



## Updates!

e-Newsletter from Iatric Systems, Inc.

## June, 2006

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### 1. Message from Senior Management

#### Joel's MUSEings

Joel Berman, President



In case you missed the International MUSE Conference and haven't read my recap posting on the Meditech-L, I thought I'd share some news and observations in our newsletter this month.

#### News

David Zelward was elected to be the next MUSE President. David has been involved with MUSE for many years, and I've always found him to be thoughtful, respectful and a good listener. Congratulations, Dave! He will take office next summer.

Another board change – Vicki Cooke will replace Martha Sullivan. We're very sorry to see Martha go as we've only had the best of dealings with Martha during her term. On the other hand, congratulations to Vicki! For years, Vicki has worked hard running the MUSE Southeast regionals, and we look forward to seeing her enthusiasm in action on the MUSE Board.

Another news topic concerns the future release of Client/Server version 6.0. I heard from several sources that this will NOT be another standard upgrade for Client/Server users, but Meditech was not at International MUSE to explain what's coming. I heard more details in the rumors, but rather than repeat them here, I suggest that C/S users contact Meditech directly and ask about it. If you want to hear more rumor details, write to me.

#### Observations

The conference was well organized as usual. Alan Sherbinin and his staff's experience grows with each show, and it is apparent. The only complaint was that the hotel campus was spread out way too much. Some guest rooms required a looonnng walk in 90 degree humidity to the conference area. The show will be returning to Disneyworld in 2012 and probably will be at the same property. However, my bigger concern is that the show has been shortened from 3.5 days in years past to 2.75 days this year. I'd like to see Saturday put back into the conference so that people don't have to rush out before the conference even ends on Friday in order to make flights home. Your thoughts?

Dan Rather gave an emotional speech about the news and about the CBS staff that recently had been killed or injured in Iraq. His interaction with attendees both during and after his speech indicated he is a kind, polite, considerate person we somehow don't expect celebrities to be. I asked him why we don't see the aggressive investigative journalism that we saw in the 1970s, and he responded that journalists are afraid of being labeled as unpatriotic. Scary.

You've all heard the standard reasons to attend MUSE, but in closing today, I want to suggest one more. Most of us attending the show are passionate about what we do. We care about our work, and it's uplifting to be surrounded by others who feel

the same way. It's inspiring to hear what other people are doing and to be able to share your issues and ideas with them. It's a key event to prevent work from being the "same old thing." I hope we'll see many of you at the regional shows this fall and at the International Conference next year in San Diego.

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## 2. Post-MUSE Webcasts



If you missed an educational session or product demonstration while you were at MUSE, or if you weren't able to attend International MUSE at all, we have good news for you!

Iatric Systems is hosting, via Webcast, "Post-MUSE" performances of all our educational sessions and product demonstrations. Our Webcasts are online, real-time sessions you can attend from the comfort of your own office, and they are provided at no charge.

MUSE sessions this year included:

| <b>Educational Sessions:</b>   | <b>C/S, Magic or Both</b> |
|--|---------------------------|
| Effective Communication for Safety's Sake                                    | Both                      |
| HL7 Basics – More Than Just Pipes  | Both                      |
| Interfaces: Point to Point vs. Interface Engines                             | Both                      |
| Mobile Phlebotomy: Patient Safety and Beyond                                 | Both                      |
| The Chips are Coming! What RFID Might Mean for You                           | Both                      |
| <b>Product Demonstrations:</b>   | <b>C/S, Magic or Both</b> |
| Hot Integration Topics   | Both                      |
| <a href="#">MobiLab</a>  | Both                      |
| PHI Security with <a href="#">Security Audit Manager</a> (SAM)               | Both                      |
| <a href="#">Physician Office Integration</a> / IatriConnect Lab Portal       | Both                      |
| Introducing <a href="#">C/S Link</a>   | C/S                       |
| Medication Reconciliation with <a href="#">PDI/PDRx</a>                      | C/S                       |
| <a href="#">VFS Suite</a> (flowsheet & electronic MAR)                       | C/S                       |
| Introducing <a href="#">MobilCharge</a>                                      | MAGIC                     |
| Medication Reconciliation with <a href="#">PDI/PDRx</a>                      | MAGIC                     |
| Medication Verification with <a href="#">VMV</a>                             | MAGIC                     |
| <a href="#">VFS Suite</a> (flowsheet, eMAR, med verification & status board) | MAGIC                     |

Session dates and times can be found on our [Webcast Schedule](#) page. We'll look forward to "seeing" you online!

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## 3. Visual Flowsheet Users Meet at Annual Conference



More than 50 VFS users gathered to attend our first Visual Flowsheet Suite User Group Meeting at this year's International MUSE Conference in Orlando. Several VFS story boards presented by current customers were the primary focus of the event.

The story boards illustrated creative ways in which VFS is being used in Live by customers – as an online MAR and for bedside medication verification, in the ICU/NICU/SICU, in Med/Surg and OB/NUR, for Oncology and in Cardiac Rehab, for teaching and for shift assessments, in outpatient clinics to improve preventative screening, for long term care, etc.

