

Letter from the President

As the saying goes, "There is always room for improvement." This statement has been a guiding principle for Psyche Systems over the past 30 years. As a software company in an always evolving market, there's no time to rest on our laurels - no matter how proud we are of our past achievements.

As a company, we rely a great deal on feedback from our many customers - both for product development efforts and to continuously improve our services. Our Client Satisfaction Survey is an important tool to help us gauge how clients view our products and services.



We invite you to be critical because your comments help us identify specific areas for improvement. This year's survey results showed that we've made some significant strides in an area in which we had previous marks that didn't satisfy us. We're encouraged by the progress you think we've made and will continue those efforts.

As you will read on the pages that follow, our development efforts on a number of fronts have also kept us busy over the cold winter months. We have officially unveiled new modules for Web-based outreach for both the clinical and anatomic pathology laboratories, as well as new features in the latest version of our WindoPath software.

Our development team is also hard at work on new modules that we will offer with our existing LabWeb and WindoPath software, as well as part of our e.lixa suite of LIS extension applications. Our new booth graphics at 2007 tradeshows will showcase some of these new features. We invite you to visit us at these events and let us know what you think of our latest wares.

Lastly, this newsletter also includes an informational article about a tool our technical support staff has utilized as an alternative to dial-up access to remote client systems. Security is an important topic across the healthcare industry - one that Psyche does not take lightly. -- **Bob Sage**

Client Satisfaction Survey

Well, the results of the 2006 Client Satisfaction Survey are in! An impressive 36 percent of you responded to our survey, providing invaluable feedback about our products, services and staff. We are pleased on the whole to see that you feel we have improved in key areas - most notably in support for WindoPath. In 2004, 14 percent of respondents rated Support as Dissatisfied, and 2 percent were Very Dissatisfied. Those results incited a significant change in our WindoPath Support structure and leadership. Under Tatiana's direction, the Support Group added resources and focuses on metrics - volume, response and close rates.

According to this year's results, that work has yielded improvements - with half as many respondents Dissatisfied and none selecting Very Dissatisfied. In other areas, 82 percent of respondents were either Satisfied or Very Satisfied with our software, while another 16 percent rated their experience as Fair. And, overall respondents were pleased with their experiences in the sales process, primarily basing their decisions on product functionality, overall value and vendor reputation. As a company, our goal is to achieve Satisfactory ratings across the board. And, we will continue to work towards this goal.

Client Referral Program

Psyche Systems' Client Referral Program has been a great success since its inception over a year ago - both yielding new clients for Psyche and paying dividends to clients referring leads. Through the CRP, Psyche Systems offers cash or a credit in the amount of \$250 for a qualified lead. If that lead results in a sale, the lab receives another \$1500. Contact your account manager for details.

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LabWeb User Tip

How to Change Patient Names in SBB

Clients using the Systematic Blood Bank (SBB) module know that SBB is very strict about ensuring that you are working on the intended patient. This assurance requires that there is an exact match between the name, account number, and medical record number between what is stored in SBB and what is currently in LabWeb. For newly admitted patients, this is not a problem, since the data is fresh and will match.

Eventually, a patient who previously had blood work in SBB will return to the hospital for more work with a new name, typically those new Rh negative mothers. SBB no longer recognizes the patient as admitted and will not allow any work in SBB. When attempts are made to access them in SBB, the messages "WARNING: Unable to locate patient by name, account, and medrec in database" and then "You may review but not update this patient record" are displayed. What is the best way to handle this situation?

- SBB requires that 2 of the 3 (name, account number, and medical record number) match before you can make any updates in SBB. The first thing to do is change the account number in LabWeb to match the last one stored in SBB.
- Then you can access the patient through UPI and SBB will find the admission in LabWeb, insert the new name in SBB, and put the old name in the AKA field. Save the changes.
- Return to LabWeb to change the account number back to the new one.
- Once that is done, you can return to the SBB UPI option and change the account number to the new one, for which SBB prompts you whenever a patient update is saved.

Employee Spotlight: Brian Keefe



Brian is an eight year veteran at Psyche Systems. For the past five years, he has led the Company's clinical product marketing efforts - selling LabWeb and SBB and their related modules to both new prospects and as upgrades to existing clients.

He has also been an instrumental force in developing new clinical software products, including the e.lixa LIS extension

suite and new MicroPath product.

Brian's favorite role is working with clients to learn first-hand what new features or products will help them in their job. Then, he takes that knowledge back to work closely with the development teams to incorporate the ideas into Psyche's software.

