

1. What is the brand name of your company's middleware system?
2. What is the latest version of your named middleware system; what year was this version first released to market?
3. Specify the authorizing agency, type, and year of the product's regulatory authorizations or certified compliance with voluntary standards.
4. What is the intended use or primary function of the product?
5. Which of the following functions or capabilities does your middleware system perform or support?
 - automated reflex/rerun testing
 - billing and reimbursement management
 - communications and data validation
 - data communication
 - data consolidation
 - orders management
 - physician communication
 - point-of-care data management
 - quality systems management
 - real-time information management
 - sample and results tracking
 - systems data integration
 - other
6. If you answered "other," explain briefly.
7. On what operating system is your middleware system based?
8. How does your middleware support user control and configuration?
9. Briefly describe any automated or connectivity features or options that pertain to the product.
10. What is the typical training time for the product?
11. What types of technical support are available?
12. What capabilities, features, or accessories distinguish this product from others on the market?

Alere Informatics	Apex Healthware LLC	Clinical Software Solutions
Charlottesville, Va (877) 971-7953; www.rals.com	San Antonio, Tex (210) 757-0002; www.apexhealthware.com	Queen Creek, Ariz (480) 888-9447; clin1.net
Alere remote automated laboratory system (RALS)	Apex Connector	CLIN1 LMS
Alere RALS-Web3 Version 5.8, 2015.	Version 5.0, 2015.	Version 1.3, 2015.
SGS ISO 13485, 2003; SGS EN ISO 13485, 2012.	n/a	n/a
Captures patient information, including patient and operator ID, for testing done at the point of care (POC), and transfers that data to the electronic health record; for bidirectional devices, the system can send a wide range of information to the device, including operator lists and device configuration.	Interface lab instruments to laboratory information systems (LIS) or electronic health records.	Laboratory analyzer and point-of-care result processing to third-party vendors.
<input type="checkbox"/> automated reflex/rerun testing <input type="checkbox"/> billing and reimbursement management <input type="checkbox"/> communications and data validation <input checked="" type="checkbox"/> data communication <input type="checkbox"/> data consolidation <input type="checkbox"/> orders management <input type="checkbox"/> physician communication <input checked="" type="checkbox"/> point-of-care data management <input type="checkbox"/> quality systems management <input checked="" type="checkbox"/> real-time information management <input type="checkbox"/> sample and results tracking <input type="checkbox"/> systems data integration <input type="checkbox"/> other	<input type="checkbox"/> automated reflex/rerun testing <input type="checkbox"/> billing and reimbursement management <input type="checkbox"/> communications and data validation <input checked="" type="checkbox"/> data communication <input type="checkbox"/> data consolidation <input type="checkbox"/> orders management <input type="checkbox"/> physician communication <input type="checkbox"/> point-of-care data management <input type="checkbox"/> quality systems management <input type="checkbox"/> real-time information management <input type="checkbox"/> sample and results tracking <input type="checkbox"/> systems data integration <input type="checkbox"/> other	<input checked="" type="checkbox"/> automated reflex/rerun testing <input checked="" type="checkbox"/> billing and reimbursement management <input type="checkbox"/> communications and data validation <input checked="" type="checkbox"/> data communication <input checked="" type="checkbox"/> data consolidation <input checked="" type="checkbox"/> orders management <input checked="" type="checkbox"/> physician communication <input checked="" type="checkbox"/> point-of-care data management <input checked="" type="checkbox"/> quality systems management <input checked="" type="checkbox"/> real-time information management <input checked="" type="checkbox"/> sample and results tracking <input checked="" type="checkbox"/> systems data integration <input type="checkbox"/> other
Windows.	Windows 7 Professional.	Windows.
Single-system control of POC data management; bidirectional support for applicable devices permits Alere to send certified operators and device configurations to connected devices; features single-system management.	This a "black box" solution; generally there is no user interaction once it is configured and tested.	Includes administrative system configuration settings for user setup, with a unique user ID and password.
Web-based, open connectivity for POC testing, including direct-to-device interfacing; connectivity is vendor-neutral and available to leading hospital glucose meters and many non-glucose devices; all system functionality on one screen; immediate and remote access to RALS data; review and release results to the LIS directly from units.	n/a	Interfacing for orders and results with other vendors' systems for facilities that do not require a full laboratory information system; user-friendly and easy to use; quality solution and investment value for a fair and reasonable cost.
4 hours.	1 hour of remote Web-based training.	3 to 5 days.
Customer support and Interfacing hours available 7 am–7 pm ET; questions outside of business hours are relayed to an on-call call technician responder; questions can also be submitted online through the Alere informatics Web site at www.rals.com.	Monday to Friday, 8 am–5 pm CST.	24/7/365 with a service agreement.
Multiple levels of authority to tailor system access; at-a-glance and operator management status; flagged results require review prior to LIS upload; integrated operator compliance and competency testing; ability to enter a wide range of manual or lateral-flow test results directly into RALS and then to the patient record.	Recommended for the Abaxis Piccolo when interfaced to the Sunquest LIS.	Integratable with other vendors' systems for immediate access to lab results; generates barcoded labels; can also be used as an intermediary between two or more third-party systems (such as orders, private health information, and results); custom programming available.

