

Letter from the President

Greetings! As summer comes to an end, we hope that so far 2007 has been happy and productive for all our friends and customers.

At Fletcher-Flora, the year has been filled with exciting changes and new products. Most notably, we announced the release of our new Web-based LIS: **FFlex eSuite™**. This product is currently available and, as the name suggests, is designed to be the most flexible information system solution for the clinical laboratory. This summer issue of our Customer Newsletter is dedicated to bringing you the latest on news on Fletcher-Flora Health Care Systems, including details about FFlex eSuite and valuable information that applies to your current LabPak system. Read how one LabPak® customer is updating from their LabPak to **FFlex eSuite** to streamline their workflow and cost effectively integrate multiple locations. Also included is a detailed description of **FFlex eSuite**, its capabilities and the exciting options available that can help you manage your laboratory's growth.

Just recently, we launched a new company website at www.fletcher-flora.com. We hope the new design makes it easy for you to obtain information and the new content serves as a useful resource for you and your staff. We welcome you to visit often to learn about what's happening at Fletcher-Flora.

For all our LabPak customers, be sure to visit the Customer Support section of the newsletter for useful tips and reminders. As always, we look forward to sharing more information about our new products and services, and learning just how our cost-effective solutions can solve some of the issues that you may be facing in your lab. Thank you for your continued business!

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

Customer Connection

Carolina Health Specialists is a multi-specialty affiliation of physicians comprised of practices in Internal Medicine, Family Medicine, Emergency Medicine, Pulmonology, Endocrinology, Rheumatology and Nephrology serving multiple counties throughout South Carolina. As LabPak customers for years, they were looking for the easiest most cost effective way to integrate various clinical systems while providing access to multiple locations. While expanding their LabPak LIS was an option, they chose to update their current LabPak system with **FFlex eSuite**, Fletcher-Flora's newest LIS technology.

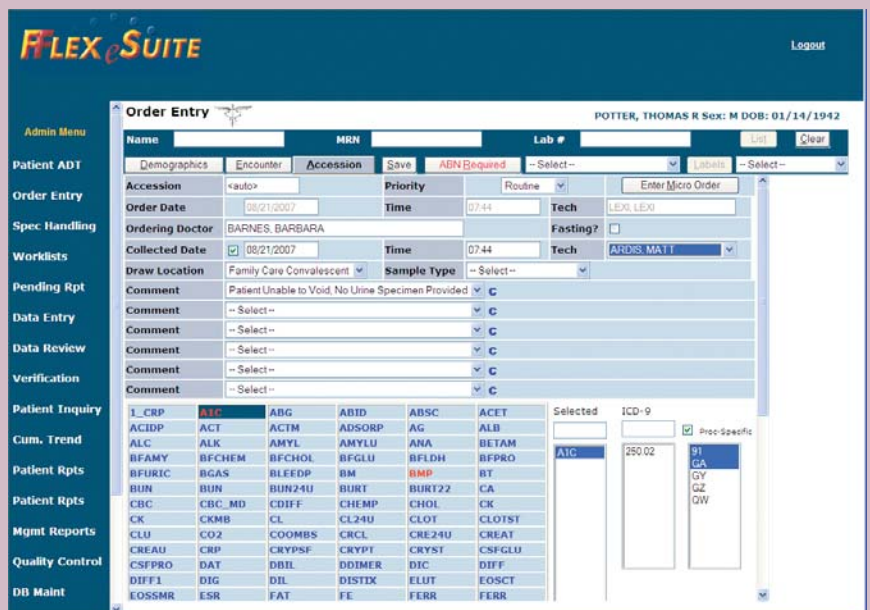
"In deciding on new technology to solve our operation's bottleneck, our highest priority was to find a solution that would streamline our workflow by seamlessly integrating our Practice Management System and our remote locations," said Kenneth DeHart, MD, Founder and CEO of Carolina Health Specialists. "We decided to implement **FFlex eSuite** LIS because we are confident in their powerful new technology and track record of dependable solutions and service." Carolina Health Specialists will take advantage of Fletcher-Flora's unique fixed cost licensing option that allows them to pay a fixed monthly fee that fits within their operating budget rather than come up with a large upfront capital investment.

Introducing FFlex eSuite LIS

In January, we announced the release of our **FFlex eSuite** LIS, the latest addition to our growing line of Web-based solutions for the clinical laboratory. Designed to meet the unique needs of today's laboratories, FFlex eSuite employs a building block approach offering comprehensive LIS solutions to any size laboratory, from small POLs and group practices to the largest multi-facility institutions. Advanced Internet technology is core to its design and **FFlex eSuite** provides an easy-to-use, easy-to-train, browser-based interface for deployments in any clinical laboratory.

Among the many features of the **FFlex eSuite** LIS are Web-based patient registration and order entry, medical necessity checking, advanced beneficiary notifications (ABNs), a comprehensive QC module and extensive sample tracking systems. All **FFlex eSuite** implementations use our exclusive interface engine that seamlessly connects multiple instruments, printing devices and third party systems such as EMR, Practice Management and Billing systems in any location to the LIS in the main laboratory.

