ASPYRA NEWS

Back to [better than] Normal

2020 was a challenging year on multiple levels for almost everyone. Limits to in person interactions and travel have caused some business to struggle and others to get creative to address safety concerns while still maintaining their business and helping people maintain their health.

ASPYRA's personnel are fortunate enough to be able to work remotely or in our office. The flexibility in ASPYRA's systems to provide remote access to patients and referring physicians to view exams; our web gateway for lab personnel to access results; and distribution methods available in the systems helped our customers adjust to the changing business environment of 2020.

As the world starts adjusting and learning how to control the virus, we can take advantage of the lessons learned during this challenging time to continue to innovate and help make healthcare available in person or remotely as needed. We've put together a number of articles for you on our products, their communications abilities, and the ways we help you with safe, effective products and quick support.

Here's to a better 2021!

CyberLAB® v.7.3.1

ASPYRA is pleased to announce the release of CyberLAB 7.3.1, the latest version of its laboratory information system. This latest version release of CyberLAB provides advanced functionality and operability to enhance the workflow of the laboratory.

Some of the new features in CyberLAB 7.3.1 include:

- multi-browser capability to support use of modern browsers
- enhanced patient search features
- drugs of abuse testing capability with medication reconciliation reporting
- enhanced rapid patient entry features
- patient receipt capabilities
- enhancements to standing orders
- improvements to our quality control module

CyberLAB is extremely scalable and can be customized for use in all types of laboratories, including:

- hospital laboratories
- clinic laboratories
- reference laboratories and
- health department laboratories

Find out more at

\\www.aspyra.com\lab-vertical-solutions

ONC Certified—CyberLAB® v7.3.1
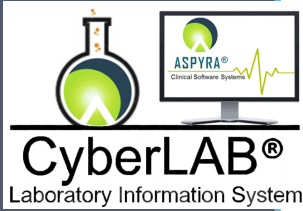
The following product is SLI Certified: CyberLAB®, version: 7.3.1, by: ASPYRA, LLC

Certification #:
15.05.05.1115.ASPY.01.00.0.201221

Certified Date: December 21, 2020

ONC 2015 CURES Update:
https://chpl.healthit.gov/#/listing/10518 (Certified by SLI)

ONC 2015: https://chpl.healthit.gov/#/listing/10123 (Certified by Drummond Group)

> **"ASPYRA is always looking for ways we can improve our products for customers—we log all suggestions for review."**

Announcing: Patient Results Portal Option for your lab or clinic!

Do you wish you had an easy way to provide a one-time OR ongoing access to your patients (or your customer's patients) for their test results?

Well, now you can! Whether you use CyberLAB® from ASPYRA or any other HL7 capable diagnostic system, you can easily provide a quick and secure way to get results to those that need them. You can even use the tool to securely send results to the referring physician without the need for faxing.

If you find yourself with this need and would like to get setup quickly, call Gary at 800-437-9000 Ext 111 to see how ASPYRA can make this happen for you!

AccessNET/MedVIEW v.7.4.0

Keeping with ASPYRA's tradition of listening to the customer, we are proud to announce the release of version 7.4.

This version of ASPYRA's software includes:

- 64-bit MedVIEW application. This will improve the performance of MedVIEW, especially with larger data sets. More RAM means faster performance,

faster performance means less waiting for exams to load

- "Managed Worklist" functionality to enable you to assign exams to readers

- new color coded "Read By Date" feature can be configured for each modality, or all modalities

- New option to add an encrypted password to secure access to the CD / DVD images and reports on exported exams

These are just a few of the interesting additions to the new 7.4 version. Find out more details at https://aspyra.com/aspyra_blog/accessnet-medview-version-7-4-0-release/

FDA Registration Renewed

U.S. FOOD & DRUG ADMINISTRATION

Many people don't realize that software can be considered a medical device and be subject to FDA rules and other regulations.

Laboratory Information Systems (LIS) like CyberLAB and Picture Archive and Communications Systems (PACS) like AccessNET/MedVIEW are considered medical devices and need to be registered with the FDA each year.

ASPYRA renews its registration for our products every year and undergoes periodic audits by the FDA to ensure our quality management system for producing these products remains effective and our products are safe.

We have never failed an audit or received a warning letter from the FDA – another testament to the quality products we provide for you.

REQUIREMENTS
LAWS
COMPLIANCE
RULES
POLICIES
STANDARDS
REGULATIONS

"The more risk a product presents, the more stringent the quality management system must be."

Did you know—medical devices are classified according to the safety risk they present to patients and users? Information systems like CyberLAB are Class I devices with the lowest risk, PACS systems like AccessNET/MedVIEW are Class II devices, and implantable devices and pharmaceuticals are Class III devices with the highest risk. ASPYRA has no Class III devices.

ISO 13485:2016 Certificate Renewed

The International Standards Organization (ISO) provides many standards to help ensure that manufacturers are following safe practices and providing safe, quality products. The 13485:2016 standard covers Medical Devices – Quality Management Systems – Requirements for Regulatory Purposes.

