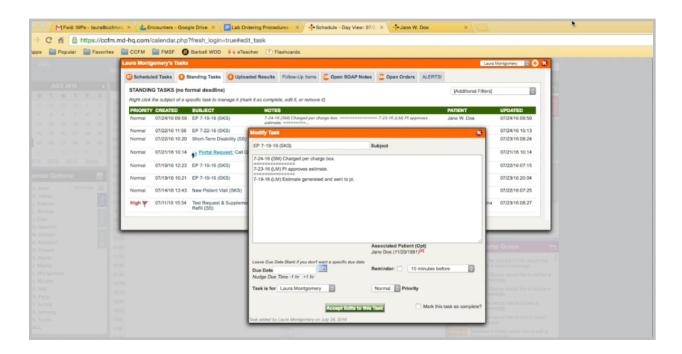
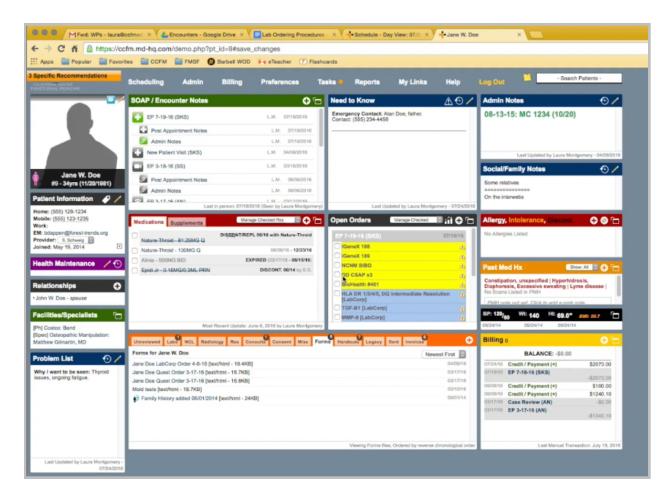


Back-end Systems: Using the EHR: Part Nine - Process Lab Orders



This is to document some of the lab ordering procedures for when you process encounters that have Plan items. Once admin staff receives the task back from Billing letting us know it has been charged, you click to open the patient's chart.

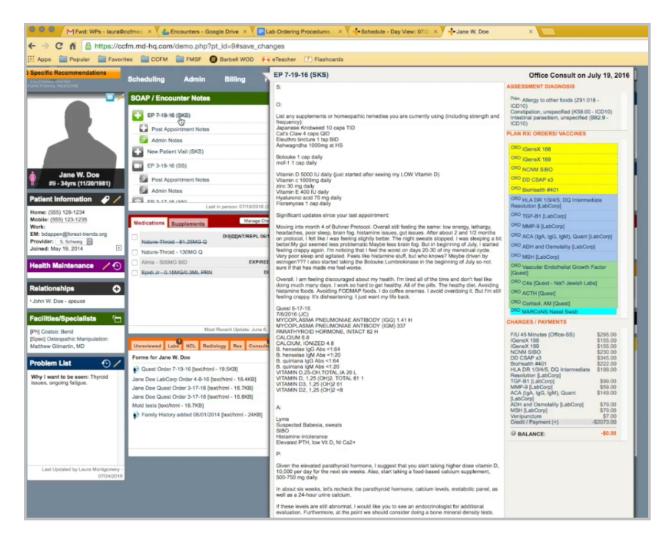




It's a good idea to review the admin notes one more time just to make sure that the patient did approve all the testing that is listed in the Open Orders Box. In this case, she did, so there is nothing that I need to worry about. If there was a test that had been declined, I would want to make sure that I am not ordering that test.

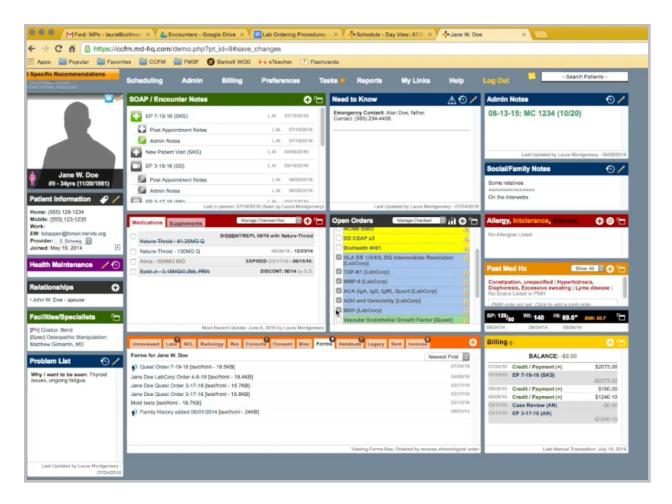
There are several different test ordering procedures that will be followed. After the appointment, she was already given a Quest requisition. If you'd like, you can click on Forms just to double-check that the Quest order from 07/19 is there.





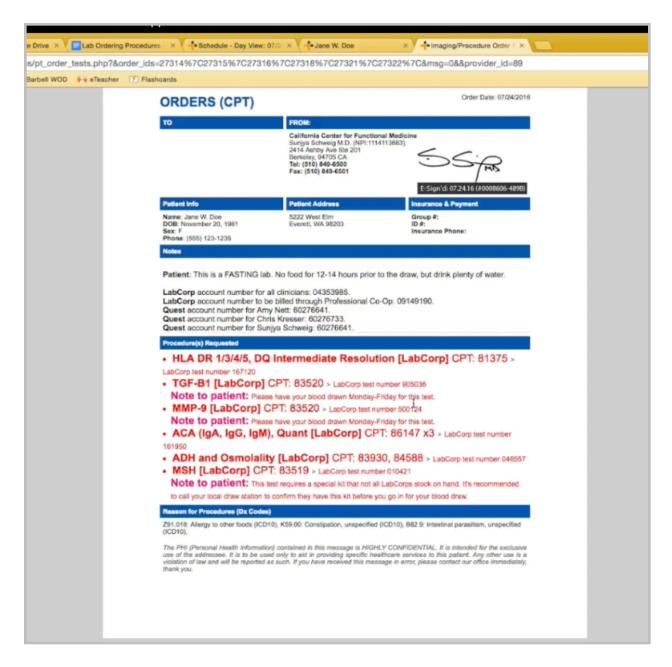
In this case, the patient paid us for LabCorp testing so that it could be ordered at a discount through Professional Co-op, so now I also need to create a LabCorp requisition.





