

Order reconciliation is dependent on the order details. Please follow the steps below when reconciling outside orders.

Reconciling orders with order details of Performed Outside EMHS: YES

Perform the following tasks if the order was truly done outside of the system and the order details state **Performed Outside EMHS – YES**.

- There are two ways to tell if an order was placed to be performed outside of NLH.
 - On the **Orders** profile, within the order details column, **PERFORMED OUTSIDE OF EMHS** displays.
 - Right-click and look within the order details.

Orders Medication List Document In Plan				
Displayed: All Active Orders All Inactive Orders All Orders 5 Days Back				
		Order Name	Status	Details
		Chloride Level	Completed	BLOOD, RT, Start: 04/05/21 14:30:00 EDT, ONCE, Stop: 04/05/21 14:30:00 EDT, 92539951
		CBC with Differential	Future (O...	BLOOD, Routine, Order for Future Visit, *Est. Start: 07/30/21 PERFORMED OUTSIDE OF EMHS ONCE, Sinus pain Abdominal pain, acute, 07/30/21 8:50:00 EDT, 92540565

STEP 1: Locate the order, right-click and select **Activate**.

STEP 2: Select **Orders for Signature** and then **Sign**.

- Refresh screen to reflect the updated Ordered status.

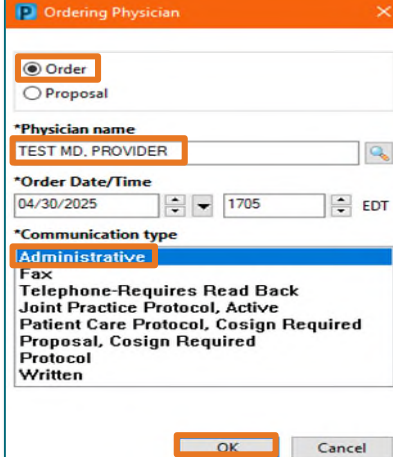
STEP 3: Locate the order again, right-click and select **Complete**.

STEP 4: Select **Orders for Signature**.

STEP 5: From within the scratch pad, right-click the order and select **Ordering Physician**.

NOTE: This step is imperative as order clean-up is an administrative task and does not need co-signature from a Provider.

STEP 6: Within the Ordering Physician window, select **Order**, enter the **Physician** name and the communication type of **Administrative** and select **OK**.



The image shows the 'Ordering Physician' window. It has a title bar with a close button. Inside, there are radio buttons for 'Order' (selected) and 'Proposal'. Below that is a text field for '*Physician name' containing 'TEST MD. PROVIDER'. Then, there are fields for '*Order Date/Time' (04/30/2025) and a time field (1705) with an EDT dropdown. Under '*Communication type', there is a list with 'Administrative' selected. Other options include Fax, Telephone-Requires Read Back, Joint Practice Protocol, Active Patient Care Protocol, Cosign Required, Proposal, Cosign Required, Protocol, and Written. At the bottom are 'OK' and 'Cancel' buttons.

STEP 7: Once back to the scratch pad, select **Sign**.

Reconciling orders with the order details Performed Outside EMHS: NO

If an order was truly done outside of the system and the order detail states **Performed Outside EMHS: NO** follow the steps below to reconcile the order:

STEP 1: Locate the order, right-click and select **Cancel/DC**.

From the Office of Health Informatics

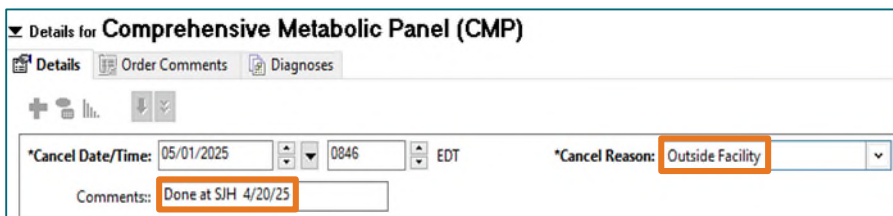
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STEP 2: Within the **Ordering Physician** window, select **Order**, enter the **Physician** name and the communication type of **Administrative** and select **OK**.

STEP 3: In the order scratch pad, select **Outside Facility** in the ***Cancel Reason** dropdown, indicate the facility location, and date the test was performed in the **Comments** field.



STEP 4: Select **Orders for Signature** and then **Sign**.

NOTE: Orders that are performed within Northern Light Health and Quest will reconcile when the patient presents and has them completed and resulted, when ordered correctly.

Reconciling Recurring Orders

A recurring order contains a carat in front of the order. When the carat is expanded, all orders in the series display with the anticipated date of the lab being drawn.

STEP 1: Select the **parent** order and expand to see the **child** orders.



STEP 2: Select the appropriate order with the correct date to reflect when the lab was drawn.

PT (Protime) INR	*Est. 05/01/2025	Future	
PT (Protime) INR	*Est. 05/01/2025	Future (O)	
PT (Protime) INR	*Est. 06/01/2025	Future (O)	Renew
PT (Protime) INR	*Est. 07/01/2025	Future (O)	Modify
PT (Protime) INR	*Est. 08/01/2025	Future (O)	Copy
PT (Protime) INR	*Est. 09/01/2025	Future (O)	Cancel/Reorder
PT (Protime) INR	*Est. 10/01/2025	Future (O)	Suspend
PT (Protime) INR	*Est. 11/01/2025	Future (O)	Activate
PT (Protime) INR	*Est. 12/01/2025	Future (O)	Complete
PT (Protime) INR	*Est. 01/01/2026	Future (O)	Cancel/DC
PT (Protime) INR	*Est. 02/01/2026	Future (O)	

STEP 3: Follow the steps above to ensure not to activate the **parent** order when performing this task for recurring orders.

NOTE: Be sure to follow appropriate steps above based on order, Performed Outside EMHS – Yes or No.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.