To receive a certificate for this standard, manufacturers (like ASPYRA) must undergo an audit by an authorized third party to ensure that the company has a good quality management system in place.

Once a certificate is issued, the company must undergo regular audits to maintain their certificate. ASPYRA has held a certificate for our PACS product on the ISO 13485 standard since 2016 and renewed the certificate in 2020.

We have never failed an audit for our quality management system.

ISO 13485:2016 CERTIFICATION ™

Intertek

Why do we need an HL7 interface?

What is Health Level Seven (HL7)?

It is a set of international standards used to provide a set of guidelines for transferring and sharing data between various healthcare applications, devices and providers.

Health Level Seven International is a non-profit organization dedicated to providing a framework for the exchange, integration, sharing and retrieval of electronic health information. The HL7 standards were developed by the Health Level Seven organization to define how the information is packaged and communicated between systems, setting the language and structure to facilitate a seamless exchange and integration between similar and disparate systems. The HL7 organization continues to update the standard.

What is an HL7 interface and what is it used for?

An HL7 interface is a uni- or bi-directional connection that facilitates the communication between two or more clinical devices or systems. Both parties exchange pertinent electronic health information via HL7 messages. There are various types of HL7 messages, but the most common are:

- ADT-Admit, Discharge, Transmit passing patient demographics

- ORM-Order Message to transmit information about an order

- ORU-Observation Results messages to transmit information about a patient's clinical data and observations (e.g. EKG results, lab test results, radiology reports for imaging procedures)

Why do you need an HL7 interface?

There are many benefits to establishing HL7 interfaces among the various clinical devices and systems within a healthcare facility. This automated exchange of information:

- saves time and money by eliminating duplication of effort having to re-key the same information into multiple systems

- eliminates or greatly reduces data entry errors by facilitating modality worklists where the tech chooses from a list

- facilitates communication outside the healthcare facility via HL7 messaging for a consistent, standardized structure

- expedites the sharing of patient history and clinical activity between the EMR and billing systems to aid fast, accurate billing

Other things to consider

HL7 involves 2 or more vendors who will likely have fees for the interface. Check with the vendors to be sure all support the type of interface you want. Read the full article https://aspyra.com/aspyra_blog/why-do-we-need-an-hl7-interface/

Example HL7 message

MSH|^~\&|ASPYRA|SRSEHR|RAD|.|201210011643||ORU^R01|01164327339|P|2.4||||||ASCII
PID|1||539||MOUSE^MICKEY^M^^^||19790827|M|||||||||||00009180
OBR|1|00009953|00009953|01^ABDOMEN 2 VIEWS FUA X-RAY|||201210011642|||||||||150^JONES^BARNABY^ |||||||||F||^^^^^^abd pain x3 days

Did you know—you can contact ASPYRA support by phone (888-731-0731 or 904-731-1289), by email (support@aspyra.com) or by clicking on Contact Support on our website.

Emails to support@aspyra.com automatically create a support case.

Voicemails on the support phone line automatically notify support personnel that there is a message.

Support Queue & A

At ASPYRA, our goal is to provide highly-effective, user-friendly LIS and PACS software along with useful Help files and comprehensive customer training. We realize you can still have questions or need support—that's where our Customer Support team comes in. Our team is comprised of extremely knowledgeable and highly tenured employees who are here to answer your questions and address your issues quickly.

We offer multiple ways to reach our Help Desk:

- Dial our support line at 1-888-731-0731. If you happen to get the voicemail—leave a message. The support voicemail notifies support personnel of the message

- email us directly at support@aspyra.com. Your email will automatically create a case in our Help Desk ticketing system

- go to www.aspyra.com click on Contact, then Customer Support. Click the Customer Support button to open up an email addressed to our Help Desk (support@aspyra.com)

Please provide your name, contact info (email and/or phone), facility name and a brief description of your question or the issue. In any email communication, please remember to leave out any HIPAA (patient or exam specific) information.

ASPYRA continually strives to improve our products, services and processes, please feel free to reach out to me, Danny Chin (Operations Manager) via email (dchin@aspyra.com) or phone (904-854-2112) should you ever wish to convey any good or bad experiences with our Help Desk.

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ASPYRA, LLC is a global provider of health care products and services for the Laboratory and Imaging marketplaces. The company specializes in providing engineered workflow solutions that include software, interfaces, hardware and professional services to an array of markets encompassing specialty labs, reference labs, clinics, hospitals, imaging centers and orthopedic practices. ASPYRA's engineered systems can be integrated and customized to provide a single-vendor or enterprise-wide solution.

- By delivering diagnostic and information solutions that are the result of our clinical experience and innovative technology, we empower caregivers to take healthcare delivery to the next level.

- ASPYRA is a clinical information and diagnostic systems solutions vendor. Our vision is to provide unprecedented solutions that elevate the level of quality for patient care, promoting a healthier community