

Letter from Lisa-Jean Clifford

Starting with our first product release, we have been working hard to provide you with the tools that help streamline your laboratory processes and enable you to improve your quality of patient care. We have grown from a single product offering to a complete portfolio of clinical and anatomic pathology software solutions that meet your needs. We are proud to be considered an innovator in providing both secure, web-based solutions and turnkey solutions. All of our systems include 24/7, anywhere access to test ordering and results viewing, a single report that combines all laboratory data – clinical, pathology, molecular – and we now provide the technology to never have to send a manual fax again.



Economic times are unsure, at best. The Global economy is suffering one of the biggest slow downs in modern history, causing many facilities to look closely at expansions, hiring, and improving efficiencies. We understand that many of our customers are being asked to do more, with less, while continuing to provide the same high level of patient care. Our e.lixa suite of modules allows laboratories to add desired functionality to their current LIS systems without the significant investment or resources necessary to replace or upgrade their existing IT infrastructure. You can add the functionality you need, when you need it – for a fraction of the cost - realizing significant gains in efficiency, productivity, and better outcomes. In addition, we provide the tools necessary to truly analyze and manage your laboratory.

Contact your Account Manager today to see just how cost effective it is to increase your functionality, realize gains in productivity and efficiencies and be able to stretch the resources you have into the ones you need, with the right solutions.

- Lisa-Jean Clifford

KLAS Update

We are very happy to be able to toot our own horn. Actually, we would like to sincerely thank those of you that have done it for us! In KLAS' Top 20 Report for 2006, we ranked the #2 AP solution out of all AP solutions that were evaluated! That ranking included with an (*). The '**' means that KLAS did not reach their required number of surveys completed to give us a "confidence" checkmark. We also ranked Best Vendor, with the same '**'!

In the 2008 Mid-Term Review, also done by KLAS, we scored a whopping 83.14! That score was the highest score for AP systems. We did this while reaching their required number of survey inputs from customers. We always thought we had superior features and products. We knew we had top-notch employees and pride ourselves on our level of personalized customer service, affordable prices and unbelievable turn-around times on customizations – but thank you to all of our customers that validated this for us. YOU are the best customers in the industry and we are very happy to have each and every one of you!

New Employees

We would like to introduce you to our new employees:

- Debra Matos - Receptionist
- Dan Johnson - Software Engineer
- Lance Tribe - Software Engineer
- Andrew Rabbitt - Marketing Specialist

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Trade Show Activity

As we enter into the winter portion of our trade show calendar we look back at our summer and fall events with a great deal of insight. Thousands of laboratory professionals flocked to Washington, DC to attend the AACC Clinical Lab Exposition where innovative clinical diagnostic, automation, point-of-care, and LIS products and technologies were showcased and discussed. We extend a warm thank you to all of our customers that visited us during the shows this season. Your thoughts, input and successes are great to hear about first hand and it is always wonderful to see you.

Don't forget to check out our schedule for 2009 on Page 4 and be sure to visit our website periodically as our calendar is flexible and events may be added from time to time. Remember that we also offer webinars to learn about new functionality, enhanced product features, and address frequently asked questions. We periodically send out email invitations to these quarterly webinars, be on the lookout for them.

Employee Spotlight: Debra Matos



for hospitals and healthcare facilities where she was responsible for mixing medicines, preparing IV antibiotics, chemotherapy, and large volume fluids for patients. She also brings a wealth of administrative knowledge to the table from her years as an assistant in a law firm. In this capacity she provided administrative support to ten intellectual properties attorneys and their staff.

Debra Matos joined Psyche as our Administrative Assistant where she is the voice of the company for all incoming calls and the first smiling face our visiting guests see. Her responsibilities include assembling training materials, distributing incoming mail and faxes, as well as running various reports for the groups. Deb is also responsible for keeping our customer information up-to-date.

