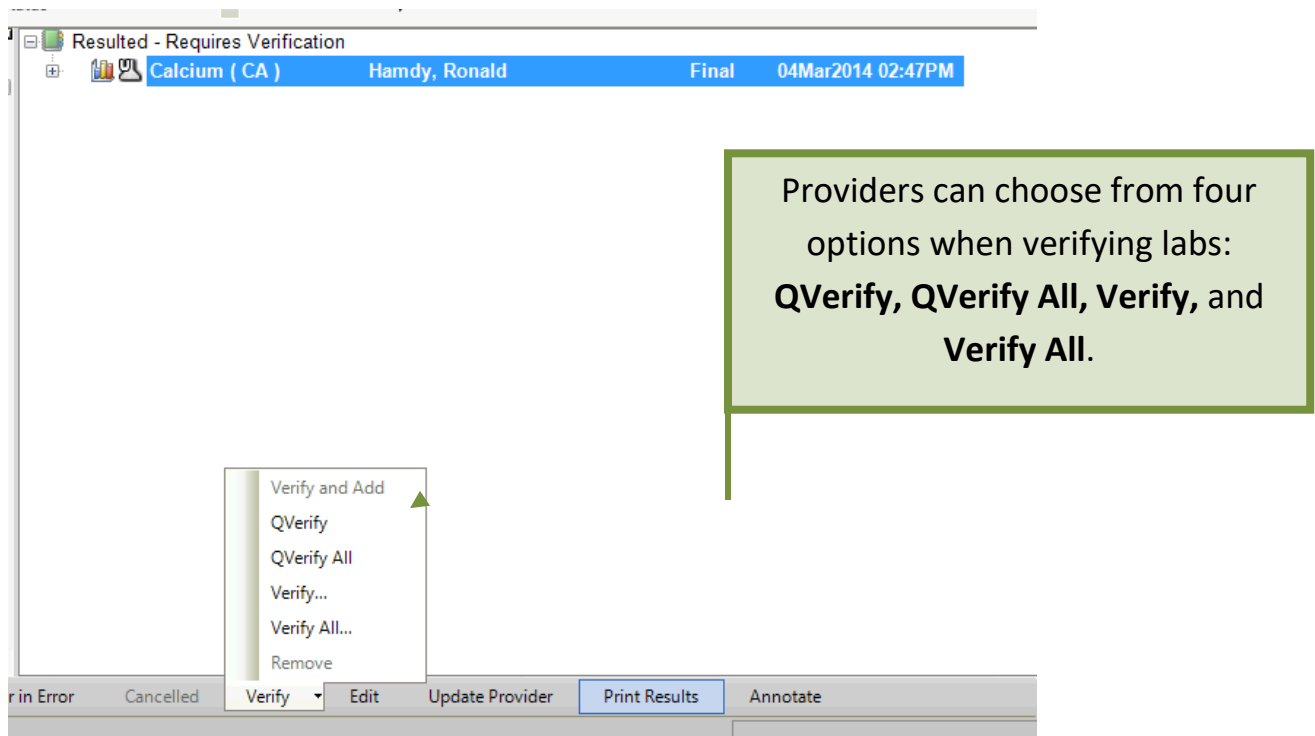**Documenting Verification of Results**

When providers verify labs in the EHR, they are presented with four options for documentation: QVerify, QVerify All, Verify, and Verify All.

Using the options QVerify and QVerify All does not present the provider with an opportunity to document instructions to the patient or staff.

