

Scheduling and Rescheduling Lab Orders

In order to ensure that patients' lab orders are getting to the lab and scheduled properly, the following workflow demonstrates the proper way to schedule them.

1. Providers should order labs as usual in the Allscripts system. Providers **MUST** order labs 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 correct date, whether the lab is to be done that day or in the future. (Some offices prefer that the “To Be Done” be the current day's date, whether or not the lab is a future order. Check with your office manager for the preferred workflow.)

The screenshot shows the 'Order Details' form for a 'Cholesterol, Total' lab order. The patient information is 'TEST F DOB: Unknown'. The order status is 'Active'. The lab is 'Orchard Lab'. The 'To Be Done' date is '27Sep2011', which is circled in red. A callout box with a black border and blue background points to this date with the text: 'Make sure the “To Be Done” is the correct date.' Other fields include 'Link to: [1] Hypertension', 'Communicated By: Send to Performing Location', 'Print Additional Copy' (checked), 'Overdue In: 14 Days', and 'Appointment Status: Appointment Not Needed'. At the bottom, there are buttons for 'Save and Return to ACI', 'Save and Close ACI', and 'Cancel'.

3. If your office schedules labs, after the lab order has been placed in Allscripts, mark on the encounter sheet when the lab needs to be done (if applicable).

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.

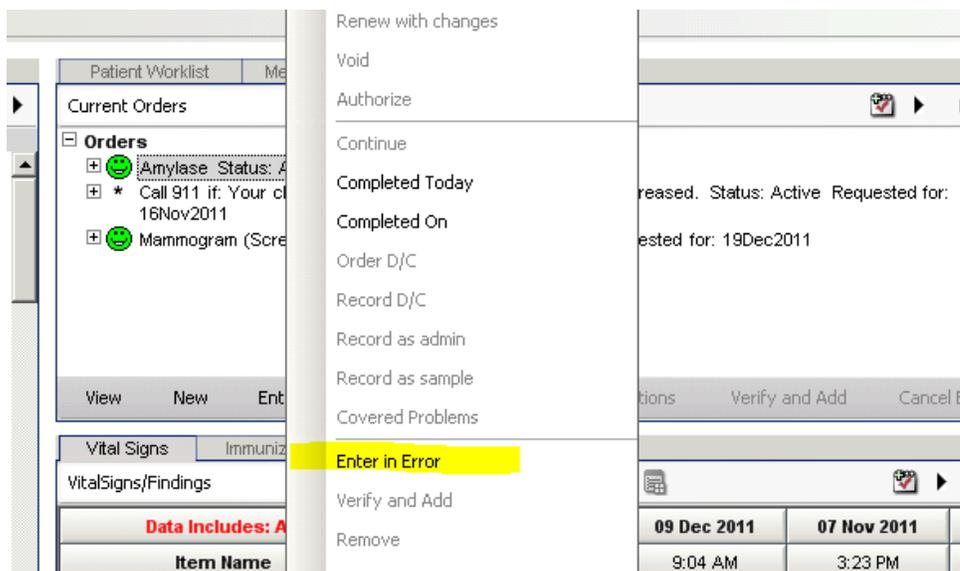
4. If your offices schedules labs, instruct the patient that he/she needs to stop by the lab or the front desk (depending on who schedules the appointment), before checking out of the office.

5. The lab will either perform the lab or schedule the lab for a future date. If your office's lab does not use Allscripts, the front desk will schedule labs to be performed in the future. [The lab/front desk 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.]

*****Important*****

Labs that are to be performed in the future or that have to be rescheduled (i.e. patient missed appointment, etc.), must be "Entered in Error" and reordered for the correct date, **NOT EDITED. Edits to lab orders do not cross over to the lab.**

- A. Go to the **Orders** tab, right click on the lab that needs to be rescheduled, and choose "Enter in Error."
- B. Click on the yellow "Commit" button. The lab falls off the list.



- C. Reorder the lab with the new "To Be Done" date. (See the "Ordering Labs" how-to document at quillenphysiciansehr.weebly.com).

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

7. The Front/Appointment Desk will double check that the encounter form has been signed by the lab before the patient can check out (if applicable).