To do that, I just checkmark every LabCorp marker, and click Faxable Form.

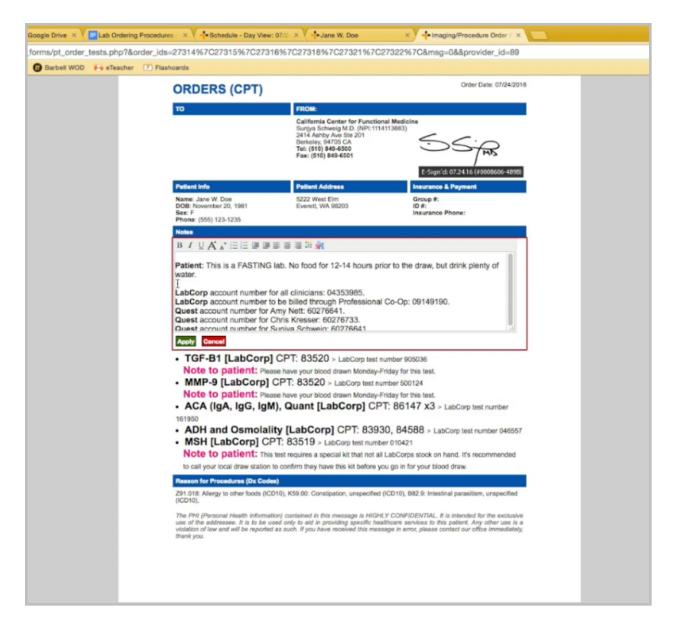




Make sure the clinician of record for the appointment is selected. I'm just going to review this for a little bit of information. If I see an "F" listed at the end of any test name, that means the test is fasting, so I need to make sure to leave this note on there for the patient. None of these are fasting, so I'll remove that.

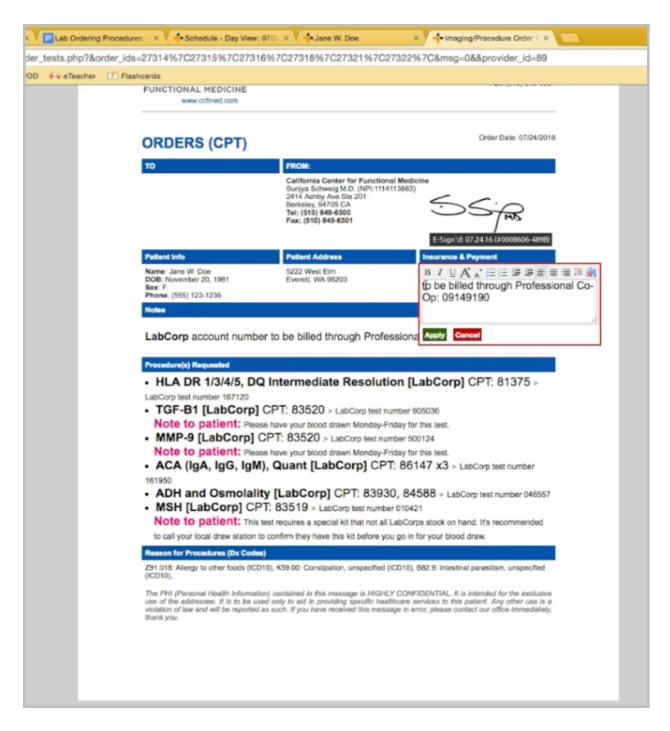
These pink notes here that are notes to patient need to stay on there so the patient can follow those instructions for the tests.





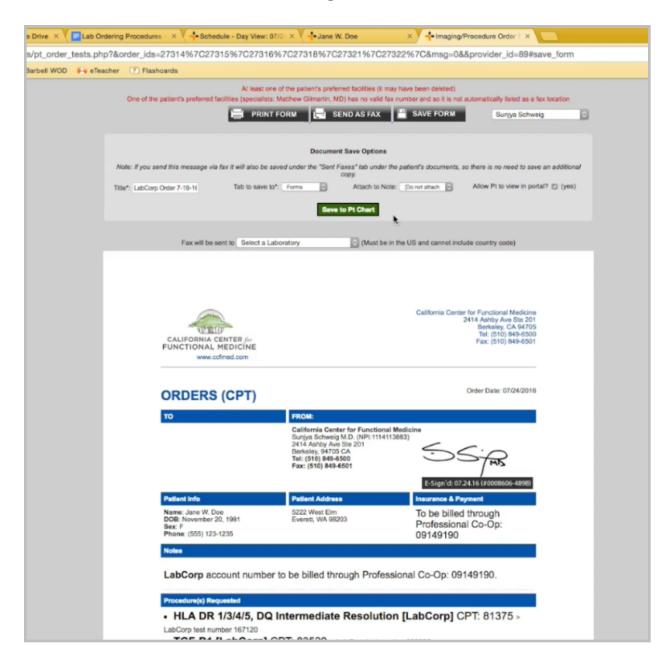
Then, I just need to make sure to remove the account numbers that do not apply. In this case, the patient doesn't fast, and I'll remove that. It's a LabCorp test going to Professional Co-op.