If the provider needs to document more than an acknowledgement, he or she should select **Verify** or **Verify All**. The Verify Results box will pop up. The following is an explanation of each of the options available to the provider:

Verify Results □ ✕

TEST, AmyN   01-Jan-1990 (33y) F   Chart Update: 05-Oct-2023

Lithium, Serum   ⊞ ▦

Patient Communications

☑ Call Pt with Results | Nurse, please call the patient (NURSE WILL SEE AS A TASK) | TT   ☐ No patient communication needed at this time

☑ Schedule Results F/U | Come back in 3 months (FRONT DESK WILL SEE AS A TASK) | TT   ☐ Discussed results with patient

☑ Mail Results To Patient

☐ Send Results To Patient Portal

Assign delegated task to: | Livingston, Amanda ▼ | Task Priority : | Routine ▼ |

Result Document

○ None   ☐ Show verified results in Result Document

○ Incomplete Note | << Choose an incomplete Note. >> ▼ |

◉ New: | To/CC | Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff   ☑ Append Staff Message to Task Comment   TT

Typing in the **Call Pt with Results** box will trigger a **delegated** task to the **nurse**. The nurse will be able to see the message that you type in this field on the task.

Checking the **Call Pt with Results** box also triggers the creation of a note which can be mailed to the patient.

Below is example of delegated task for nursing staff.

TEST, AmyN 01-Jan-1990 (33y) F
Call Patient with results

| Go To... | Done | In Progress | Undelegate |

Reply   Reassign | Copy to Note | Print

∧ DETAILS

Assign To   ◉ User   ○ Team   Priority | Routine ▼ |

| Livingston, Amanda ▼ | 🔍   Status | Active ▼ |

Note Date: 05-Oct-2023 02:23 pm
Note Type: Results Note (OB-GYN)
Note Owner: ALLSCRIPTS, Provider

∧ **Comments**   TT

Livingston,Amanda - 05-Oct-2023 2:23 pm
Patient Phone: (423) 967-8928

Nurse, please call the patient (NURSE WILL SEE AS A TASK)

WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.

Verify Results

TEST, AmyN 01-Jan-1990 (33y) F   Chart Update: 05-Oct-2023

Lithium, Serum

Patient Communications

☑ Call Pt with Results   [Nurse, please call the patient (NURSE WILL SEE AS A TASK)] [TT]   ☐ No patient communication needed at this time

☑ Schedule Results F/U   [Come back in 3 months (FRONT DESK WILL SEE AS A TASK)] [TT]   ☐ Discussed results with patient

☑ Mail Results To Patient

☐ Send Results To Patient Portal

Assign delegated task to: [Livingston, Amanda ▾] Task Priority : [Routine ▾]

Result Document

○ None
○ Incomplete Note   [<< Choose an incomplete Note. >> ▾]   ☐ Show verified results in Result Document
● New: [To/CC] Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff   ☑ Append Staff Message to Task Comment

[   ] [TT]

Typing in the **Schedule Results F/U** box will trigger a task typically to the clerical staff, depending on clinic workflows, to call and schedule an appointment.

They will be able to see the message that you type in this field.
Often, only the **Call Pt with Results** check box is needed.

If the patient needs a follow up appointment due to abnormal labs, please choose **Call Pt with Results**, instruct the nurse to inform patient of labs, and then the nurse can transfer the call to the appointment team to schedule a follow up appointment.

TEST, AmyN 01-Jan-1990 (33y) F
Schedule Results F/Up

[Go To...] [Done] [In Progress] [Undelegate]

Reply   Reassign | Copy to Note | Print

Assign To ● User   ○ Team

[Livingston, Amanda   ▾] [Q]

^ Comments

[

Livingston,Amanda - 05-Oct-2023 2:23 pm
Come back in 3 months (FRONT DESK WILL SEE AS A TASK)

WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.

Example of a task that the staff sees.

3

Verify Results ☐ ✕

TEST, AmyN   01-Jan-1990 (33y) F   Chart Update: 05-Oct-2023

Lithium, Serum

Patient Communications

☑ Call Pt with Results | Nurse, please call the patient (NURSE WILL SEE AS A TASK) | TT   ☐ No patient communication needed at this time

☑ Schedule Results F/U | Come back in 3 months (FRONT DESK WILL SEE AS A TASK) | TT   ☐ Discussed results with patient

☑ Mail Results To Patient

☐ Send Results To Patient Portal

Assign delegated task to: | Livingston, Amanda ▼ | Task Priority : | Routine ▼ |

Result Document

◯ None

◯ Incomplete Note | << Choose an incomplete Note. >> ▼ | ☐ Show verified results in Result Document

◉ New: [To/CC] Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff   ☑ Append Staff Message to Task Comment   [TT]

> Clicking the **Mail Results To Patient** box will trigger a task to print and mail the Result Note.
>
> The patient will be able to see the message that you type in **Message To Patient** Field.

