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.

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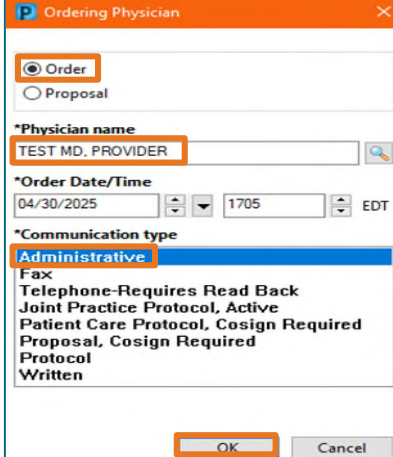
STEP 3:   Locate the order again, right-click and select **Complete**.

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**.

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**.

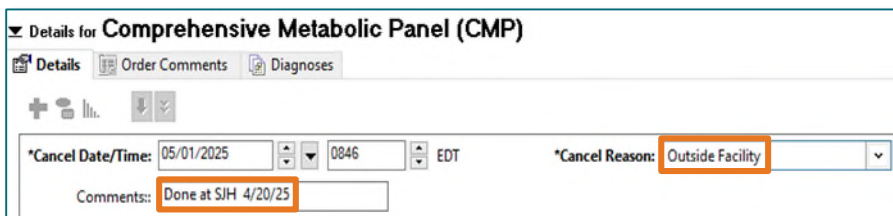STEP 2:   Within the **Ordering Physician** window, select **Order**, enter the **Physician** name and the communication type of **Administrative** and select **OK**.

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.

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.**