During her career Debra held the position of Registered Pharmacy Technician

Debra has been a member of the Saint Jude Children's Hospital Fund Raising Committee for many years, devoting a portion of her life to helping this leading pediatric treatment and research facility raise money to fight cancer.

Outside of the office Debra enjoys cooking, traveling, and spending time with her family and friends. Deb is proud of her daughter Marissa, who keeps her busy like any typical teen would. Additionally she is a Registered Electrologist running her own private practice in Milford three nights a week for the past 27 years.

Psyche University

The September Psyche University class, Intermediate WindoPath Brio Training, was a huge success. Eleven representatives from eight customer sites came to our Milford, MA headquarters to take part in this engaging, educational and informative class.

The two-day course, taught by Sally Beech, Applications Specialist/Trainer, covered WindoPath structure, basic Brio queries, formatting results, detailed reporting and troubleshooting. The response to the training was overwhelmingly positive. Class participants successfully learned how to leverage WindoPath's powerful relational database to provide more custom reports, specific details and lab analysis to their constituents.

We want to extend our congratulations to those who attended, and passed, this course - which included staff from the following facilities:

- Day Kimball Hospital
- Middlesex Hospital
- University of Wisconsin
- LifePath Partners
- Pinnacle Health Systems
- Pathologists Diagnostic Laboratory
- Greenwich Hospital
- Pee Dee Pathology



Sally Beech instructing the BrioQuery class at Psyche University

Brio User Tips

Basic Brio Tips



– When you open Brio for the first time on any PC be sure to turn off the Auto Join feature. There are 2 places this may be set. First, select "Data Model Options..." from the DATAMODEL menu and UNSELECT "Auto Join tables". If the tables still auto join:

- Select "Connection" from the TOOLS Menu
- Select "Modify"
- Select 'On the current connection' and click 'Next'
- Under "Meta Connection Wizard" select 'Custom' and click 'Edit'
- On 'Meta Definition' window click the 'Joins' tab and select 'Best Guess'

– After every revision of the WindoPath software at your site remember to synchronize your queries with the WindoPath database. To do this, open your query and select "Sync with database" from the DATAMODEL menu.

– Brio remembers what database connection (.oce) was used the last time each query was processed. When you process a query, Brio will also default to the last connection used. Check the ".oce" name in the blue band at the top of the pop-up box when prompted for a Username and Password. If it isn't what you want, click the "Select" button.

– BrioQuery Results and Reports can easily be exported to several different file formats including .PDF, Excel and HTML. To do this, select "Export" from the FILE menu, then select "Section". Click the "Save as type" drop down to select your preferred format.

_BqyAllView is found in the Table list in Brio. It is a "view" created by Psyche Systems for you to use like a table in your queries. It has taken most of the commonly used tables, joined them together and selected columns from them, thus eliminating your need to do the table joins. Additional tables can be joined to the All View in the standard manner.

Intermediate Brio Tips

– Dates are stored as strings in the WindoPath database, not as dates. To use them in calculations they must be converted to dates in a computed column, using the ToDate function.

– Patient age is not stored in the WindoPath database. It is calculated by the application when it is needed. To display patient age on a Brio report you must also calculate it using computed items.

– If you are searching for a string of text and using a text column as a limit, remember to change the operator to CONTAINS, BEGINS WITH or ENDS WITH. You will get an error if you try to use EQUALS.

– If you are entering multiple values in the CUSTOM VALUES area of a query limit, you can enter all of them on one line using a comma as the separator. For instance, when prompted for Received date between, click CUSTOM VALUES, enter "2008-08-01,2008-08-30 " and click the green check mark.

– The Audit List in WindoPath can help you find where data is stored when building a query. The "Object_name" column will tell you the table name and the "Field_Type" column will tell you the column name. To access the Audit List, go to the tab or field you want to audit (or use in your query) and select "Audit List" from the COMMANDS menu. Remember the Audit List is only available for users with Manager privileges.

Welcome New Customers!