> Example of a task that the staff sees.

> Example of a letter that gets mailed.

TEST, AmyN 01-Jan-1990 (33y) F
Mail Results to Patient

[Go To...] [Done] [In Progress] [Undelegate]

Reply   Reassign | Copy to Note | Print

Assign To ◉ User   ◯ Team

| Livingston, Amanda |

Note Date: 05-Oct-2023 02:23 pm
Note Type: Results Note (OB-GYN)
Note Owner: ALLSCRIPTS, Provider

∧ **Comments**

Livingston,Amanda - 05-Oct-2023 2:23 pm
Patient Phone: (423) 967-8928
Home Address: 2500 Nowhere St Kingsport, TN 37660

WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED

E | ETSUHealth

Surgery
325 N State of Franklin Rd
Johnson City, TN 37604-6171
(423) 439-7201

10/05/2023

AmyN Test
2500 Nowhere St,
Kingsport,TN 37660

DOB: 01/01/1990
Verified Results
Lithium, Serum   05Oct2023 10:47AM   Livingston, Amanda

Test Name	Result	Flag	Reference
Lithium	0.5		

Dear Patient, Take your medication.
THIS MESSAGE WILL GO ON THE RESULTS LETTER THAT CAN BE MAILED. IT WILL ALSO APPEAR ON THE RESULTS NOTE.

Plan
1. Lithium, Serum; Status:Complete; Done: 05Oct2023 10:47AM

Signatures
Electronically signed by : Amanda Livingston, ; Oct 5 2023 2:23PM Eastern Standard Time (Author)

Message
WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.

Verify Results □ ✕

TEST, AmyN   01-Jan-1990 (33y) F   Chart Update: 05-Oct-2023

Lithium, Serum ⊞▦

Patient Communications

☑ Call Pt with Results   [Nurse, please call the patient (NURSE WILL SEE AS A TASK)] [TT]   ☐ No patient communication needed at this time

☑ Schedule Results F/U   [Come back in 3 months (FRONT DESK WILL SEE AS A TASK)] [TT]   ☐ Discussed results with patient

☑ Mail Results To Patient

☐ Send Results To Patient Portal

Assign delegated task to: [Livingston, Amanda   ∨] Task Priority : [Routine ∨]

Result Document

○ None   ☐ Show verified results in Result Document

○ Incomplete Note   [<< Choose an incomplete Note. >>   ∨]

◉ New: [To/CC] Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff ☑ Append Staff Message to Task Comment

[WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.] [TT]

NEVER change the **Assigned delegated task to:** field. The ordering physician's name should flow into this field. The system is designed to send this to your nurse automatically. If you change the name in this field, the task will NOT go to your nurse!

☐ No patient communication needed at this time

☐ Discussed results with patient

The **Discussed Results with patient** and **No patient communication needed at this time** boxes will simply mark the lab as verified.

No tasks/notes will be generated if you only Verify.

