

# ASSIST TRACKING®

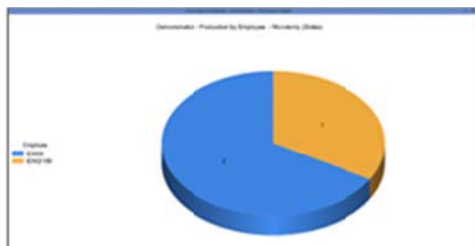
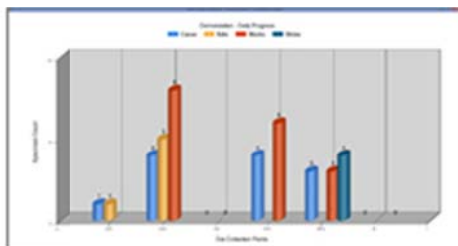


Assist Tracking  
Newsletter

August 2013

## WHY GAMBLE WITH PATIENT SAFETY?

### Featured New Item: Super Scoreboard



**Message/Alert**  
**Demonstration - CAP Inspection next week.**  
 Demonstration - Blue slides have been ordered.  
 Demonstration - Happy birthday to Joe!

Application Name	Active	Order	Seconds	Details
Call Monitor	Y	10	30	Y
Distribution to Doctors	Y	20	30	Y
Managers and Alerts	Y	30	30	N
Daily Program	Y	40	30	N
Production by Employee - Accessioning	Y	50	30	N
Production by Employee - Macroarray	Y	60	30	N
Production by Employee - Genotyping	Y	70	30	N
Production by Employee - Embedding	Y	80	30	N
Doctor Orders	Y	90	30	N
Timer Countdown	Y	100	30	N
Client Fulfillment Orders	Y	110	30	N

Application: Distribution to Doctors  
 Sort Order: 25  Active  
 Second: 15  Display Time (s)  
 Master Level Authorization  
  
 Authorizations:  Add Mode    
 Machine:

### Completed Updates

Super Scoreboard

Warehouse Bulk Storage

Order Closeout Updates

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### Future Updates

Native Slide Print Routine

Badge Print Routine

Customer Service Module

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Assist has always provided many different methods of communicating laboratory status to employees through the use of “scoreboard” functionality deployed on monitors throughout the facility. The original scoreboard featured the display of graphical statistics on lab operations. The timer countdown scoreboard showed specimen counts being processed in equipment. The communicator showed doctor orders of recuts, special stains, etc. The call monitor showed the status of customer service call volumes. The notes/alerts display allowed for lab messaging display.

The Assist rotator would allow for one screen to be used to display multiple “scoreboards” on one computer/monitor. While this works, it sometimes becomes unwieldy, especially if multiple scoreboard displays needed to be presented and controlled on one computer.

Continued...

## Featured New Item: Super Scoreboard (continued)

This is the reason for the creation of the Assist Super Scoreboard. With this new advancement in display technology, all of the Assist scoreboard features are included in one piece of software. Starting with the August software release, the scoreboard application does the following:

1. Customer Service Call Monitor
2. Daily data processing graph (counts by data collection point)
3. Distribution pie chart of slides/distribution location
4. Embedding pie chart of cassettes/employee
5. Grossing pie chart of cassettes/employee
6. Accession pie chart of bottles/employee
7. Microtomy pie chart of slides/employee
8. Notes/Alerts display
9. Equipment Tracking (i.e. Timer Countdown)
10. Doctor Ordering
11. Client Order Fulfillment

The maintenance screens for the scoreboard allow for Assist administrators to specify at a machine level which scoreboards should be displayed. The order in which they are displayed can be controlled as well as the amount of time each should be displayed before moving to the next display in the rotation can be specified.

The need for the Assist rotator is eliminated with this release and this release also consolidates all of the other display boards into one application, which cuts down on the deployment complication through the organization.

## Completed Updates: Check out the latest features added to Assist Tracking

- **Security Maintenance Screen – Name Abbreviation Field:** Web Site – Modified the security maintenance screen to include a name abbreviation field. This is optional entry, but gives a shortened name that will be used on some inquiries and reports where screen real estate precludes the use of the longer name. The order closeout screen will be the first place to use this information.
- **Security Maintenance Screen – Use Active Directory:** Web Site – Modified the security maintenance screen. The Use Active Directory check box has been added to the screen. While Assist supports Active directory login, this flag for activating/changing the flag was missing.
- **Client Order Status Maintenance Screen:** Web Site - Created the client order status maintenance screen. This order status will be used as the status settings for the client order fulfillment screens and processes. Modified the client fulfillment screen to use this new status. Also changed the client order scoreboard to use it as well. This allows for status for orders (i.e. Doctor recuts, spe stains, etc.) to be different from client fulfillment status records.
- **Scoreboard:** Modified the client order fulfillment screen. Added a from/to date range as part of the selection criteria. The from date is defaulted to 30 days prior to the current day to keep from accidentally pulling lots of data from old closed orders.
- **Scoreboard:** Added an Accessioning pie chart to indicate the volume of data accessioning by employee.

