

## Lab Order Workflow Bristol Family Medicine

In order to ensure that patients' lab orders are getting performed and/or scheduled before they leave the office, the following workflow will be implemented, effective September 27, 2011.

1. Order your lab as usual in the Allscripts system. You **MUST** order your lab in the system before the patient goes to the lab; otherwise, the lab will not be able to perform and/or schedule the lab(s).
2. Make sure that the **“To Be Done”** date is the present day's date, whether the lab is to be done that day or in the future.

The screenshot shows the 'Order Details' window for a cholesterol test. The 'To Be Done' date is set to 27Sep2011, which is circled in red. A callout box points to this date with the text: "Make sure the 'To Be Done' is the PRESENT DAY's Date." Other fields include 'To Be Performed: Orchard Lab', 'Status: Active', 'Overdue In: 14 Days', and 'Appointment Status: Appointment Not Needed'.

3. After the lab order has been placed in Allscripts, mark on the encounter sheet when the lab needs to be done.

LABS TODAY [ ]

FUTURE LABS [ ] \_\_\_\_\_

**Check the appropriate choice on the encounter form and/or indicate a timeframe or date for when the lab needs to be performed.**

4. Instruct the patient that he/she needs to stop by the lab before checking out of the office.

5. The lab will either perform the lab or schedule the lab for a future date. [The lab will schedule the lab in Experior and will enter the lab in error. Then they reorder the lab in Allscripts to reflect the date of the lab appointment.]

6. Once the lab has been performed or scheduled, the lab tech will sign off on the encounter form and will send the patient to check out.

7. The Appointment Desk will double check that the encounter form has been signed by the lab before the patient can check out.