Prior to joining Psyche's Sales and Marketing Groups, Brian used his education and experience as a Medical Technologist to train clients on Psyche's clinical software products. He worked as a generalist in the clinical laboratory at MetroWest Medical Center before joining Psyche Systems.

Outside work, Brian enjoys spending time with his four-year-old nephew, playing "monster trucks" (his nephew's favorite activity).

2007 Events

Psyche Systems kicked off another busy spring tradeshow season showcasing our new "look" at the Lab InfoTech Summit in Las Vegas. Two weeks later we traveled to both San Diego for the USCAP Annual Meeting and Houston for CLMA's 2007 ThinkLab conference. Shortly thereafter, our wearied sales staff had a bit of a break with the local Northeast Regional Conference here in Massachusetts. But, then headed to Atlanta last month for the American Urological Association Annual Meeting.

We enjoy seeing clients when we're on the road and appreciate the feedback on our new booth design and latest product features. This year we've been inviting visitors to take a "Challenge" for a chance to win a USB Stick Memory Drive and enter to win a larger prize like a 19" Flat Screen Monitor. We hope you can join us at one of our upcoming shows:

AACC Annual Meeting
July 15-19 in San Diego

SABM Regional Meeting
Sept. 7-9 in Hollywood

ISABB Regional Meeting
Sept. 19-20 in Indianapolis

CAP Annual Meeting
Sept. 30-Oct. 3 in Chicago

ASC Annual Meeting
Nov. 2-7 in Houston



Simple, Secure Support GoToMyPC® and HIPAA

Psyche Systems Technical Support Staff has implemented new technology to help streamline connectivity to client systems to facilitate technical support. GoToMyPC enables Psyche's technical support professionals to remotely access LabWeb, WindoPath, and SBB systems securely and more cost-effectively than using dial-up.

First and foremost, GoToMyPC is more cost-effective than dialing up since it does not require a telephone line, thereby eliminating costly phone charges each month. It is also faster and more reliable than dial-up access, yielding a faster turn-around-time on issue resolution.

The most significant advantage offered by GoToMyPC, however, is the security features it offers. Many telephone users do not think about the security of their service when placing a phone call. However, this issue becomes far more pressing when using it as a means to access software that may hold sensitive patient data.

In the era of HIPAA, certain security standards must be met at every software access point - even for support staff - to ensure the integrity of the system data. Psyche Systems chose Citrix's GoToMyPC because this remote-access product provides the end-to-end encryption, and access control required by HIPAA privacy and security standards.

Unlike other solutions, GoToMyPC Corporate uses screen-sharing technology to transmit only mouse and keyboard commands, and does not distribute actual patient data across networks. It protects data confidentiality through a combination of encryption, strong access control and host PC protection methods.

It also uses industry-standard end-to-end Advanced Encryption Standard (AES) encryption using 128-bit keys to protect the data stream, file transfers, chat and keyboard and mouse input. Additional security features include dual passwords, end-to-end user authentication, host screen blanking and host keyboard and mouse locking to ensure data confidentiality.

GoToMyPC Corporate supports both HIPAA required and addressable features for Access Control, Audit Controls, Integrity, Person or Entity Authentication, and Transmission Security. Please contact your account manager for a full copy of Citrix GoToMyPC Corporate HIPAA Compliance Guide or to learn more about how Psyche Systems Technical Support Staff uses this product to service clients.

Psyche News

Clinical Outreach

Psyche Systems has developed a Web-based outreach package for the clinical laboratory that works with any version of LabWeb. The new e.reports and e.orders software for the clinical laboratory runs on a platform that also works in conjunction with Psyche Systems' WindoPath software, so a laboratory can choose one or both of the modules for the clinical and/or anatomic pathology laboratory.

e.reports gives clinicians fast access to patient results, while helping the laboratory streamline report distribution. Features include:

- Cumulative report creation and display in graphical or tabular formats
 - Basic and historical reports customized for color, presentation and saved for later use
 - View or auto-print selected or final reports
 - Complete interfacing capabilities to all EMR, practice management and/or HIS systems
- e.orders enables physicians to quickly and easily place test orders online, and features:

- Automatic ABN generation with LMRP Checking, including limited coverage tests and frequency checking
- Configurable "ask at order" questions
- Complete, searchable and customizable online test catalog, including favorites list and specimen handling required matrix or materials
- Barcode order identification
- Supply ordering capabilities
- Comprehensive management reports
- Complete interfacing capabilities for any practice management or billing system, and hospital information system ADT and order entry.

