

Letter from the President

As 2006 comes to a close, we want to thank our customers for their continued support over the year and wish you a very happy holidays! This issue of the newsletter contains important information from our technical support team, as well as information about new products we've released. Please take a moment to read our customer highlight section to learn how Fletcher-Flora teamed up with a lab to help expand its business and create additional revenue sources. As always, this newsletter is intended to give you insight into our ever-changing industry, and new ideas on how to maximize your lab IT investment.

With a growing demand for linking remote labs, our LabPak® customers have two new options to grow and optimize their labs. First, **LabPak® EX Workstation** is our new Web-based patient registration, orders and results module that can help you expand lab services to remote sites over the Internet or economically add extra user workstations. Doctors are able to access results or place orders securely over the Internet. Second, **FFlex-Connect™ Communication Software** uses the Internet to facilitate printing to remote printers. This can eliminate issues with faxing, including busy signals, unreadable reports and missing reports.

We look forward to sharing more exciting news about our products and services, and to continue to partner with you in 2007. Have a happy and prosperous new year!

Neal P. Flora, President/CEO
Fletcher-Flora Health Care Systems, Inc.

Customer Connection

St. Louis Urological Surgeons was founded in 1935 with the goal of delivering the highest quality urological care to the people of the St. Louis metropolitan area. Over the years, the practice has grown to 13 physicians seeing patients in 5 separate locations, with one main laboratory serving all locations.

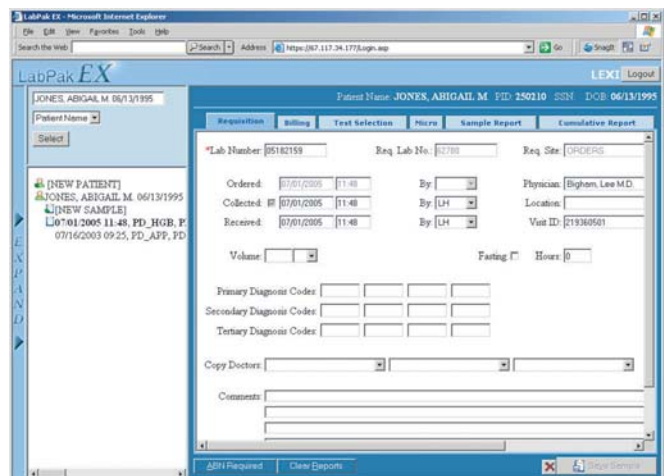
As the practice grew, it became clear that they needed to invest in technology to reduce their manual effort and improve the practice's overall efficiency. In addition, because the main location houses the laboratory, the new system had to enable secure access to patient data from any of the five locations. St. Louis Urological searched for a system to seamlessly connect their multiple locations and facilitate the workflow in their lab.

Ultimately, they decided to implement a Fletcher-Flora LabPak® POL LIS, with a LabPak® EX Workstation in each satellite facility. With input from our knowledgeable implementation and sales staff, St. Louis Urological was able to utilize their existing network and Windows® PCs in each location to minimize their upfront investment. Implementation was simple, and in only one week, the new system went live. The staff saw immediate benefits. "Our new LabPak system with EX Workstations eliminates at least one to two hours of manual work a day," according to Brian Nixon, Lab Manager at St. Louis Urological. "Data is available in real time at any location so we can focus on providing better patient care instead of spending our time on manual processing."

LabPak® EX Workstation: Optimizing your LabPak Investment

Fletcher Flora introduces LabPak® EX Workstation, a Web-based, orders and results module that delivers affordable, easy and secure access to lab information from within the lab or from a remote location. EX Workstation is an economical way to add extra workstations or extend LabPak® across the network, so your customers can talk to their LabPak® system from anywhere using an Internet connection. Your doctors can have password-protected access to patient registration, lab orders and results. There is no special software to download to your PC, it helps you comply with HIPAA regulations and the access is secure. How can this upgrade help you?

- **Single User systems:** Adding EX Workstation is an affordable way to increase the number LabPak® system users. This will reduce any bottlenecks at your current workstation or allow patient registration and order entry from a separate workstation.
- **Multi-User systems:** Grow your lab remotely without the growing pains. Use EX Workstations with FFlexConnect™ over your existing network for an integrated system with order entry, results review and remote printing.
- All users can be sure that their EX Workstation provides secure, **Web-based order entry and results review** with encrypted communication over the Internet.
- EX Workstations communicate directly with your LabPak® Server. Now, LabPak® users can simplify remote orders processing with **single-point administration**.