Orchard Software Corp Carmel, Ind (800) 856-1948; www.orchardsoft.com	Siemens Healthcare Diagnostics Inc Tarrytown, NY (914) 631-8000; siemens.com/healthcare	Sysmex America Inc Lincolnshire, Ill (800) 379-7639; www.sysmex.com	Telcor Inc Lincoln, Neb (866) 489-1207; www.telcor.com
Orchard Trellis	Siemens Centralink data management system	Sysmex WAM	Telcor QML
Version 2.0, 2012.	Version 15.0.3, 2001.	Version 5.02, 2015.	Version 2.3.16, 2015.
n/a	n/a	FDA MDDS Class 1 medical device, 2012.	ONC HIT certification, 2014.
Connecting point-of-care (POC) testing devices to the laboratory information system or electronic medical record.	Provides centralized management and control of lab testing; permits customizing and streamlining workflows across automation, systems, and information technology to efficiently deliver timely and accurate results.	Hematology information management tool that consolidates data from multiple laboratory analyzers, performs complex rules-based functions, and communicates this information to laboratory information systems.	Manage point-of-care (POC) operations.
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Management of personnel certification and competency; POC quality control.	Automated clinical decision management, hematology workflow, patient moving averages.		POC operator certification and competency management.
Windows.	Windows 2008.	Red Hat Linux.	Windows 2008 and 2012.
System administrators create and control testing menus, devices, and personnel certifications.	Configurable and customizable upon request and in alignment with laboratory standard operating procedures.	A project manager, clinical application consultant, and interface integration product manager are available during installation; on-demand e-learning and virtual instructor-led courses; rule and database set up to customer configuration; consultation and ongoing management of rules upon request.	Hundreds of user-accessible configurations; installed on single server, optional distributed processing across multiple servers; optional database; high availability.
Provides the ability to interface POC devices remotely; system administrators can easily manage QC, personnel certification, and POC testing menus.	Supports connectivity to Aptio automation, third parties, and Siemens instrumentation.	Has multisite and multi-LIS capabilities; permits subsite rules where needed for added flexibility; manages Sysmex automation systems in regard to rack/smear management and sorting/archiving of samples.	Sample ID validation via admission, discharge, transfer, and orders interfaces; solicited and unsolicited result interfaces; operator interfaces to devices for operator lockout; LMS interfaces for operator competency and automatic recertification.
System administrator training can take place remotely in a couple of hours.	4 hours; e-learning available.	4 hours.	Two 2-hour sessions.
Phone, e-mail, and Web support are available 24/7/365.	24/7 remote support; onsite support.	24/7 technical assistance center; customer resource center Web site; online help and technical document library.	24/7/365.
A cost-effective solution that provides electronic connectivity to manage POC testing; helps improve patient care and enhance POC value by ensuring real-time electronic capture of results in the electronic health record, allowing providers prompt access to results for quick diagnosis and treatment.	Comprehensive results-management and autoverification rules and integrated quality control package; highly customizable workflow scenarios; robust and mature multidisciplinary data management and networking system.	Rules customized to customer specifications; automated testing tools with instrument emulator and final report output; hematology-specific middleware with smear and pathology management features; fully supported middleware for implementation and testing; system and database management included in product offering; onsite go live support.	Only open POC system not owned and managed by a device vendor; first LMS interface; single version philosophy; all product enhancements included at no additional cost; multiple simultaneous result interfaces to multiple LIS and EMR systems; multiple time zones; most connected device types; only POC middleware with orders interface; perpetual license.