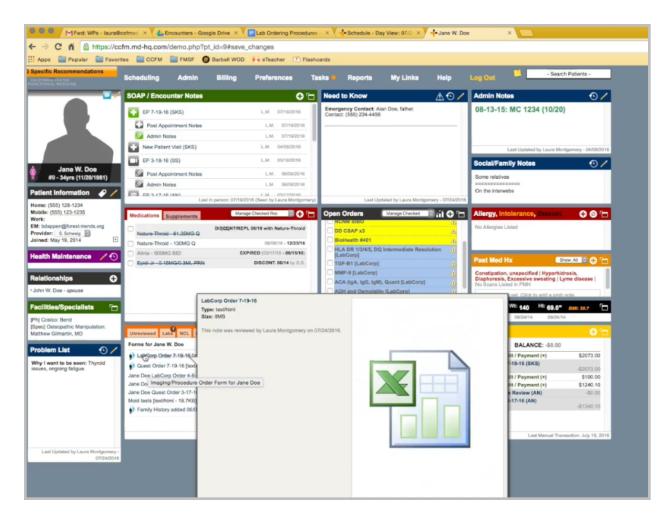
We do try to make this a little bit bigger just to make that stand out to LabCorp. I also like to put it up here in this Insurance and Payment Box. They tend to miss it sometimes.





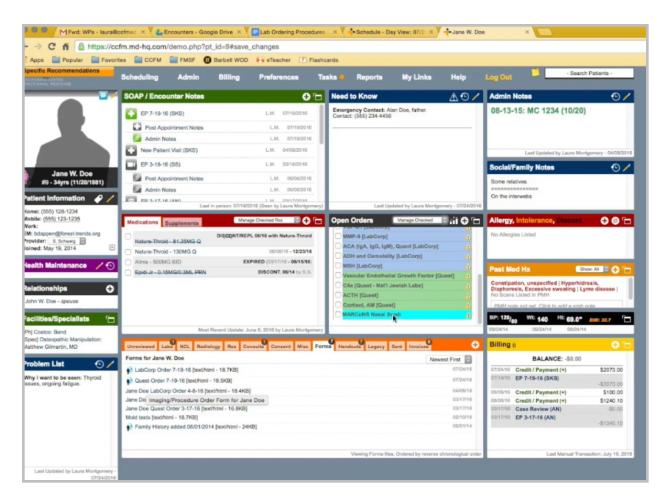
Now, I'll just save the form: LabCorp order, the date of the encounter, Save to Forms, and visible to the portal.





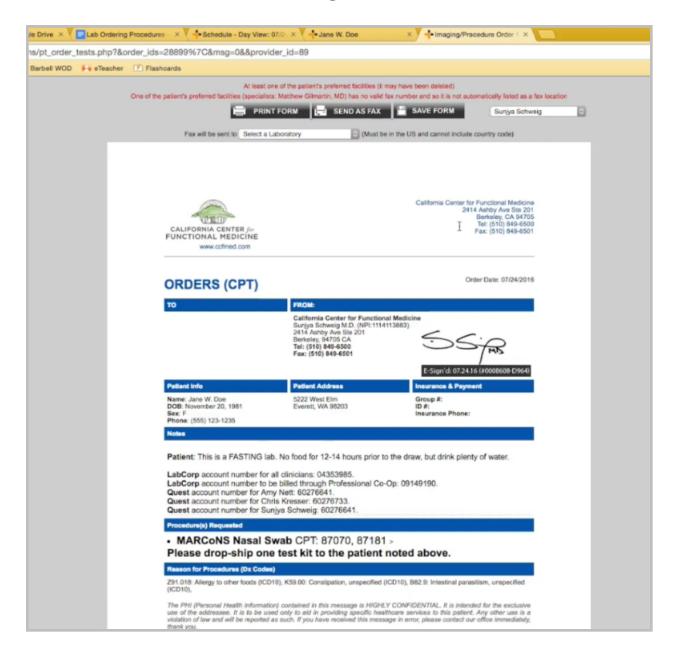
Okay, so now she has a Quest requisition and a LabCorp requisition.





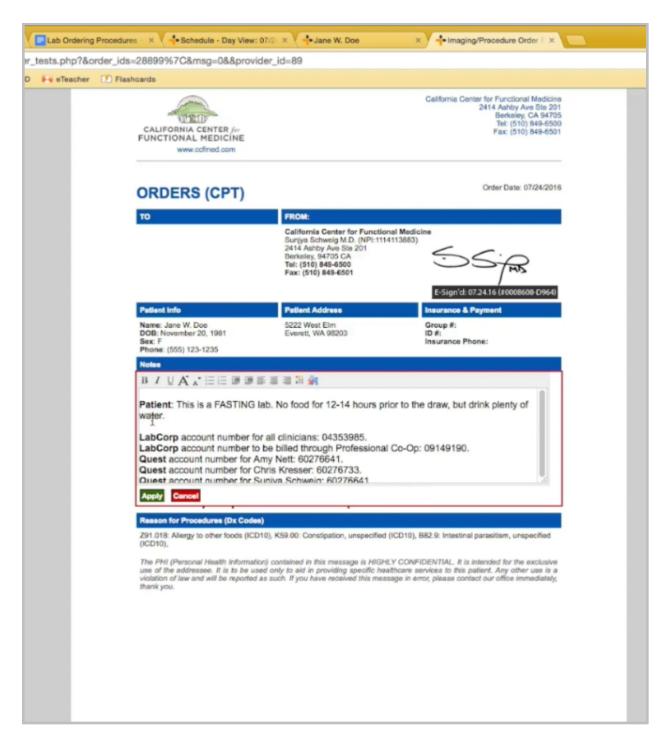
For the other testing, the MARCONS is blue like this because it is a test that we order for the patient, but the patient will pay when they get it.