Test	Full Name	CPT	Ordered as	Constituents	Test	ICD3	Constituents	Comments
ANEP	AMAL DENTITIN PANEL	80074	ANAM BICAG	CBC	182.3	RBC HGB HCT MCV		
U/NL	URIN (UREA NITROGEN)		URIN	GLU		NA K CL CO2 GAPK	FAST: Y1	
CBC	CBC	85027	CBC	RBC HGB HCT	LYTE	PT		
CHCD	CBC W PWT & AUTO DIFF			CRE	RFP			
CRE	CREATININE			GLU	RFP			
GLU	GLUCOSE		GLU	GLU	UA	SFUR COL APP UPH	COLL: CLEAN CATCH	
HH	HGB/HCT		CEB(HGB)	HGB HCT				
HOME/DRA	HOME DROW			HOME				
LYTE	ELECTROLYTES		LYTE	NA K CL CO2				
MISC1	MISCELLANEOUS TEST		LYTE(NA)	MISC1				
NSA	NSA			NSA				
PSA	PROSTATE SPECIFIC AG			NPSA				
PT	PROTHROMBIN TIME w INR		PT	SPT INR				
PT w/in INR				PTT				
PPT	ADPT			PPT				
TRPL	TRYPHOSPHALINING		TRPL	TRPL				
UA	URIC ACID		UA	SFUR COL AP				
UCUL	URINE CULTURE			MCHT				

- New case list window with many more ways to filter active cases
- Additional keyboard commands
- Histology only case type
- Histology QC directly in the histology window
- Ability to send messages to users within WindoPath

Every year WindoPath users give Psyche Systems ideas for new features and functionality that make it onto the development "wish list" for the next version or even version update. Therefore, we have you to thank for inspiring all of the new features in the latest version of WindoPath that have helped to make it such a success - with 39 Version 6 clients and 13 more in queue!

WindoPath Outreach Another "Cool" Capability of V6.1.1

Psyche Systems' new WindoPath Outreach is a Web-based Outreach platform to allow the laboratory's clients to place orders and receive patient results through a laboratory-branded Web site. It's comprised of two modules - e.reports and e.orders, which are each sold separately to give the laboratory more flexibility in choosing new services to offer clients.

e.reports gives authorized physicians the ability to quickly access completed reports from a secure Web page using any PC. Physicians can preview, print or email reports directly from e.reports. It also enables real-time report look-up for all final diagnoses, order status tracking, and complete patient history review - by individual patient or entire patient population.

e.orders allows physicians to securely place test orders through a Web site for a fast, paperless ordering process. e.orders features one-touch requisition printing for accurate specimen identification, order status queue for simplified specimen receipt confirmation, and Medicare limited coverage checking.

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WindoPath V6 Highlights

If you attended last year's User Symposium, you probably sat in on a popular session entitled, "Tips, Tricks & Cool Stuff in V6." Well, we can't exactly show you the tips and tricks in this column, but we will certainly take a moment to expound on the "cool stuff".

Many of the most significant changes from WindoPath Version 5.0 to Version 6.1.1 (the latest image) are in the report formatting and distribution area. Version 6.1.1 allows the laboratory to set up different report formats for individual clients or different types of specimens. You can also set up templates for specific uses. The formatters also now allow you to incorporate mastheads, footers and watermarks. A highlighting tool allows the lab to call attention to malignancies or special diagnoses. The ability to add color also enables the physician to print a report with important text in color.

Another new feature related to formatting is the ability to auto-attach images and easily wrap text around the image for display purposes. Print preview now displays the full report in a single screen. Other types of materials or documents, like consults, Smart Draw templates, or published articles or research findings, can also be scanned or downloaded and auto-attached to the appropriate case and printed with the final report. The laboratory can also create physician groups and sort, print and gather statistics based on group practices, not just the individual physicians.

The latest version of WindoPath also features tables for columnar formatting - for Gleason scoring and/or point-and-click tumor staging templates. Another new feature is the option to automatically order a reflex test based on a specific diagnosis. For example, WindoPath can auto-reflex an HPV test based on an ASCUS diagnosis.

The ability to add tables also means that the laboratory can enter clinical test results - either manually, with Psyche's Clinical Information Module, or clinical instruments interfaced directly to WindoPath - and incorporate them into the pathology report. The laboratory can also set up text templates to automatically populate fields in paragraph, diagnosis and phrase libraries.

Additional capabilities in the latest version not available in previous versions include:

- Preferences by user (versus workstation)
- Ability to save original reports in PDF form
- Emailing reports

