

Letter from Lisa-Jean Clifford

With winter over and spring upon us, we have seen many things bloom here at Psyche in the past 6 months or so since our last Newsletter. We are thrilled to welcome several new customers to the Psyche family. Many of our long time, valued customers are taking advantage of upgrading to newer versions of their applications as well as building out their laboratory's functionality with added features of our e.lixa modules – Outreach, EMR Internet Interface, and MicroPath.



Outreach and EMR integration are definitely hot topics in the industry right now – the ability to expand your labs offerings, increase customer or test volumes, improve efficiencies and reimbursements – are all keys to survival and growth. We are happy to be at the forefront of this effort, working closely with our customers to ensure their continued success.

To this end, we just returned from the CLMA ThinkLab '09 conference where I had the distinct pleasure of presenting two sessions on Outreach and EMR integration for the lab. The first session was part of an industry Forum panel with two other companies, titled, Integration & Interoperability with Physician Practice EMR's. The second was an educational track and was titled, Laboratory Outreach: Connecting to your customers for order entry and results delivery via the Internet or their EMR. Both of these presentations will be posted on the Customer Forum for your review – so be sure to log in and download the PDFs. If you have any questions or would like more details on the content of the presentation, feel free to contact me directly, or contact your Account Manager today to see just how cost effective it is to add this functionality to your laboratory – or simply to gain more information about it.

Sincerely,
Lisa-Jean Clifford
Chief Executive Officer

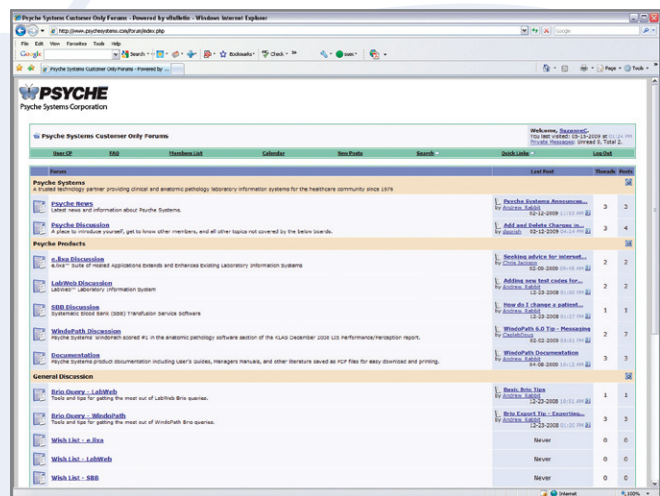
Psyche News

Psyche Customer Only Forum

Earlier this year we launched a customer only forum (<http://www.psychesystems.com/forum/>) with the goal of providing our customers with an online portal to connect with us as well as other users of Psyche products. We've added some product tips and product specific documentation – most recently the WindoPath Version 7 datasheet.

The Customer Forum is about user generated content. As a Psyche customer it is you who guides the conversations and determines what shape discussions will take. Take part in the Psyche Systems user group on the Internet by signing on today and letting your thoughts, opinions, and requests be heard.

To date we have over fifty registered customers from multiple locations. Get involved, join today by visiting <http://www.psychesystems.com/forum/>.



Screenshot of Psyche's new customer only forum

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Trade Show Activity

With both the USCAP and CLMA shows behind us, we reflect on what we have learned from our exhibitions and the valuable information we brought to the table in our speaking sessions. We look forward to these events not only for a chance to meet potential customers, but also to visit with our current clients and to learn about what's new in the industry.

Over four thousand lab professionals gathered at the Hynes Convention Center in Boston, Massachusetts to attend the USCAP Annual Meeting. Attendees learned about current best practices in pathology during the poster sessions, lectures, and various receptions throughout the congress. We want to thank all of our current customers who came to our booth and provided us with valuable feedback on these trends as they relate to their labs.

At the CLMA ThinkLab, held in Tampa Bay, Florida, just over five hundred professionals met to discuss the issues facing clinical laboratories. Psyche was honored to present during one of the breakout sessions, Laboratory Outreach: Connecting to Your Customers. Our own CEO, Lisa-Jean Clifford, presented providing valuable information regarding current developments in outreach technologies. She also represented Psyche at the Industry Forum along with Orchard and Accenx. During this round table discussion each company presented current trends in the laboratory software industry and what they feel the future will hold for the lab community. If you would like to learn more about either session, feel free to drop us a note, as you know the entire Psyche team is available to you.

