

## Letter from the President

32 years is a long time. For a software company, it's a very long time. But here we are, 32 years after I founded Psyche Systems Corporation. I was 28 years old then. You do the math. It's time for me to start thinking about what Psyche will be when I finally retire.

I am not about to retire now. I am having too much fun and I like to think the company still needs me. But some day it has to happen and I need to plan for it. That's the least I can do for the company I love and for the clients and employees who have supported and trusted us.



We have already hired someone who, I believe, will make a great leader of this company one day. Her name is Lisa-Jean Clifford and her current role is Sr. Director of Marketing and Business Development. She comes to us with superb credentials: 20 years of high-tech experience in general administration, marketing and business development. Equally important, she brings the vibrant personality and creative flair that have always typified this company.

My plan over the next 5 years or so is to gradually turn leadership activities over to LJ (as she is usually called). I will, of course, continue to do application development, since that is what I love best. But I will let LJ do the things she shines at, including interacting with you.

So expect to see more of Lisa-Jean and a little less of me as the years pass.

I'll let LJ tell you more about Psyche in the next article.

- Bob Sage

I am happy to share some of our progress over the first part of this year with you. You may have seen our new branding and image emerging in our booth graphics, advertisements and collateral. Look for this to continue with the redesign of our website which will include a customer only access area. This customer portal will feature new product updates, tips and tricks for usage and offer a communications board.

We are committed to increasing our communications with you. We have begun to share more information on new products and features that we have available and are offering quarterly webinars as a way for you to be able to see them firsthand. Be on the lookout for announcements and invitations to attend these complimentary events.

We rely on the feedback that you give us to help determine which new features are in demand in the laboratory. Your input guides our product enhancements and new product development. To help gather this data, we conduct our annual Client Satisfaction Survey. Our survey format has changed this year and will be web-based. This will make it faster and easier for you to complete. Details about participation are included in this newsletter – on page 4. Your input is both valuable and appreciated.

- Lisa-Jean Clifford

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## Trade Show Activity

The Spring 2008 tradeshow season saw some stormy weather. After CLMA was canceled due to tornado damage at the Atlanta World Congress Center in March, we refocused our attention and efforts on the AACC Clinical Lab Expo taking place at the end of July in Washington, DC. We would like to invite you to attend an Industry Forum Workshop Psyche is presenting during this major industry conference. The Forum focuses on our solutions for cost-conscious laboratories. If you plan to attend AACC, please send an email to [margor@psychesystems.com](mailto:margor@psychesystems.com) to receive information about registering for this extra morning session.

We were glad to see many of you at our spring shows, and hope you will be attending the events we have coming up for the fall season. See the industry events that we will be attending during the remainder of 2008 below.

Webinars are a new type of event that have been added to our event plan. These web-based demonstrations are focused on topics that have been of interest to many of our customers and include frequently asked questions or new functionality and products that we offer. Our first two webinars, geared toward our existing customers, occurred during April and were very well received. Thank you to all of you that have contributed requests for additional topics of interest for upcoming webinars.

## Psyche University

We launched Psyche University by offering our first training session in June. This session was focused on LabWeb and was geared toward System Managers.

There was a good amount of interest and positive feedback about our first session topic, and we are excited to continue this new venue for our clients to receive product and topic specific trainings.

Our next Psyche University class is a WindoPath Brio training for Version 6 customers scheduled for September 23-24 at Psyche headquarters in Milford, MA. Your Account Manager will be contacting you soon to provide topic and registration information. We hope you can participate in this informative, cost effective way to receive additional training. You will have a chance to meet, network with, and learn from your peers, other Psyche users, and your team at Psyche Systems.

Please contact your Account Manager if you would like to register for a webinar, or get a list of future topics. We will periodically send notifications and invitations to you about these web-based demonstrations.