Athol Memorial Hospital – Athol, MA

Ridgecrest Regional Hospital – Ridgecrest, CA

Roper Hospital – Charleston, SC

Mid-South Gastroenterology Group – Memphis, TN

Davis Memorial Hospital – Elkins, WV

Upgrades/Recently live

Prexus Health Partners – Hamilton, OH

Greenwich Hospital – Greenwich, CT

Kensington Pathology Consultants, Inc. – McLean, VA

New Outreach Customers

We would like to congratulate the following customers who have recently gone live with one of our newest, and hottest, solution offerings – Outreach!

Clinical Outreach:

- Physicians Preferred Laboratory – Amarillo, TX

WindoPath Outreach

- Oncodiagnostic Laboratory, Inc. – Cleveland, OH

- TAACH Pathology Center – Phoenix, AZ

- WPM Pathology Laboratory, Chartered – Salina, KS

Molecular Labs

The current trend of diagnosing disease and future disease potential through molecular pathology is hot in the industry as the results are often used for determining treatment strategies; some say that it is the blurring of clinical and anatomic pathology laboratories. More and more physicians are asking labs to utilize molecular and genetic testing approaches in the diagnosis of cancers and the likelihood of diseases to help them determine the best therapy for their patients. Molecular genetics plays a key role in prescreening patients for the likelihood of future diseases, enabling good life choices on the part of the patient as directed by the physician.

We at Psyche Systems are aware of this next big wave and have built our products to meet the demands of the industry. Our WindoPath software integrates with molecular testing instrumentation and allows for the results to be included in all pathology reports. With WindoPath, labs can include the results from a host of molecular instrumentation including Flow Cytometry, Fluorescence In-Situ Hybridization (FISH), DNA Analysis, Polymerase Chain Reaction (PCR), Molecular Pathology, and Cytogenetics. Labs that offer this kind of integration will have an edge as this burgeoning trend takes hold.

We're proud to say that we have several customers already using WindoPath for Molecular Pathology and Genetic test ordering and reporting. The University of Wisconsin, Spectrum Laboratory Network, and BioReference are using the instrument integration features of WindoPath to provide their clients with custom, rules-based, cytogenetic, Flow Cytometry, and other molecular reports.

2009 Trade Show Calendar

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| US & Canadian Academy of Pathology, INC - US CAP Boston, MA | March |
| Clinical Laboratory Management Association ThinkLab - CLMA Tampa, FL | May |
| AACC Clinical Lab Expo Chicago, IL | July |
| College of American Pathologists - CAP Washington, DC | October |
| American Society of Cytopathology - ASC Denver, CO | November |

Web-based outreach enables laboratories to extend their services to hundreds of physicians, physician groups, etc. increasing your market reach, customer service and expanding your business opportunities. You can offer your physicians the ability to place orders, view their status and final results reports, anytime and anywhere with secure, web-based access.

Quickly and easily place test orders on-line. Features include:

- One-touch requisition printing for accurate specimen identification,
- Order status queue for simplified specimen receipt
- Client-specific testing menu
- Medicare compliance checking
- ABN form generation for Medicare
- Ask at order questions
- Standing orders
- Test compendium/catalog for specimen handling and test information
- Barcoded requisition form generation

Provide fast access to patient results. Give authorized physicians the ability to quickly access completed reports from a secure website with any Internet connection. Physicians can preview, print, or electronically distribute directly from their office, home, desk – wherever they are. Additionally, Outreach enables real-time query of all final diagnoses, order tracking, and patient history. Additional features include:

- Streamline report distribution
- Easy, automatic report formatting
- Unlimited number of customized reports
- Reports can be customized per physician, based upon preferences

Contact your Account Manager today for a customized quote for your lab. Donna Dobecki, donnad@psychesystems.com, Tracey Rosado, traceyr@psychesystems.com, Tina Geary, tinag@psychesystems.com, Natalie Weare, nataliew@psychesystems.com, Sloane Calvert, sloane@psychesystems.com.

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