“We incorporated the story board concept in order to promote discussions and idea sharing in a social environment,” stated John Danahey, VP of Customer Services. “We were very pleased with the level of interaction between the attendees. Their enthusiasm was contagious.”

After an hour of networking and perusing the story boards, attendees listened to brief presentations from Iatric Systems staff. Nancy Patmont, RN, provided users with a glimpse into the many new enhancements that will be available in the upcoming 2.3 release. Michelle Schneider, RN, also presented Iatric Systems’ new iWeb Customer Portal consisting of iForum (for online user discussions), and iTask (for web-based issue reporting and tracking).

The VFS User Group meeting, iForum and iTask are specific initiatives implemented by Iatric Systems to provide further value-added services to our users. Copies of customers’ VFS story boards and Iatric Systems presentations will be uploaded to iForum for all existing VFS customers. Customers who do not yet have an iForum password are encouraged to contact their VFS Support Consultant or reply to this newsletter for assistance.

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#### 4. Customers – iTask to Track Support Requests

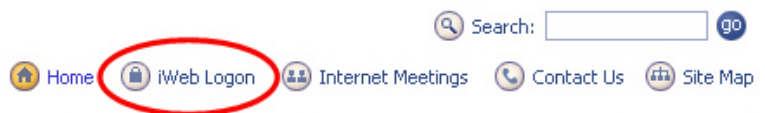


The Iatric Systems Software Application Support Team is pleased to announce a web based system we will be utilizing in order to track customer support requests.

The new system, which is part of the [iWeb](#) portion of our website (see red circled area of .jpg below), is called **iTask**. Not only will **iTask** be utilized by Iatric Systems staff – it will be accessible to customers as well. **iTask** provides significant improvements in communication and for tracking projects. The Software Application Support Team is already entering all new support requests into the **iTask** system, and soon all new as well as existing support tasks will be available for customers to access.

Customers can elect to receive email notifications when an **iTask** is updated, or they can decline automatic e-mail notification and periodically review the status of support requests online. Each hospital will also be able to designate a site-wide administrator who will be able to grant one or more users at the hospital access to all of the **iTask** requests for that site. **iTask** is completely optional for our customers.

Our [iWeb](#) customer portal, including **iTask**, can be accessed from our homepage (see .jpg below).



Each hospital will need to assign an iWeb site administrator. If you would like to utilize **iTask** to track customer support requests at your organization, please ask your iWeb site administrator to contact [Carrie Walton](#), Applications Support Manager, to set up an account and obtain user documentation.

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## 5. Customers – iForum Online User Groups



In addition to iTask, **iForum** has been added to our [iWeb](#) customer portal, and is currently available to VFS Suite and MNO customers, with other product forums/online user groups scheduled to be released in the near future.

**iForum** is a web-based discussion board that provides an online user group via secure communication to our customers. Whether it's product related process workflow information, a new idea, a solution to a problem, or NPR report writer help, information is now available with this quick and easy communication tool.

**iForum** members can post new topics and respond to topics posted by other users. One of the most exciting features is that it's easy to find past topics and peruse them for useful information. Do you want to know how other VFS sites are handling IV Documentation? Do you want to know about MNO 2006 HCPCS news? It's all there! And if it's not – you can start a new topic.

**iForum** features include the ability to:

- Search for a subject
- Post a new topic
- Reply to a topic
- Post attachments to a topic
- Subscribe to a topic for automatic e-mail notifications of updates
- Contact a topic's author
- E-mail or print a topic
- Much more!

All postings are secure and moderated to ensure a safe environment.

Each hospital will need to assign an iWeb site administrator. If you would like to utilize **iForum**, please ask your iWeb site administrator to contact [Carrie Walton](#), Applications Support Manager, to set up an account and obtain user documentation.

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## 6. NPR Report Writing Tips

### **NPR Tip, Tray, Oh Tray, what number art thou Tray? (Magic Only)**

To print to special paper, or special armband stock, you will want to force your NPR report to pull stock from a special tray. Meditech provides a special Z program that will send the "switch tray" command to the printer.

The syntax is %Z.switch.tray(N) where N is:

- 1 "Upper Tray"
- 2 "Manual Feed - Paper"
- 3 "Manual Feed - Envelope"
- 4 "Lower Tray"
- 5 "Paper Deck"
- 6 "Envelope feeder"

You attach a call to the %Z.switch.tray program to a point in the report which is executed after the compile of a temporary index is complete, but before any other data is printed.

If your report DOES *NOT* build a temporary index (meaning you accepted the sorts which defaulted), you can attach the call to Z.switch tray in an AL START footnote:

#### Edit Footnotes

```
AL START %Z.switch.tray(4)
```

If your report DOES build a temporary index (i.e. if you see the "Number of Records Sorted" message), you need to attach the switch tray command in footnotes as follows:

#### Edit Footnotes

```
AL BEFORE.PRINT IF('/DONE %Z.switch.tray(c.xx.tray),1→/DONE)  
AL CLOSE.UP ""→/DONE
```

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](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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