Be sure to check out our upcoming events schedule below, and to visit our website periodically as we may add shows from time to time. We're also conducting several webinars this season dealing with new features and functionality of our products, so be on the lookout for invitations and be sure to add BLANKETEMAIL@psychesystems.com to your spam filters white list.

2009 Trade Show Calendar

AACC Clinical Lab Expo Chicago, IL - Booth# 3808	July 21-23
College of American Pathologists - CAP Washington, DC	October 11-13
American Society of Cytopathology - ASC Denver, CO	November 13-17

KLAS Ranking

Thanks to our customers, Psyche's Anatomic Pathology System Ranked #1 for the KLAS market segment Anatomic Pathology (Community) for 2008!*

WindoPath® anatomic pathology information system ranked #1 among all anatomic pathology software solutions surveyed according to the 2008 Top 20 Best in KLAS Report: Software & Professional Services Report*. The report was published in December 2008.

Not only did we rank #1, we outscored our closest competitors by well over a full point in this category with a score of 8.21, out of a possible 9, in Product Quality Rating. Every other system evaluated in this category did not score higher than a 7.xx.

Psyche's WindoPath also far outscored the AP solutions evaluated in the market segment, Anatomic Pathology for large labs, achieving a score of 88.28. The closest competitor evaluated in this category only scored an 80.88. 100% of our customers surveyed in this category said that they would buy us again. We also scored an 8.00, out of a possible 9, in Product Quality Rating – every other system evaluated in this category did not score higher than a 7.xx.

WindoPath scored an unprecedented 93.22 in the market segment, Anatomic Pathology (Ambulatory), with 100% of our customers saying they would both buy us again and that our AP solution has all the functionality needed.

Our average score for all 3 categories evaluated for Anatomic Pathology systems in the 2008 KLAS Top 20 Report is 89.71! The closest competitor's average score was only 85.64, a full 4 points lower than WindoPath!

We would like to thank all WindoPath customers who participated in the KLAS survey analysis. WindoPath's overall rating was 87.62, significantly higher than the closest competitor in Anatomic Pathology.

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Featured Customer

Lubbock Heart Hospital

Lubbock Heart Hospital served their first patients in December of 2003. The facility strives to be patient-focused, providing advanced standards in healing, every day. Along with its 74 licensed-bed private rooms, Lubbock Heart Hospital has over 150 specialty physicians on staff to serve our patients when necessary. The physicians and staff at Lubbock Heart Hospital are focused on the health, safety, and satisfaction of its patients. HealthGrades has ranked Lubbock Heart Hospital in 2009 as #1 in Texas for Cardiology Services and for Coronary Interventional Procedures. Lubbock Heart Hospital has also been ranked among the top 5% in the nation for Overall Cardiac Services and Cardiology Services for 2 years in a row.

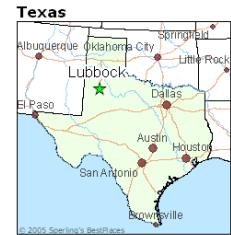
LHH Laboratory made the decision to implement Psyche's Systematic Blood Bank (SBB) system in 2008 to better ensure patient safety during the transfusion process and to improve the safety and accuracy of the Blood Bank processes. The LHH Blood Bank crossmatches approximately 350 patients per month and infuses around 2500 blood and blood products per year. Prior to utilizing the Psyche's SBB, the Blood Bank used a tedious manual process, documenting patient reactions and product issues in a Master Log and maintaining all infusion records in the HIS and an Excel spreadsheet. Utilizing the Psyche's SBB has significantly contributed to the increased efficiency and accuracy of this department. A comprehensive patient report of both units infused and available for use is appreciated by the Nursing units. For the first time, a report of inventory of blood products both infused and stored is at your fingertips



James McIntire and Sharon Timmons from Lubbock Heart Hospital

instead of by manual count. Patient history lookups take seconds instead of minutes. Overall, the implementation of the Psyche system after our months of customizing and planning was seamless and a great experience. The Psyche Blood Bank System is an invaluable tool for the Lab.

Lubbock, Texas just celebrated its centennial anniversary. With over 220,000 people, Lubbock has come a long way from those first days. The economy of Lubbock is primarily supported by the local agriculture, a vast medical community, and by Texas Tech University. Although known for the occasional dust storm, the climate is usually temperate and the sunsets are gorgeous. Lubbock is home to several wineries, a premier wind research facility, and even a prairie dog town. Lubbock is a great place to live, work and raise a family.