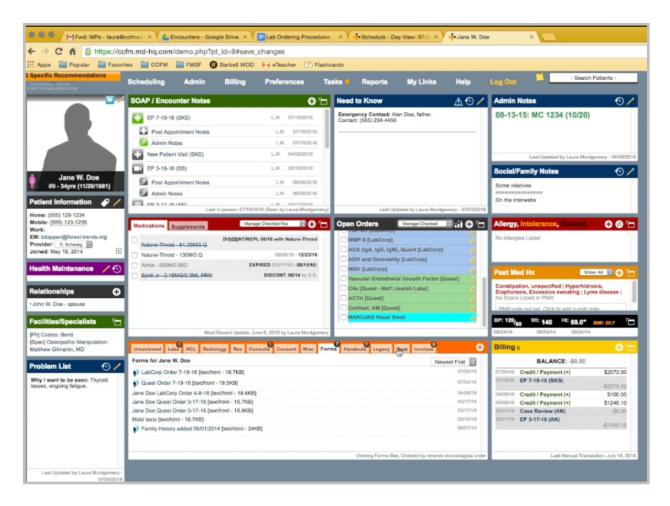
In this case, we just need to send the order in to the lab. Again, I pick the ordering clinician.





I'm going to remove all the notes here. This just asks the lab to dropship a kit to the patient. In this case, I don't need to save the form because the patient doesn't need this for any reason. I'll just click here to send as a fax. Type in their fax number, and click Send as Fax. As soon as a I do that, all I do is close the form.

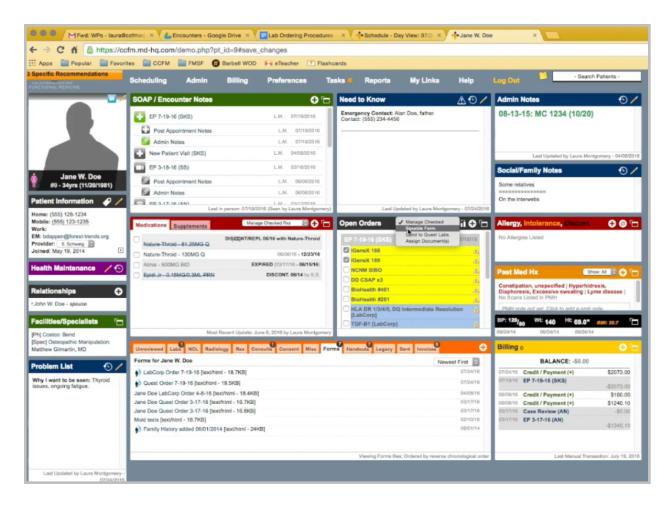




A copy of it will remain in the Sent tab here in case we need to confirm later if the order was actually placed or not.

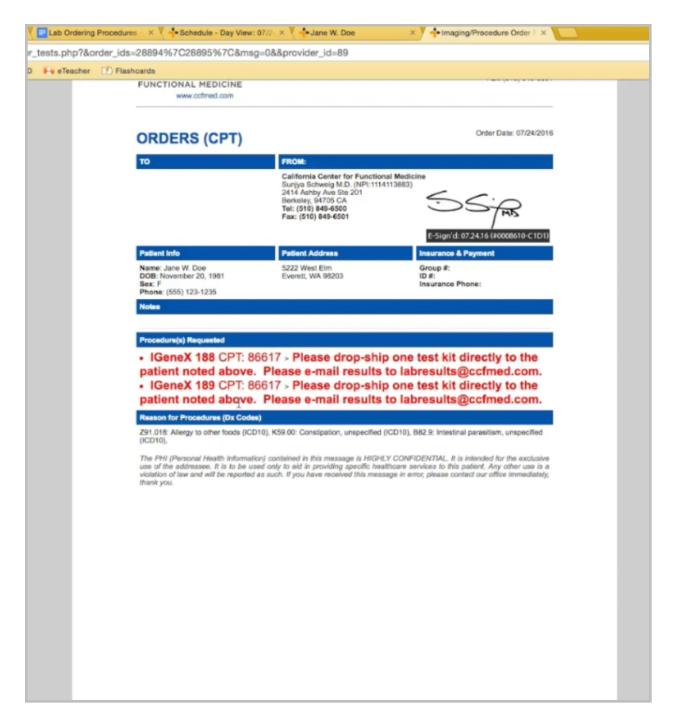
For the remaining tests, there are a variety of orders that have to be done. For Igenex, we need to provide the patient with a requisition, which can be done through MD HQ, and we need to send something to Igenex so that they will send a test kit to the patient.





I'm going to check all the Igenex testing, create a faxable form. Again, choose the clinician of record. I want to delete the notes here.

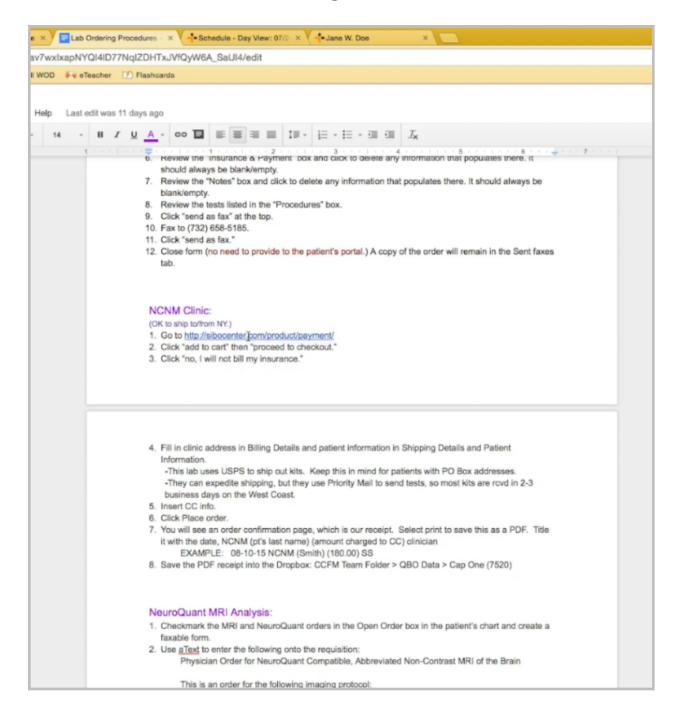




Both of these test orders are on here, so I'll just type in the Igenex fax number, and click Send as Fax.