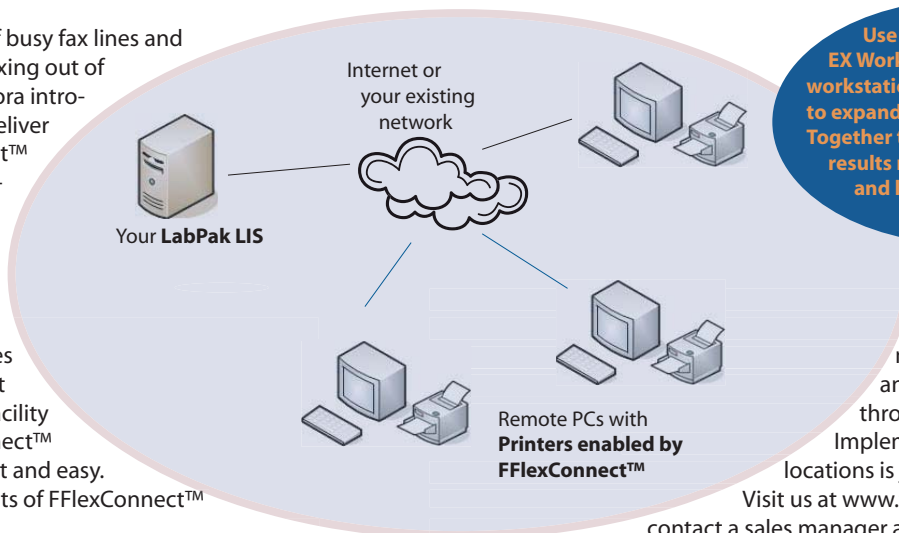


Sample EX Workstation Screen: Patient Requisition

Adding LabPak® EX Workstation is a great way to optimize your system with the least investment of time and money. Implementation is fast, and the intuitive screens are a modern and simple upgrade to the LabPak® you know and love. For more information, contact us at 1-800-777-1471 or at sales@labpak.com.

Introducing FFlexConnect: Use the Internet to Print Remotely

Tired of refaxing reports because of busy fax lines and unreadable pages? Why not take faxing out of remote report delivery? Fletcher-Flora introduces a new and effective way to deliver reports using our new FFlexConnect™ communication software. Now, LabPak® customers can use the Internet or existing network (LAN or WAN) to securely deliver reports to a remote PC running Windows® XP PRO with a Windows® printer. This new report delivery system uses multiple levels of security to protect patient information, helping your facility meet HIPAA regulations. FFlexConnect™ is Web-based, and installation is fast and easy. This allows you to realize the benefits of FFlexConnect™ immediately.



Use FFlexConnect and EX Workstation for an extra workstation in your front office or to expand to remote locations. Together they provide order entry results review, report printing and label generation over the Web.

Adding FFlexConnect™ to your LabPak® LIS helps maximize your investment and facilitate reporting throughout your facility. Implementing new print locations is just a click away! Visit us at www.fletcher-flora.com or contact a sales manager at 1-800-777-1471.

Technical Support Corner by Celesta Severtsen

New Customer Support Service using Webex® Online Support Services

This fall, our customer support team implemented Support Center®, the on-site support solution online customer support services from Webex Communications, Inc. Support Center® is a secure, online support application that allows the Fletcher-Flora support department to provide technical assistance to customers in real time over the Internet. This remote tool allows desktop sharing between Fletcher-Flora support personnel and customers and allows support representatives to request control of the customer's computer to show the end user how to resolve a problem, navigate through product menus and screens or use applications on the network. Support representatives have the flexibility to chat with the customer in real time and send a Web page or file transfer. Implementing this online support tool greatly reduces the time needed to resolve system issues, giving customers faster turnaround and improved efficiency. Fletcher-Flora customers can take advantage of having expert assistance with just the click of a mouse.

"The addition of Support Center® is a valuable tool in providing support to our customers," explained Celesta Severtsen, Technical Support Manager at Fletcher Flora. "The ability to remotely troubleshoot problems with the use of Support Center™ should allow us to resolve many of our customers' questions quickly, the first time they call."

Microsoft Windows® Updates

Security updates are very important to the integrity of your computer. Microsoft® upgrades should NOT be set to AUTO-UPDATE on any server or workstation that has tasks assigned to them, such as running instruments, printers, or label printers. You can complete updates two ways, either manually once a week or automatically scheduled to run while LabPak® is **guaranteed** not to be in use. It is important to remind everyone that updates should be performed when LabPak® is closed.

REMINDER: Don't forget to regularly back up your LabPak daily! If you are interested in **Shadowback** software designed specially to back up your LabPak® LIS, please contact us for more information at 1-800-777-1471.