5

Verify Results ☐ ✕

TEST, AmyN   01-Jan-1990 (33y) F Chart Update: 05-Oct-2023

Lithium, Serum

Patient Communications

☑ Call Pt with Results | Nurse, please call the patient (NURSE WILL SEE AS A TASK) | TT   ☐ No patient communication needed at this time

☑ Schedule Results F/U | Come back in 3 months (FRONT DESK WILL SEE AS A TASK) | TT   ☐ Discussed results with patient

☑ Mail Results To Patient

☐ Send Results To Patient Portal

Assign delegated task to: [Livingston, Amanda ▽] Task Priority : [Routine ▽]

Result Document

○ None   ☐ Show verified results in Result Document

○ Incomplete Note   [<< Choose an incomplete Note. >> ▽]

◉ New: [To/CC] Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff   ☑ Append Staff Message to Task Comment

WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.   [TT]

> DON'T RECOMMEND BECAUSE PT CAN SEE MESSAGE TO STAFF ON RESULTS NOTE.
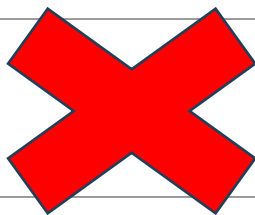
Message To Patient

Dear Patient, Take your medication.
THIS MESSAGE WILL GO ON THE RESULTS LETTER THAT CAN BE MAILED. IT WILL ALSO APPEAR ON THE RESULTS NOTE.

> PART OF RESULTS NOTE THAT CAN BE MAILED TO PATIENT.

Annotations to Apply to All Results Being Verified

THIS INFO WILL SHOW UP ON THE RESULT (BEAKER UNDER LABS, PATHOLOGY, OR RADIOLOGY REPORT) ON THE CHART.   [TT]

> IN THE CHART
> ON THE RESULT

[Verify & Go To Note] [Verify & Next Patient] [Verify] [Cancel]
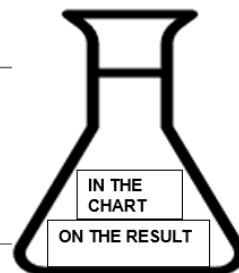
Message To Staff- Don't Recommend, on Tasks and Results Note.

Message To Patient- On Results Note that can be mailed to patient.

Annotations to Apply to All Results Being Verified: On the Results, so on the beaker for labs, or the report for radiology or pathology.

Some providers choose to add info to all sections.

If the patient has the Patient Portal, the Results will go to the Portal *automatically* when verified. You will not need to address the **Send Results to Patient Portal** button.

Verify Results

TEST, AmyN   01-Jan-1990 (33y) F   Chart Update: 05-Oct-2023

Lithium, Serum

Patient Communications

☑ Call Pt with Results | Nurse, please call the patient (NURSE WILL SEE AS A TASK) | TT   ☐ No patient communication needed at this time
☑ Schedule Results F/U | Come back in 3 months (FRONT DESK WILL SEE AS A TASK) | TT   ☐ Discussed results with patient
☑ Mail Results To Patient
☐ Send Results To Patient Portal
Assign delegated task to: | Livingston, Amanda | Task Priority : | Routine |

Result Document

○ None
○ Incomplete Note | << Choose an incomplete Note. >> | ☑ Show verified results in Result Document
◉ New: [To/CC] Open Note Selector Results Note (OB-GYN); Obstetrics/Gynecology; ALLSCRIPTS, Provider

Message To Staff   ☑ Append Staff Message to Task Comment

WILL GO TO NURSE BUT PATIENT CAN SEE IT TOO IF NOTE GETS PRINTED.   [TT]

Message To Patient

Dear Patient, Take your medication.
THIS MESSAGE WILL GO ON THE RESULTS LETTER THAT CAN BE MAILED. IT WILL ALSO APPEAR ON THE R...   [TT]

Annotations to Apply to All Results Being Verified

THIS INFO WILL SHOW UP ON THE RESULT (BEAKER UNDER LABS, PATHOLOGY, OR RADIOLOGY REPORT) O...   [TT]

[Verify & Go To Note] [Verify & Next Patient] [Verify] [Cancel]

The lab values that you are verifying will pull into the note (UNLESS you uncheck the Show verified results box).

The **Message to Patient** field will go to the patient though the Patient Portal. It will also populate on the Results Note.

At the bottom of the Results Verification box, click **Verify & Go to Note.**

✓ Sign the Results Note.

View
[Sign]

7