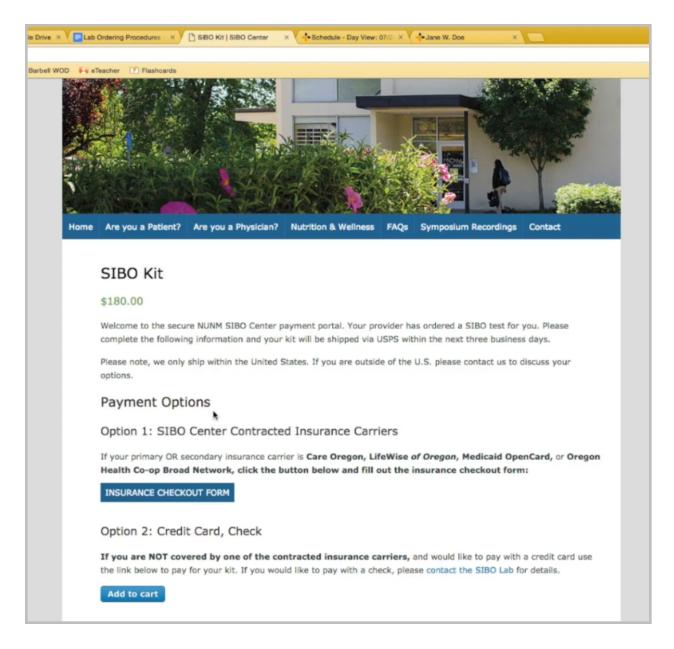
For the remaining orders, there are a variety of ordering methods that have to be done here. NCNM SIBO has to be ordered from their website. We don't have to provide the patient with a requisition.





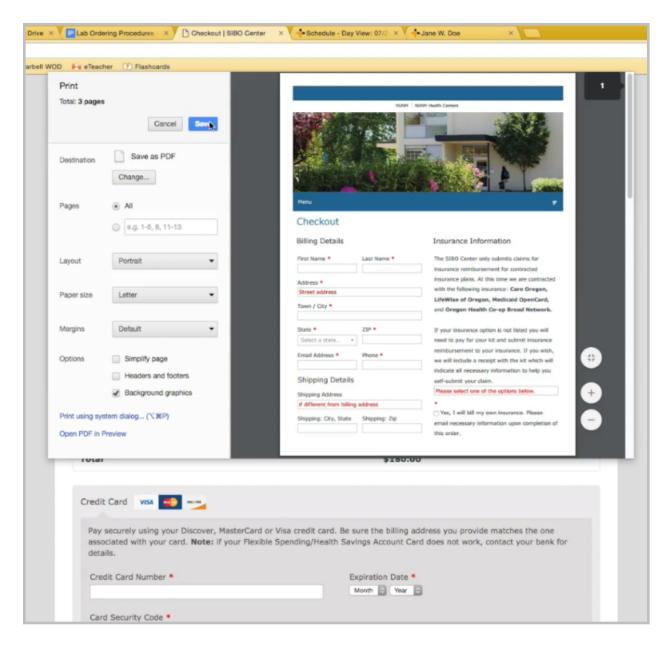
What you would do in that case is just go to the lab ordering procedures document. Find NCNM.





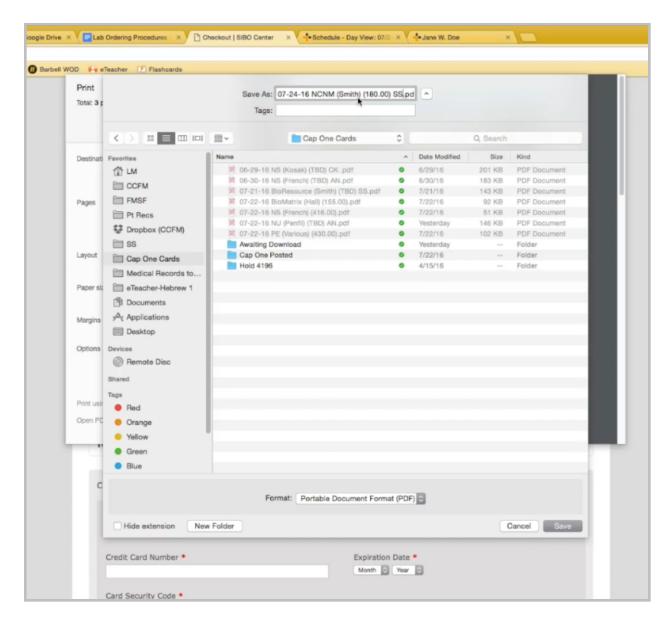
Click on the web link, and fill out all the information here.





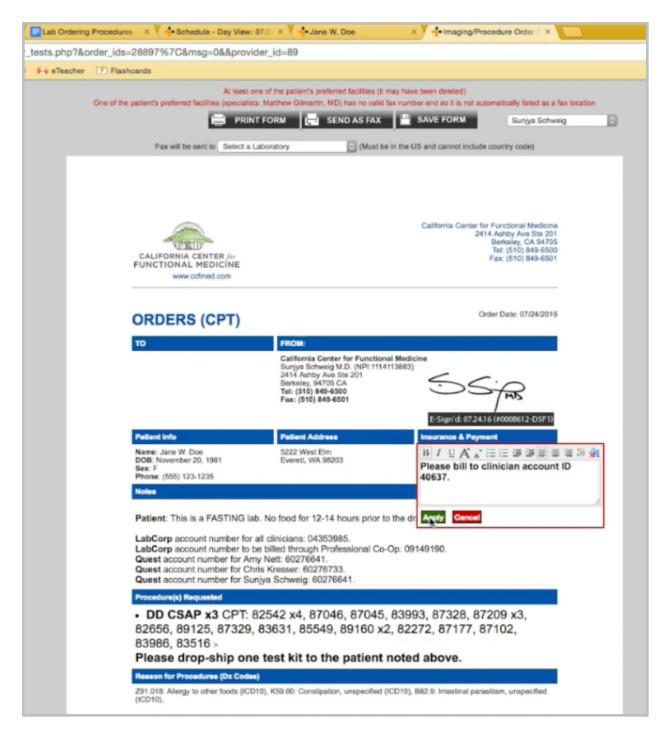
After you add to the cart and fill out the patient's information, because we're using our company credit card to pay for this test, we do need to have a receipt on file.