## Late 2008 Trade Show Calendar

AACC Clinical Lab Expo, Washington DC – July 27-31, 2008, Booth #561

Washington G-2 Reports 26th Lab Conference, Arlington VA – Sept. 17-20, 2008, Booth TBD

CAP, San Diego CA – Sept. 25-28, 2008, Booth TBD

ASC, Orlando FL – Nov. 7-11, 2008, Booth TBD

## New Employees

We are happy to announce that we are still growing! Since our last newsletter, we have added more very talented people to the Psyche family. In sync with our expansion in the market, our employee growth rate is continuing steadily. We would like to introduce you to some of our new employees:

John Esposito – Chief Financial Officer

Bill Brusco – Clinical Applications Specialist

Pam Chouinard – Accounting Specialist

Tina Geary – Account Manager/Administrator

Linnea Silvia – Sales Administrator

Sharon Culley – WindoPath Applications Specialist

## Employee Spotlight: Bill Brusco



During his career, Bill has worked with programming teams to develop interfaces, has educated new employees on proprietary, internal systems, and has experience with CPSI, Meditech, Antrim, Western Star, and Mediware.

Since his arrival, Bill has been training diligently and is now answering many of the Clinical technical support calls. He has begun on-site trainings, and it is clear that he will be a positive addition to the Psyche family. Please welcome Bill if you haven't already spoken with him through support.

Bill Brusco joined Psyche as our new Clinical Applications Specialist in March. In addition to his 23 years as a Med Tech, Bill has many years of LIS training experience as well as customer service experience.

Outside of Psyche, Bill enjoys camping and spending time outdoors. In addition to spending time at the barn with the family horse, he devotes time to family, friends, and pets.

## LabWeb User Tips

### Barcode Troubleshooting

Not getting labels for specimens can severely impact a lab's ability to get their work done. Going through the following steps can resolve your label issues and get you working again quickly. If you cannot resolve the problem with the steps outlined below, please call LabWeb Support at 508-478-5300, 24 hours a day, 7 days a week.



#### No labels at any printer

1. Try ordering a test manually. If you get a label, you have an HIS interface issue, not a label issue.
2. If you have no HIS interface or Outreach with orders, verify that the interface is in fact running.
  - a. Go to the Manager's Menu/HIS Manager's Menu/Monitor Interface Functions/Monitor ADT/Orders (HISUTIL)

This would be a normal condition:

| Process       | Status      | Runtime      | CPU      | IO     |
|---------------|-------------|--------------|----------|--------|
| V80LPPLHISEXE | Normal      | 005 08:09:00 | 00:03:23 | 611303 |
| V80LPPLHISTRN | Hibernating | 005 08:09:00 | 00:00:03 | 21047  |
| V80LPPLHISLOG | Hibernating | 005 08:09:00 | 00:00:04 | 20476  |

Note: A status of "Aborted" would not be normal. In this case, reset the HIS ADT/OE interface.

3. If the HIS ADT/OE is fine, is the PLABEL program running? Here is how to find out:
    - a. Go to the Managers Menu.
    - b. Select Start/Stop LabWeb(r) Programs (Menu number is variable)
    - c. Do you see the following?
 

```
V64PSACPLABEL  PSYCHE           Executing
The first three characters are your version number
The next four characters are your site name
The last six are the process name
PSYCHE is the user that reset the program last
Executing is a normal status
```
- If PLABEL is not running, you will not see an entry with  
VXXSITEPLABEL  
Reset PLABEL (Label generation)

#### Problem with labels from a particular printer

1. Check for an error condition on the printer itself, this is most likely the problem.
2. Are there any error codes being displayed? Consult your hardware user guide for information.
3. Does the printer have label stock? If no, power off and replenish. Reset PLABEL.
4. Is the data cable plugged in?
5. Does the printer have power? If no, plug in or turn printer on. You must reset PLABEL after any power off condition. If all else fails, turn the printer off and on and reset PLABEL.
6. Can you ping the printer using @IPPRINT or @QUEUE?

