

## Working Overdue Labs and Radiology Orders

1. Locate Overdue Orders on Task List.
  - a) These are system-generated as delegated tasks with a Y.
  - b) These are for the clinical staff to work, not physicians and nurse practitioners.

The screenshot shows the 'Task List' interface. At the top, there are filters for 'View: Peds - General - Overdue', 'Show: 300', and 'Total Active Tasks: 1'. The last updated time is '10/22/2019 2:34 PM'. Below this is a table with columns: P, D, Task, Patient, Assigned To, Created By, Created On, Status, ID, Due, MRN. One row is visible: 'Y Overdue Order', 'TEST, BRIDGET', 'Livingston, Amanda', 'System', '10/22/2019 02:15 PM', 'Active', '7630042', '00100055558601'. Below the table are sections for 'Comments' and 'Task About:'. The 'Task About' section contains: 'Provider: Livingston, Amanda', 'Ordering Provider: Livingston, Amanda', 'US Abdomen Complete w Doppler In Office', 'To Be Done: 22Oct2019 02:08PM', and 'Overdue: 10/22/2019'.

2. Look and see what is Overdue.

### Task About:

**Provider: Livingston, Amanda**  
**Ordering Provider: Livingston, Amanda**

**US Abdomen Complete w Doppler**  
**In Office**  
**To Be Done: 22Oct2019 02:08PM**  
**Overdue: 10/22/2019**

3. Go to the Clinical Desktop and Locate the order on the *Orders* tab (under Current Orders or All Orders) and see if the results are in the chart under *Labs*, *Radiology*, or *Procedures/Pathology* depending on what was ordered.

The screenshot shows the 'ETSU - Clinician' interface. The 'Radiology' tab is selected. A list of chart items is shown, with '14 of 1702 Chart Items (129 Invalid and 911 Audit Items) - Filters Applied' at the top. The first item is 'sUltrasound - Livingston, Amanda; Enc: 22-Oct-2019 - Chart Update - Livingston, Amanda (Unassigned)'. A red arrow points to this item. Below the list, a 'Scan Document Viewer' window is open, showing a document titled 'TEST, Bridget: 08-Aug-2004 (15 years) F'. The document content includes: 'Type: Radiology Note', 'Owner: Livingston, Amanda', 'Status: Final - Receipt', and '1'. A red arrow points to the text 'US Abdomen Complete w Doppler Report' at the bottom of the document viewer. On the right side of the interface, the 'Orders' tab is selected, showing 'Abdominal cramping' with a status of 'Hold For - Scheduling; Requested for: 22Oct2019 02:08PM'. A red arrow points to this order.

4. If you can locate the Results scanned into the chart, complete the order. This will complete the Overdue Order task.
  - a) Order must be Hold For Scheduling status.
  - b) Highlight the Order on the *Orders* tab and choose Completed On in the bottom tool bar.
  - c) Or you can Right Click on the order and choose Completed On.
  - d) Enter the Completion date, Click Ok, and Commit.

The screenshot shows a medical software interface with a 'Change Status' dialog box open. The dialog box title is 'Change Status' and it contains the following fields and controls:

- Change Status To: Complete
- Done: 22Oct2019 02:53PM
- Defer For: 0
- Clear All button
- Now button
- Text input field (50 Chars)
- OK button (highlighted in yellow)
- Cancel button

Below the dialog box, the 'Complete On' button in the bottom toolbar is circled in red.

5. If you can't locate the Results in the chart, you need to find them.
  - a) Look in the EHR on the Ballad system.
  - b) Call Ballad for the results.
  - c) Contact any other possible location such as out of region hospital facility, another clinical practice, and other lab networks.
  - d) Request results to be faxed to your clinic so they can be scanned into the EHR and the order can be completed.
6. If the patient didn't have the procedure done, contact the patient and/or guardian to find out why and to reschedule. If it is a clinic lab, advise the patient to come in for the labs.

- a) Labs are good for 2 weeks before the To Be Done date, and 3 months after the To Be Done Date. For example:

**Drug Screen, Urine**

For: [1] Seizure

Status: Active

To Be Done: 22Oct2019

**Good from 10/8/19-1/22/20**

- b) If labs are older than 3 months, Cancel order and reorder.
7. If the patient refuses, declines, or you are unable to be reached, advise the ordering physician via task and Permanent Defer the order.
- a) The order must be the Hold for Scheduling status. (So stop any other deferral, if necessary.)

Growth Chart

Vital Signs Meds Med Flowsheet **Orders** Allergies Immunizations Flowsheets HMP/Reminders

Current Orders None Alpha

Record Registry Consult Select non-consult reason Type your own non-consult reason History

US Abdomen Complete w Doppler; Status: Hold For - Scheduling; Requested for: 22Oct2019 02:08PM;

- b) Right Click on the Order and choose Edit.

US Abdomen Complete w Doppler; Status: Hold For - Scheduling; Requested for: 22Oct2019 02:08PM;

- Edit
- Edit Selected
- Enter Result
- Enter next Result
- Send eReferral Response
- Annotate
- View Annotations
- Renew
- Renew with changes
- Void

- c) Change the Status to Permanent Deferral and choose the status Reason. Click Ok. Then Commit. This will defer and complete the order without results and complete the Overdue Task.

TEST, Bridget 08-Aug-2004 (15 years) F Chart Update: 22-Oct-2019

US Abdomen Complete w Doppler

For: [1] Abdominal cramping

Status: Permanent Deferral Details

To Be Done: 22Oct2019 02:08PM

Order Results

Details Add'l Details Charging Encounters History An

Details

Perform : In Office

Print Requisition

Ordered By: Livingston, Amanda

Supervised By: Livingston, Amanda

Managed By: Livingston, Amanda

CC Results

Performing Instructions: 1000 Chars remaining

Change Status

TEST, Bridget 08-Aug-2004 (15 years) F Chart Update: 22-Oct-2019

Change Status To: Permanent Deferral

Clear All As Of: 22Oct2019 Defer For: 0

<input type="checkbox"/> MU Patient refuses	<input type="checkbox"/> Patient Deceased	<input type="checkbox"/> MU Refuse
<input type="checkbox"/> Titers show immunity	<input type="checkbox"/> Patient Cancelled Procedure	<input type="checkbox"/> Immuni
<input type="checkbox"/> MU Had Illness	<input type="checkbox"/> Specimen Lost	<input type="checkbox"/> Order f
<input type="checkbox"/> Medical Deferral	<input checked="" type="checkbox"/> Pt Contacted, Did Not Show for Procedure	<input type="checkbox"/> Patient
<input type="checkbox"/> Future Order	<input type="checkbox"/> Order Not Performed/Drawn	<input type="checkbox"/> Patient
<input type="checkbox"/> Pt didn't show for lab	<input type="checkbox"/> Unable to Obtain Specimen	
<input type="checkbox"/> Insurance Denied	<input type="checkbox"/> Patient dismissed from practice	
<input type="checkbox"/> Attempted to Contact Patient-No Return Call	<input type="checkbox"/> MU Drug or Medication Intolerance	
<input type="checkbox"/> Remove w Letter Sent To Patient	<input type="checkbox"/> MU Refusal of treatment by patient	

Text (50 Chars)

OK Cancel