Welcome New Customers!

Gastroenterology Consultants, LTD, Reno, NV
Manhattan Physicians Laboratories, Roseland, NJ
Medical Diagnostic Laboratory, Mount Vernon, WA
Southern Diagnostics Laboratories, Birmingham, AL
University of Texas Southwestern, Dallas, TX

Upgrades/Recently live

- » Bethesda Dermatopathology, Silver Spring, MD – WindoPath V6
- » Davis Memorial Hospital, Elkins, WV – Outreach Results
- » Holy Cross Hospital, Chicago, IL – WindoPath V6
- » Kansas City Pathology, Wichita, KS – WindoPath V6
- » Lubbock Heart Hospital, Lubbock, TX – SBB
- » Mammoth Hospital, Mammoth Lakes, CA – SBB
- » Marlboro Chesterfield Pathology, Bennettsville, SC – WindoPath V6
- » Mission Internal Medical Group, Inc., Mission Viejo, CA – Auto-Print, Outreach Results
- » Nason Hospital, Roaring Spring, PA – WindoPath V7
- » Pinnacle Health Systems, Harrisburg, PA – WindoPath V6
- » Physicians Preferred Laboratory, Amarillo, TX – Outreach Results
- » Pontiac Osteopathic Hospital, Pontiac, MI – SBB
- » Sherman Abrams Lab, Brooklyn, NY – Outreach Results

WindoPath Version 7 Released

Psyche's WindoPath has been enhanced with even more features and functionality – taking it to new heights of effectiveness and efficiency for laboratories of all sizes.

New Features Include:

- » **Prostate diagramming**
- » **Clinical results blended within the pathology report**
- » **Reflex testing ordered by physician preference**
- » **Enhanced report formatting options**
- » **CAP synoptic reporting**
- » **Specimen and procedure tracking**
- » **Library cloning**
- » **Schedule report printing**

As well as many enhancements and improvements to existing workflow and ease of use options as requested by you – our users.



Partner Update

Boston Software Systems

Just over three years ago Psyche partnered with Boston Software Systems, the leader in healthcare workflow automation, to couple their Boston WorkStation scripting technology into our e.lixa suite of hosted LIS extension applications. This relationship has enabled some of our customers to seamlessly add the functionality they needed at their labs for a significantly lower cost than other solutions.

Our relationship with Boston WorkStation enables our customers to cost effectively connect disparate applications and systems, eliminating the need for staff to manually enter or type data from reports or spreadsheets. It also eliminates the need for costly point-to-point interfaces as well as dramatically reduces the time involved with realizing the benefits of the interface. With Boston WorkStation the process is automated, and errors are significantly reduced.

We continue to be excited about our relationship with Boston Software Systems and are happy to offer this solution to our customers.



Employee Spotlight: Suzanne Caron



Suzanne Caron joined the Psyche Systems family back in 1985 as a Clini-CAL Applications Specialist from Charlton Memorial Hospital. During her twenty-four year career with us Sue has held many prominent positions within the organization. From her early days as a Clini-CAL QA Specialist to leading the Clinical Deployment group and facilitating all Clinical documenta-

tion, Sue's efforts touch almost all our clinical customers. Through the years she has had an active role in product development, sales support, training, technical support, account management and remains the company expert on the LabWeaver interface.

Additionally Sue is the in house graphics designer for Psyche. In conjunction with the marketing group Sue handles website design, collateral implementation, magazine advertisements, trade show and event graphics, as well as this very newsletter. She is a one-stop graphics powerhouse.

Outside of the office Sue is an avid computer user who spends her off-line time designing and creating miniature scenes and taking care of her two cats. Sue also manages a freelance graphic design studio where she hones her design skills while providing superior service to her clients.

Application Tips

Usually this section of the newsletter is where we have our helpful tips for one of our applications. We decided that since we have the online User Forum now, it makes more sense to put all our tips there as they are created. If you haven't visited the forum yet, please register at www.psychesystems.com/forum.

The new tips we are adding this spring are:

- » **SBB – Permanent Chart Comments**
- » **LabWeb V8.0 – Archived Patient Reports**
- » **LabWeaver – ButtonBar and HyperLinks**

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