## Welcome New Customers!

Porter Medical Center – Middlebury, VT  
Lubbock Heart Hospital – Lubbock, TX  
Select Diagnostics – Greensboro, NC  
Stone Oak Pathology – San Antonio, TX  
Kensington Pathology – Mclean, VA  
Genetics Associates – Nashville, TN

## Upgrades/Recently live

Enzo Clinical Laboratory – Farmingdale, NY  
Spectrum Laboratory Network – Greensboro Salem, NC  
University of Wisconsin – Madison, WI  
Roxborough Memorial Hospital – Philadelphia, PA  
Galichia Heart Hospital – Wichita, KS  
Coosa Valley Medical Center – Sylacauga, AL  
Walla Walla Clinic – Walla Walla, WA  
WPM Pathology Laboratory, Chartered – Salina, KS  
TAACH Pathology Center – Phoenix, AZ  
Pathologists Diagnostic Laboratory – Winston Salem, NC  
Health Alliance Leominster Hospital – Leominster, MA  
Encino Tarzana Regional Medical Center – Tarzana, CA  
Blount Memorial Hospital – Maryville, TN  
Pinnacle Pathology Associates – Little Rock, AR  
Gastroenterology Assoc., of Cleveland – Beachwood, OH  
Redington-Fairview General Hospital – Skowhegan, ME  
DigestiveCare, Inc. – Beavercreek, OH  
Putnam Hospital Center – Carmel, NY  
Sacred Heart Hospital – Allentown, PA

## Featured Partner

### Ventana, Inc. (Roche)

Psyche has been forming relationships with strategic partners and key industry vendors, in order to broaden our offerings to our current clients and increase the level of functionality through seamless integrations and add-on product features.

We are very pleased to introduce our relationship with Ventana Medical Systems, Inc. We can now offer both uni-directional and bi-directional connectivity between Psyche's WindoPath and Ventana's instruments.

Uni-directional interfaces allow labels to be printed automatically at the Ventana printer, using accession and test order information sent automatically from the WindoPath system.

Bi-directional interfaces allow the above, PLUS test status information to be sent from the Ventana host computer back to WindoPath. Psyche is the only Lab vendor partner who is implementing this advanced feature now, and both Psyche and Ventana are eager to demonstrate this key, unique functionality for you.

Contact your Account Manager today to learn more about how you can implement either a uni-directional or bi-directional interface to one of Ventana's industry leading staining instruments.



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## Client Satisfaction Survey

Our Client Satisfaction Survey has received a facelift this year. In an effort to obtain quality results as well as to make it as quick and easy as possible for you to respond, we have decided to host the survey on a web-based survey site.

With this new web-based survey, we are able to ensure that all of the surveys are secure and completely anonymous. This medium allows you to respond openly without the concern of having feedback attributed to you. If you would like specific follow-up information, we ask that you please include your contact information.

The address below will take you directly to the survey. We will also email you a link to the survey within the upcoming weeks as a reminder. The survey will be open for your input through August 29th, 2008. Please take a couple of minutes to respond so that we can continue to provide you the best possible service or we can make improvements that would make your experience with us more positive.

[http://www.psychesystems.com/client\\_survey](http://www.psychesystems.com/client_survey)

## Referral Bonus

### Earn Psyche Dollars or Cash!

We have several customers that have been taking advantage of our referral program lately and I want to remind you about that program so that you can take advantage of it too.

For every qualified referral you give us, you can earn \$250. And, for every referral you give that purchases any of our products, you can receive \$1,500. A referral consists of anyone that you know who would be looking for, or benefit from, one of our products. These include LabWeb, Windo-Path, Systematic Blood Bank or any of our e.lixa modules.

You can take the bonus as credit towards your bill, any future purchase of products or services or as a cash bonus.

If you have referrals, simply contact Betty Judge at [bettyj@psychesystems.com](mailto:bettyj@psychesystems.com).