- **Scoreboard** : Modified to include a graph that shows a breakdown of distribution information. It is a pie chart that shows the number of slides distributed to the various distribution locations.
- **Order Closeout Screen:** Web Site – Modified the order closeout screen by adding a from/to date range as part of the selection criteria. The from date is defaulted to 30 days prior to the current day to keep from accidentally pulling too much data from old closed orders.
- **Order Closeout Screen:** Web Site – Modified the order closeout screen to provide the ability to print out multiple items that are selected by the end user rather than having to export ALL items and then delete individual rows from inside Excel.
- **Warehouse:** Expanded the module to include a bulk storage screen. From/To date range for slides or cassettes that are stored in a drawer. Also a from/to accession number range. These should then calculate individual accessions and load into the drawer to allow for sending out individual records. Also a flag to indicate was bulk storage performed as opposed to individual scanning of records. This will greatly help in getting a warehouse configured initially for a site and also supports the creation of warehouse records for objects that were created without bar codes.
- **Grossing Point of Use:** Modified the application to allow for the specification of patient initials on the manual entry screen (unscannable). Previously this could not be done for sites that have an LIS interface where patient information was provided in the bar code that was scanned.
- **Image Review Screen:** Web Site – Modified the image review screen to include comments, patient name, and full accession number assuming they were captured when the image was stored. Added the accession number field to the search criteria. This allows for better information to be stored for an image that is captured. If patient information is entered, it is encrypted when it is stored.
- **Client Configuration Maintenance Screen:** Web Site – Modified the client configuration maintenance screen by adding a machine description field to allow for descriptions of the machine rather than just the name to be added. For example, can indicate the end user's name to make it easier to find in the facility. Added the description to the search criteria as well.
- **Added Ctrl+A About Box Functionality to All Modules:** Added Ctrl-A About box functionality so that the end users of a module can press a key combination and get the software version of the module they are using. This will be useful in support situations when communicating with Assist support about any issues and/or questions.
- **Client Configuration Maintenance – Auto Update Flags:** Web Site – Modified the client configuration maintenance to include the flags for the new auto update functionality that was added earlier this summer. The flags to indicate whether or not machines should check for updates and whether or not they are silent updates (i.e. no user notification) are included.
- **Call Monitor Functionality:** Web Site – Added the call monitor functionality as a choice inside the scoreboard rotation. This will be for sites making use of the call tracking module, which will be introduced this fall.
- **Client Configuration Update Table Maintenance Screen:** Web Site – Created the maintenance screen for the client configuration update table. This is the detail table where the configurations that need automatic updates can be configured. Also added a button from the main client configuration table so that this screen can be fired from there as well if the update check box is activated. This supports the auto update functionality that was introduced earlier

this year.

- **“Old” Scoreboard Clean Up:** Web Site – Cleaned up all of the old scoreboard maintenance screens that are now obsolete due to the creation of the super scoreboard. A total of three screens have left the menu driver.
- **Scoreboard Rotation Maintenance:** Web Site – Created the scoreboard rotation maintenance screen to allow for the various settings to control how the new version of the scoreboard behaves. Timing of which screens to show, for how long, and whether or not it should be driven by the actual machine name of the computer holding the scoreboard are all contained here.
- **Courier Stop Frequency Maintenance Screen:** Web Site – Added the courier stop frequency maintenance screen to be used in the call tracking software to fill out the courier stop request screen. These are the possible “status” values of a call in. For example: one time only, ASAP, please schedule, etc. This would be used to support a call from a client to customer service to request a stop and will allow for real time communication to the logistics organization.

### Future Updates: Check out the new features coming soon

There are many significant changes and enhancements to the various Assist modules currently underway. Some of the featured modifications currently in progress include the following:

- **Native Slide Print Routine** – A new version of the slide print routine is being created that provides “stand alone” bar code printing.
- **Badge Print Routine** – Badge printing will move to the web site for better control of the badge printing routine and to provide additional ease of use.
- **Call Tracking/Customer Service Module** – The call tracking module has existed inside Assist for many years. Changes are coming, however that will greatly expand the capabilities of this module. Integration with the courier module and the capture of additional customer service features will be provided. Direct integration with the various phone switches for automated telephony support will be introduced.



If you have any questions or would like to schedule upgrades, please contact your Assist Tracking support team at [Support@AssistTracking.com](mailto:Support@AssistTracking.com).

As always, please submit any questions or comments to the above mailbox and we will address your items as quickly as possible.