In addition to the standard functionality of the core system, **FFlex eSuite** offers a variety of optional modules that can be used to custom configure a solution that streamlines a lab's workflow. These modules can be used to connect a main lab to offsite lab facilities, remote drawstations, remote ordering
(Continued on page 2)



FFLEX eSUITE Logout

Name: POTTER, THOMAS R Sex: M DOB: 01/14/1942

MRN: Lab #: Lab #

Demographics Encounter Accession Save ABN Required --Select-- LabPak --Select--

Accession: <auto> Priority: Routine Enter Micro Order

Order Date: 08/21/2007 Time: 07:44 Tech: LEX, LEXI

Ordering Doctor: BARNES, BARBARA Fasting?

Collected Date: 08/21/2007 Time: 07:44 Tech: ANDIS, MATI

Draw Location: Family Care Convalescent Sample Type: --Select--

Comment: Patient Unable to Void, No Urine Specimen Provided C

Comment: --Select-- C

Comment: --Select-- C

Comment: --Select-- C

Comment: --Select-- C

Comment: --Select-- C

I_CRP	ALT	ARG	ABTD	ABSC	ACET	Selected	ICD-9
ACIDP	ACT	ACTM	ADSORP	AG	ALB		<input type="checkbox"/> Spec-Specific
ALC	ALK	AMYL	ANYLU	ANA	BETAM		
BFAMY	BFCEM	BFCHOL	BFGLU	BFLDH	BFPRO	ATC	250.02
BFURIC	BGAS	BLEEDP	BM	BMP	BT		91
BUN	BUN	BUN24U	BURT	BURT22	CA		CA
CBC	CBC_MD	CDIFF	CHEMP	CHOL	CK		QY
CK	CKMB	CL	CL24U	CLOT	CLOTST		QZ
CLU	CO2	COOMBS	CRCL	CRE24U	CREAT		OW
CREAU	CRP	CRYPSE	CRYPT	CRYST	CSFGLU		
CSFPRO	DAT	DBIL	DDIMER	DIC	DIFF		
DIFF1	DIG	DIL	DISTIX	ELUT	EOSCT		
EOSSMR	ESR	FAT	FE	FERR	FERR		

Admin Menu

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Patient Rpts

Patient Rpts

Mgmt Reports

Quality Control

DB Maint

Introducing: FFlex eSuite LIS (continued)

locations, and to customers requiring integrated outreach portals. To simplify maintenance, **FFlex eSuite** uses single-point administration. Regardless the number of remote access modules, the administrator only has to maintain a single server and database. **FFlex eSuite** was designed to bring the most flexibility to our customers. Our newest technology provides a custom configured solution to meet your current needs, with the ability to easily expand as your business grows.

A new **FFlex eSuite** LIS may be the most effective and economical way for your lab to solve new workflow challenges. If you are adding remote sites or considering an upgrade to your clinical systems, don't hesitate to contact us to see what's new. Call us at 1-800-777-1471 or email us directly at lis@fletcher-flora.com.

Have you seen our new website?



In the News:

- Fletcher-Flora Health Care Systems Introduces Remote Ordering Module For The FFlex eSuite™ Product Line [READ MORE >](#)
- Fletcher-Flora Health Care Systems Unveils FFlex eSuite™ Extension For Multiple Site Laboratory Environments [READ MORE >](#)
- Fletcher-Flora Health Care Systems Introduces FFlex eSuite™ [READ MORE >](#)

Improve Physician Office Lab efficiency

Visit www.fletcher-flora.com today to see what's new at Fletcher-Flora!

Technical Support Corner by Celesta Severtsen

Online Support

Looking for fast and effective LabPak LIS support? Consider going online! Since the end of 2006, Fletcher-Flora has offered online support services using Webex Support Center®. This service allows our customer support team to "meet you" online and securely share your desktop to work through issues you may be having with your LabPak system. We encourage you to take advantage of this service. Call our technical support hotline number at 1-800-777-1471 and press 1 to connect directly to customer service. A technical support specialist will walk you through the one-time set up. Ultimately, this will can simplify and streamline your LIS support, so take advantage of this service today!

GFR calculations

Please note that the GFR calculations previously recommended by the National Kidney Foundation may need to be modified in your system. Some manufacturers are now producing a standardized Creatinine reagent. If you are using this type of reagent please confer with either the National Kidney Foundation website or the instrument or reagent manufacturer for GFR Calculation modification recommendations.

The National Kidney Foundation website has both recommended calculations available for your review. There is also an online calculator that can be used to validate your calculations in LabPak:

http://www.kidney.org/professionals/kdoqi/gfr_calculator.cfm.

Fletcher-Flora will continue to provide a calculation worksheet that can be used to set up your system. Once you select the appropriate calculations, be sure to validate them in your LabPak system.

Dell printers

For customers using **Dell 1710 printers** please be aware that some consumable parts are not covered as part of the hardware warranty. These parts should be ordered directly through Dell and include drums, toners, and accessories of the photoconductor set. Since they are required as part of routine operation, it is advised to have an extra set of these items on hand to minimize potential down time. Please confirm all Dell part numbers with a Dell representative during your order.

LabPak Procedures

It is advised that to avoid additional maintenance on your LabPak database, it is recommended that when turning on your LabPak server that you wait at least 10 minutes for all the Windows® services to load before trying to load LabPak.

Email accounts

Do you have a work email account? We often send customer news, updates, urgent notices and reminders via email. Email us at info@fletcher-flora.com so we can add your email address to our database.

Reminder: Back up regularly!

Don't forget to regularly back up you LabPak LIS daily. If you need information on Shadowback back up software, please contact us at 1-800-777-1471.

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