



ASPYRA®

Clinical Software Systems



LIS Care Newsletter

Fall 2014

ANNOUNCEMENT

ASPYRA is pleased to announce a new CyberLAB client - The Riordan Clinic.



The Contract was signed, sealed and delivered in September, and we are actively working on the implementation plan.

For the past 39 years, The Riordan Clinic has combined lifestyle and nutrition to focus on preventive care to uncover the underlying cause of patients' illnesses. The clinic's medical staff of 40 employees provides a full range of diagnostic and treatment services for patients from all over the world.¹



The Riordan Clinic

The facility is comprised of seven 45-foot geodesic domes arranged in a circle, with one 60-foot geodesic dome in the center.

Per Donna Kramme, COO, "Riordan selected ASPYRA for 3 reasons:

1. Flexibility in setup to adapt to current laboratory procedures.
2. Web interface, no client required cloud capable.
3. Ability to develop complex reporting documents."

¹www.riordanclinic.com

LOOKING FOR ADDITIONAL REVENUE?

Recently, more and more Customers are expanding the value they provide by adding our CyberPATH®AP module so they can capture a new source of revenue for their business.

CyberPATH is easy to add on and training can be done remotely. By adding Pathology, it will allow you to share demographic information with the clinical application.

Also, it will provide a common history for all elements of your clients' lab work and simplifies your approval processes.

If you're interested in learning more, please contact Cheryl Dalton at cdalton@aspyra.com, and she will provide a proposal for you.

THANKSGIVING 2014

During this time of year, ASPYRA would like to thank their customers and employees for their dedication and loyalty.

Our Administrative offices will be closed on Thursday, November 27 and Friday, November 28th. Our LIS Care Support team will be available as always.

Wishing you and yours a Happy Thanksgiving.

DID YOU KNOW?

ICD-10

Implementation is a year away. Are you ready? ASPYRA is ready and willing to help you migrate.

CyberLAB 7.3

CyberLAB is ICD-10 compliant and available to load in your Test environments now so you can ensure your laboratory is ready for the 10/1/15 deadline.

Point of Care

CyberLAB has a Point of Care program that allows you to quickly enter and result any POC device while allowing you to store QC and capture revenue from POC instruments.

Interested in learning more? Please contact Cheryl Dalton at cdalton@aspyra.com.

INNOVATION

The Human Brand: Our Relationships with Companies

The Wharton School of the University of Pennsylvania has a publication called, "Knowledge @ Wharton" and the publication is an online venue that provides information with 6,300 articles, abstracts and industry news from around the globe.

ASPYRA would like to share an article we thought would be of interest to you, and it's called, "*The Human Brand: Our Relationships with Companies..*"

The article is an interview that provides insight on how you can achieve success in the future by building more genuine relationships with customers that display warmth, competence and worthy intentions. We hope you enjoy it.

To read the full article, click here – [K@W](#).



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LIS Care Team Newsletter – Fall 2014
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SUPPORT CALLS

We have noticed an increase in Customers calling the 800 line and pressing 0 (Operator); some after hours and on weekends.

This extension is **NOT** picked up by the Support Team and inevitably, the call goes unanswered until the following business day.

If you are having difficulty reaching the Support Team, it may be that they are handling other calls and you're in the queue to be helped. Please, stay on the line or leave a voicemail. Other options to consider:

Email - support@aspyra.com

Web Portal – please email us for more details at

lis-info@aspyra.com

Our President, Gary Bennett, would like to hear from you if you are not satisfied with the response time. Email Gary at gbennett@aspyra.com.

For those wishing to call our 800 line, please follow these simple instructions and share with your **ENTIRE** staff.

- **Dial 800-437-9000 then...**
- **Press 1 for Technical Support and when prompted again...**
- **Press 1 for Laboratory Support**

If urgent, please listen to the prompts as they will provide details on how to place an urgent call.

Urgent calls are those that may affect patient safety.

SUMMER GIVEAWAY UPDATE

We had a successful campaign over the summer while seeking referrals. As promised, we sent out a couple of BBQ grilling tools and a new BBQ Grill is being shipped shortly.

Thanks for all who contributed to our Summer Giveaway by providing referrals.

Referrals speak volumes of our people, product and process. Your input on what we do right is very important to us today and in the future.

If you know of a laboratory or imaging opportunity, please send an email to csilletti@aspyra.com.

VENDOR SPOTLIGHT

ASPYRA would like to recognize Healthpac, Savannah, GA because of their incredible ability to collaborate with ASPYRA on behalf of their customers and prospects in providing a billing solution that is second to none.

Buddy Claborn, Jr., is the founder and CEO of Healthpac Computer Systems, Inc. He founded the company in 1981 and has grown it into a national developer of healthcare billing software with nearly 15,000 healthcare providers in 43 U.S. states .

Buddy and his team will show you how to make billing and collections easy. If you need to reduce revenue leakage with a billing system that is easy to install and use, please contact Healthpac.



Buddy Claborn

Phone: 1-800-831-9419 Ext. 230

Fax: 912-233-4370

Email: lindsay@healthpac.net

NEW LOGO

We have updated our logo, and you will see it in various forms of communication from our collateral, website to advertising. The revised look combines our global presence and the pulse we have on Clinical Software Solutions for both the Imaging and Laboratory marketplace.



SOCIAL MEDIA

Get interactive and stay in tune with ASPYRA. We have pages on Twitter, Facebook and LinkedIn .



Thank you for your business!

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