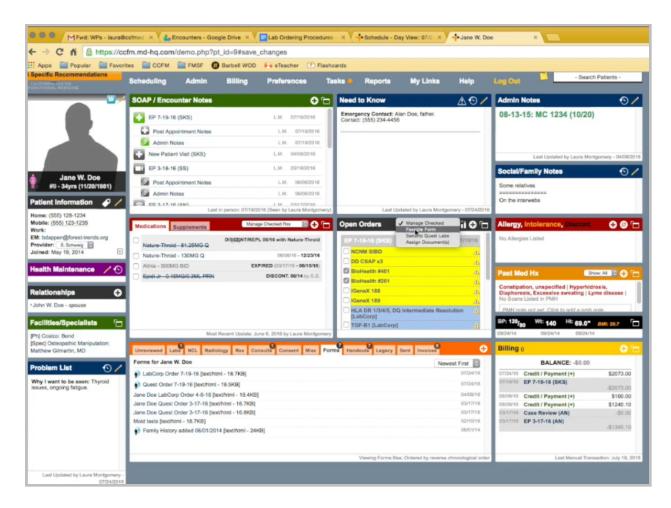
Once the order has been placed, you would simply print the confirmation page and save it into our Receipts file with the patient's last name, the date of the order, the lab, the amount, and the clinician.





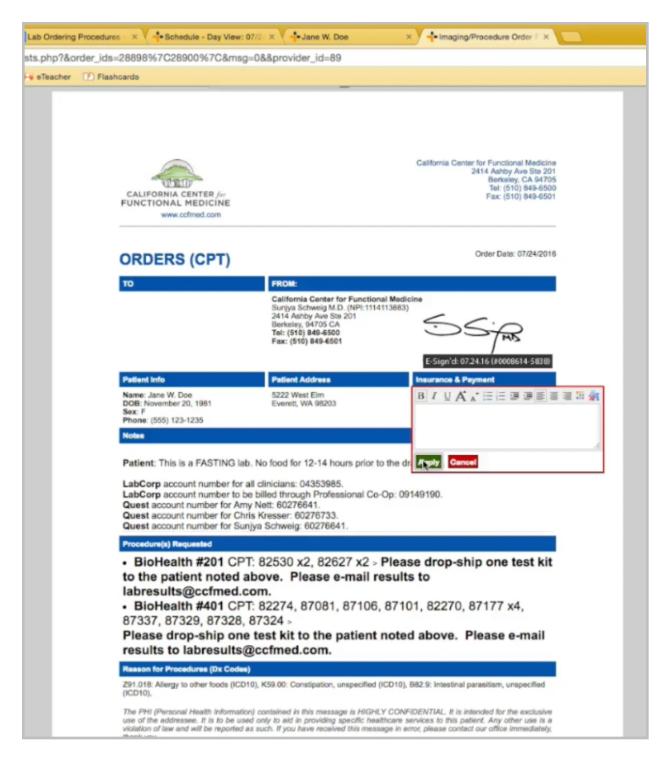
For Doctor's Data, you're just going to checkmark all the Doctor's Data tests, create a faxable form, choose the clinician on file. In this case, we need to put our account number. Delete the note here, and I would send the fax to Doctor's Data. I don't need to save the form because the patient doesn't need this for any reason.





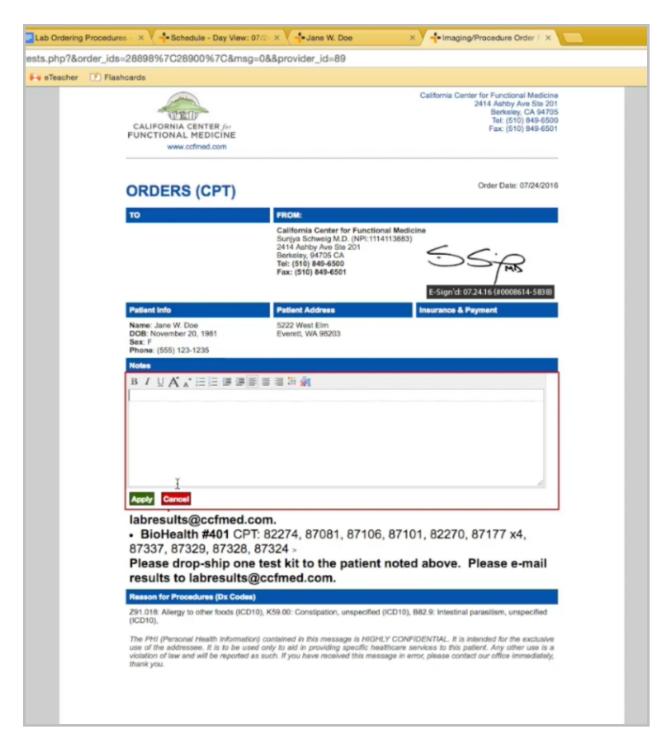
For Biohealth, I'm going to checkmark all of the Biohealth tests, create a faxable form, and choose the clinician of record.





