010. Ultimately, time will tell the story of how closely the healthcare industry embraces RFID. In the meantime, the application development team at Iatric Systems will be keeping close watch over the emerging standards, devices and mandates as we continue to seek opportunities to deliver the best software to compliment your MEDITECH system.

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## 6. NPR Tip – Using Z.graphics to make custom boxes

(C/S or Magic)

The standard graphical line attributes of BX (box), GH (grey highlight), VL (Vertical Line), and US (Underscore) do not always offer enough flexibility. Fortunately, Meditech has a utility called %Z.graphics that you can use to draw lines, boxes, or shaded boxes anywhere on the page.

The arguments to Z.graphics are:

- A = Box type 0 - black border
- ; 1 - grey box
- ; 2 - grey box and black border
- B = length of box (can be 0 for vertical line)
- C = ht of box (DFT=1) (can be 0 for just a horizontal line)
- D = number of chars to move right (+) or left (-) before starting box
- E = number of chars to move down (+) or (-) before starting box.
- F = gray scale (default = 10%)
- G = width of lines (DFT=5)

In this example report, we will add small checkboxes beside particular fields or text, put an indented gray box around a portion of the output, and then will box and draw lines for handwritten text on the remainder of the page.

DATE: 06/30/05 @ 0829 \*ADMISSIONS\*

USER: IATRICS Z Graphics Examples

V000016949 TEST,A

Check Boxes

Indented Gray box

Jello Flavor Preferred  Blue  Red  Orange

Include Mini-Marshmallows  Yes  No

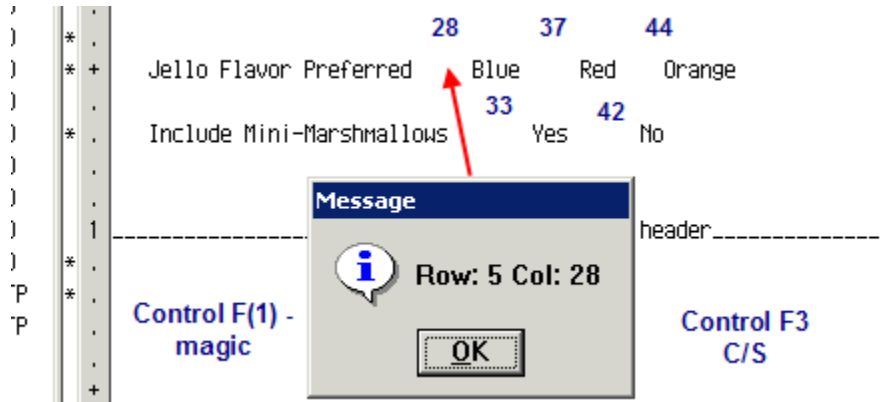
Dietician Notes

Box remaining white space on page and draw lines down to the bottom

Checkboxes:

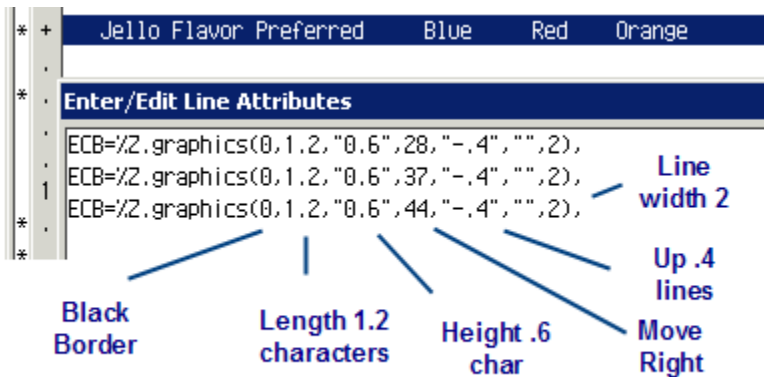
You can use the GH command to draw a checkbox, but it can turn on boxing even when you have no BX commands on your report.

Another approach is to use the Row/Column command (Control F1 in magic, Control F3 in C/S) to locate the column positions where you would like to locate your checkboxes. In the NUI or C/S, a spot 2 characters away from the text works well. In the regular workstation in Magic, a spot 1 character away is the equivalent.

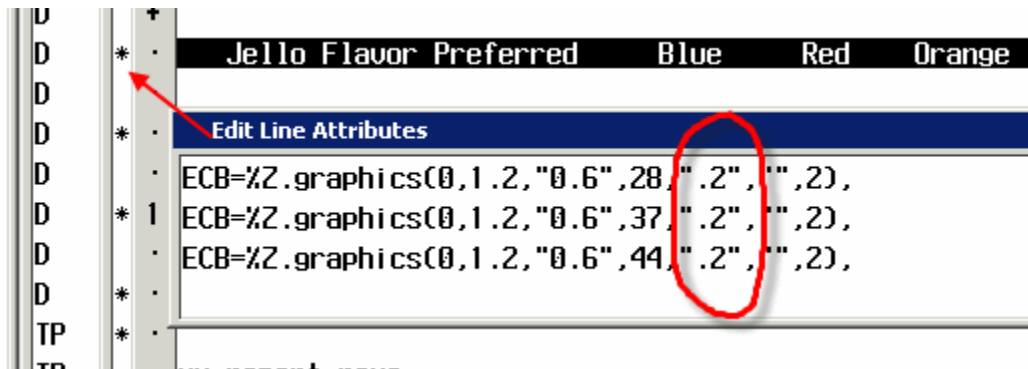


You can then draw a small box by calling Z.graphics once per box desired on an ECB or LC on the line where the boxes should be printed. For a report printing at 12 cpi, a box dimension of 1.2 x .6 works well.

----C/S Example---

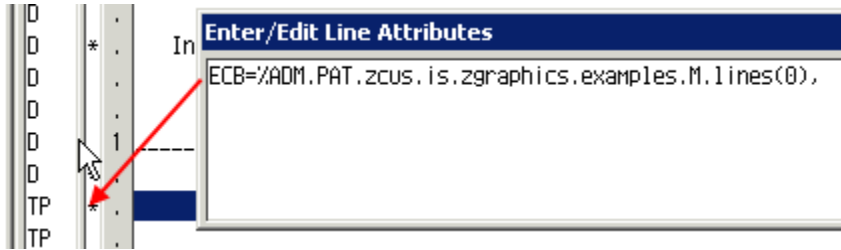


----Magic Example--- We move down .2 rather than up .4 to position the checkbox.





Next call a program from the first line of the page trailer:



The program (in a macro attached to the report) has the following code:

```
Program Editor
Editing: ADM.PAT.zcus.is.zgraphics.examples.M.lines
/ TOP-@.lines.left+LINES,
@BOX.WHITE.SPACE,
@DRAW.LINES,
EXIT;

BOX.WHITE.SPACE
%Z.graphics(0.92,LINES,0,0-LINES,"",3)

DRAW.LINES
DO(LINES>1 %Z.graphics(0.92,0,0,0-LINES,"",1),
    LINES-2->LINES)
```

An example report **ADM.PAT.zcus.is.zgraphics.examples** has been placed in both the C/S and Magic report libraries on our website.

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 us an e-mail at [info@iatric.com](mailto: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.

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