

NEWSLETTER



July 2005 Customer Issue

Letter from the President

The second quarter was very eventful for Fletcher-Flora. We merged with another company and became a public corporation. We also purchased Modulas Data Systems and are now entering into larger hospital systems with a new browser based system. The new company will keep most of the old name and will be called Fletcher-Flora Healthcare Systems. LabPak is still very much alive and the new product simply takes us to a new section of the market.

We continue to work hard to improve our existing product and service, and as each of you know, it's never ending. Karen Abara took over at the first of the year as "Director of Customer Services." Karen has taken many steps to improve our support, implementation and installation teams. New managers and support service reps have been added, but it has been a challenge to find the right people. We are constantly looking for new people as we expand.

We continue to enhance our products and produce new releases of LabPak. Most of you do not need these changes, so you only receive the enhancement you need. This is the reason you do not receive upgrade CD's all of the time. These releases could have changes for new instruments, or for an EMR/PMS interface and do not pertain to your system. Everyone on support contract will be getting new releases over the next year as we make more product changes that relate to governmental and regulatory requirements.

There are now over 1,300 LabPak locations and growing everyday. Thanks for your continued support.

Neal Flora

Karen's Korner by Karen Abara

The ABC's of Host Interfacing and Implementation

Three years ago when I started at Fletcher-Flora, I felt like I had walked into alphabet soup anytime I attended a host implementation conference call. EMR, PM, ADT, File I/O, IP addresses, HL7, etc. I had no idea what anyone was talking about. Over those three years, my knowledge base has grown immensely and I wish to share some of that knowledge with you.



What exactly is a host interface?

Your LabPak system can communicate to either the practice or hospital EMR (Electronic Medical Records) or PM (Practice Management) system through an electronic transfer of data using either an HL7 or, in the case of Medical Manager, an ASTM interface.

What modules are available?

Fletcher Flora offers four different modules. Depending on your office or hospital system, one or more of these modules may be available and or beneficial to your practice:

ADT: The electronic transfer of patient demographic information from the practice system to LabPak.

Orders: The electronic transfer of an order for lab work from the practice system to LabPak.

Results: The electronic transfer of approved results from LabPak to the practice system.

Charges: The electronic transfer of billing information for approved finalized samples from LabPak to the practice system.

Who do I contact if I am interested in a host interface?

Gretchen Endres, our After Market Sales Manager, at 866-803-4674. She will evaluate your needs and provide you with a proposal.

What process is followed to get this done?

Once Gretchen has received your signed agreement, she will work with Dianna Powell, Inside Sales Manager, in setting up what we refer to as an "Implementation Meeting." This meeting will bring together members of your team (yourself, office manager, IT department, billing department, etc.), the EMR or PM team, Dianna, myself, and Kristen Kleist. Kristen is our host Implementation Specialist and our resident HL7 expert.

At this meeting, the team will discuss and decide which modules are appropriate, discuss workflow, and begin to formulate a testing and implementation plan. Depending on the size of the project, this meeting will be followed by one or more additional implementation meetings until the interface is live in your facility.

The implementation of a host interface may seem daunting at first, but it will add greatly to the efficiency of not only your laboratory, but your practice or hospital in general.

Karen Abara, Director of Customer Service

New Faces

Most of you have already met or worked with some of the new faces. Others have only spoken with them over the phone. This brief profile may give you some insight.



Jim Miller

Welcome back to Jim Miller! Jim worked for Fletcher-Flora for several years as an installer, support person and support manager. Jim left us for about 1 1/2 years and was teaching Medical Assisting, but is now back and looking

forward to providing you with quality support. Jim has a lot of knowledge of our product and company, and we are pleased that he has chosen to return!

Teresa Gates

Teresa joins the Sales Team as our Support Contracts Sales Coordinator. She received a Bachelors of Science in Medical Technology from Texas Christian University and a Masters of Science in Basic Health Sciences / Toxicology from North Texas State University. Teresa worked for 6 years as a Medical Technician at Harris Hospital, and for 11 years at Abbott Laboratories in research and development, as a project manager, and in technical support.



Teresa and her family reside in the Dallas/Fort Worth area of Texas. When she is not running around with her daughters for soccer, or volunteering for the school's PTA, she enjoys reading.

Jan Deverman

Jan is joining us as a Trainer/Installer with over 25 years experience as a Medical Technologist. She holds a Bachelors of Science from Ferris State University in Michigan, a Med Tech Clinical Internship at Oakwood Hospital, and a MBA from National American University in South Dakota. Most recently she worked as the Laboratory Manager of the Rapid City Medical Center Laboratory in South Dakota.

Jan is very excited to be making this career change and working for a company that she has had a relationship with as a customer and a LabPak II user for the past nine years.

Ed Palenski

We are happy to welcome Ed as our Clinical Application Specialist. He has over 20 years of field experience as a Medical Technologist. He graduated from Morehead State University with a degree in biology, and has both clinical and corporate experience in lab medicine. He has lived in California for 6 years, and enjoys road cycling and running in his spare time.



Product Spotlight by Gretchen Endres

Tired of phone calls.....and more phone calls?

Getting Your Lab Reports Out!

Fletcher Flora, Inc. offers Inquiry Workstations. Allows the user to perform, look up and print reports – faxing also. Whether you're on a LAN (local area network) or WAN (wide area network), take advantage of this LabPak option. (Dial up is also available.) Very cost effect and will make your lab more efficient!

Internet access? We have it NOW! "NetConnect" Results via the internet. NetConnect uses the latest in Internet security technology; including firewalls, password protection, and the same 128 bit encryption dictated by HIPAA.



Contact Gretchen Endres
866-803-4674
Gretchen@LabPak.com

Quality Accessories

**Need barcode labels for your Eltron Printer?
Buy them directly from Fletcher-Flora with
these benefits:**

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1-800-777-1471

Did You Know?

Fletcher-Flora's LabPak system has interfaced to over 50 different Electronic Medical Records (EMR), HIS and Practice Management Systems (PMS), and almost 30% of all new sales in the past two years have included these types of interface.

We Need Your Feedback

Fletcher Flora would like your feedback on our system, support, and the general acceptance in the field of our product. It is important to our company to get your candid opinions. You can e-mail your thoughts to ken@labpak.com.