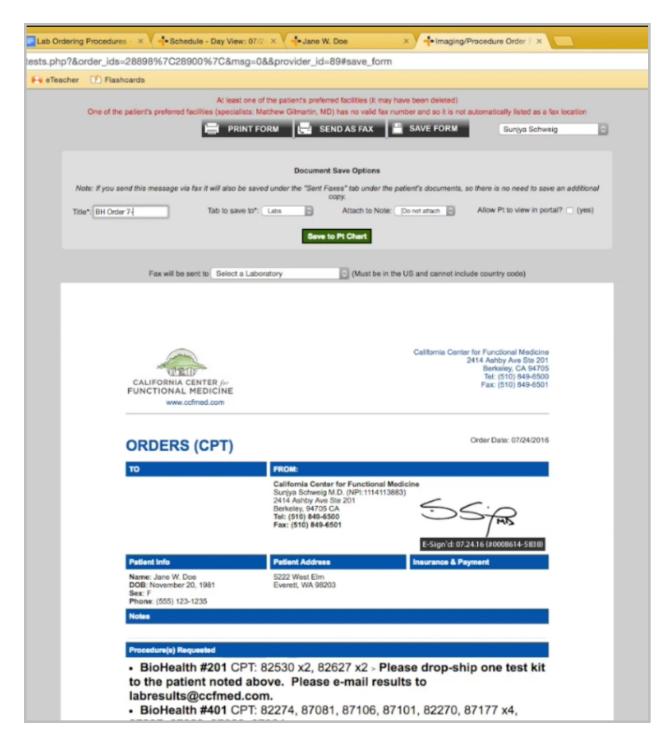
Get rid of this information so it doesn't look like we want them to bill insurance.





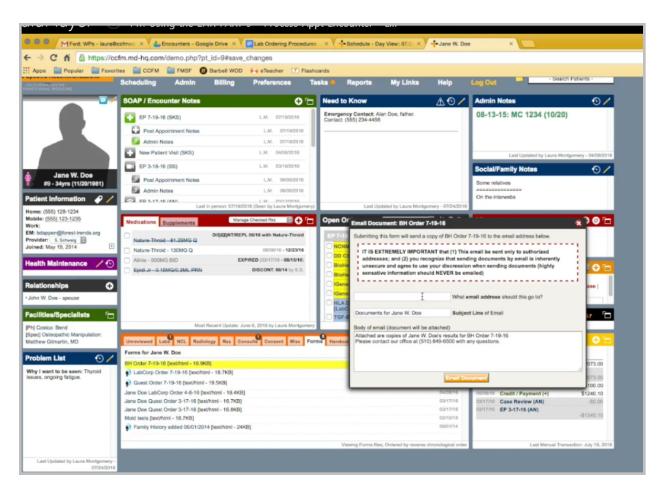
Also get rid of this information. Then, I have the two tests listed here.





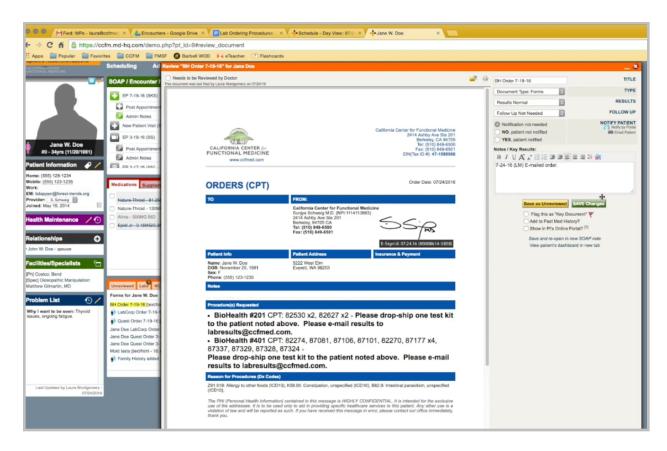
In this case, I need to save the form. Again, BH order, the date of the encounter. It goes to Forms. The patient doesn't need this. I only need it because I need to email it to the lab in order to order the test kit, so I do not make it visible, and Save to the Chart.





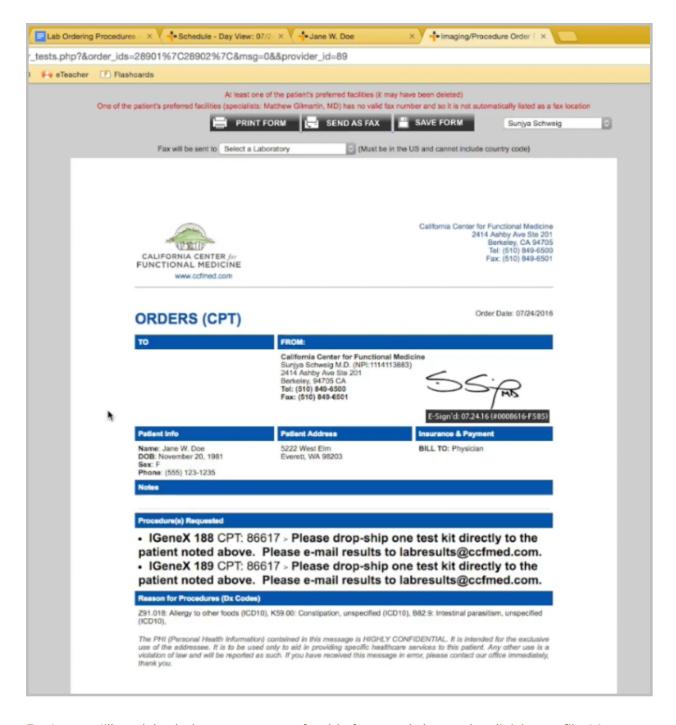
Then, I come here and right-click Email Document. Send it to Biohealth. Put my subject. This will be the body of the email, and then it will attach my order form, and I would click Email.





In this case, there is no record in the chart of the email going out, so in the order, I'm also going to make a note here that I did, in fact, email it.

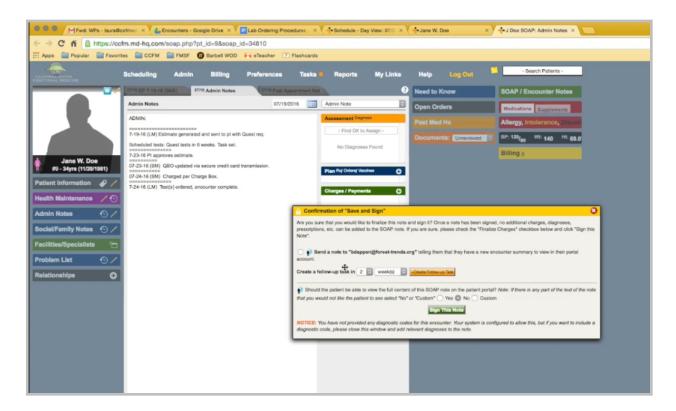




For Igenex, I'll mark both the tests, create a faxable form, and choose the clinician on file. It's marked to bill the physician, so I want to get rid of the patient's insurance information there. I also want to remove this information. In this case, I need to fax it to Igenex so they will send out a test kit, and I need to provide a copy to the patient to use as their requisition. I'll save the form, Igenex order, date of the encounter to Forms. I will make it visible to the patient and save. Then, I also need to fax in the order so that a test kit is sent out, and I would Send as Fax. Then, you can just close it.

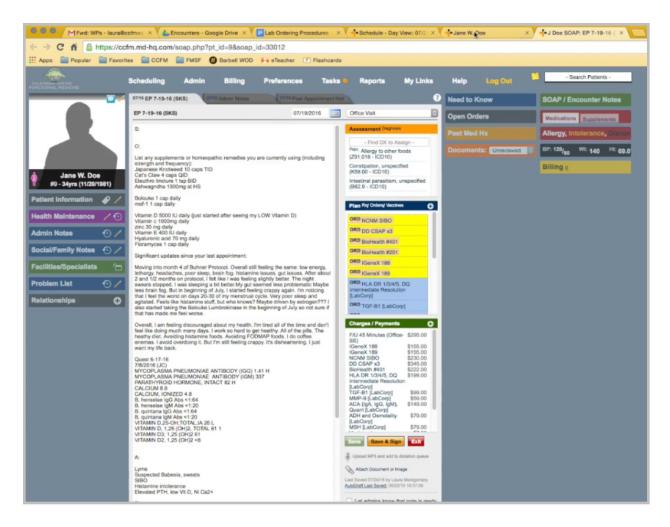


We ordered NCNM on the website, Doctor's Data by fax, Biohealth by email—here's my confirmation—Igenex by fax. Here is the LabCorp and the Quest, and MARcONS was by fax.



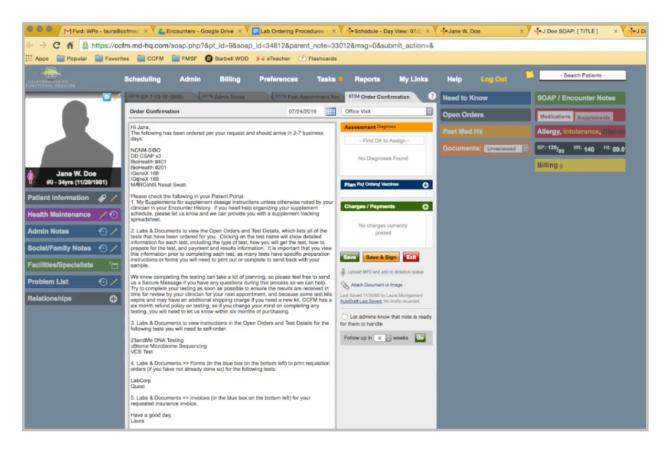
The next step would just be to document everything as completed. Save and sign the admin note. Do not send it or make it visible.





Then, I would go back here to my encounter. I want to highlight all of these tests and send an order confirmation to the patient, also kind of a final summary of where everything is found.



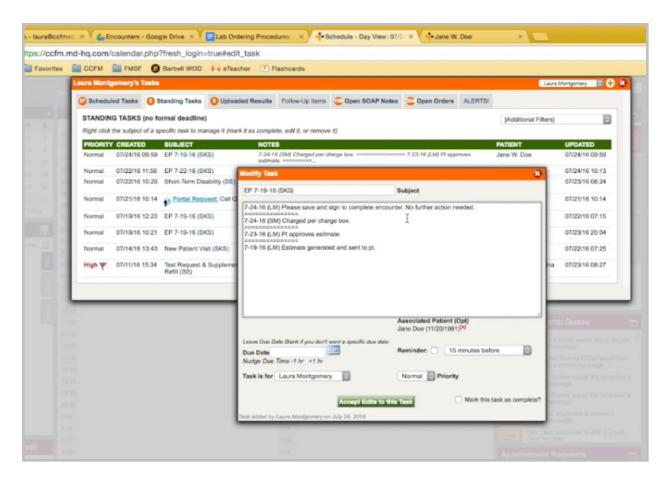


This should be an order confirmation. This should match the type of appointment they had, so in this case, it was an office visit. I'm going to paste here all the tests that we just ordered. Now, I also can't forget that there is a MARCONS test. No supplements were ordered, so I'm going to take that piece out. The patient does need to go to Labs and Documents. There are no self-order tests, so I can remove that piece. They do need to print a requisition for LabCorp, Quest, as well as Igenex.

I'm not going to list both tests here because there is only one requisition for both, so I'll just put Igenex, and their receipt should be in Invoices. Now, I would Save and Sign. Send a note to the patient. Make sure it's visible.

The final piece here is for the clinician to sign the note.





Now, I will send this back to the clinician. I do mark it as a low priority because there is nothing else that needs to be done with this encounter, so if the clinician, for example, has a busy day and can't get to all their tasks, this helps prioritize that. Technically, this encounter could be signed any time, and it doesn't have an effect on anything else, so it's a low priority. Save, and everything is complete.