

Patients may initially elect to have labs drawn at a Quest PSC site but may present at a hospital phlebotomy draw station instead. The following workflows will need to be followed when each of the scenarios presented.

Patient Presents to a Hospital Draw Station With Lab Order Requisition

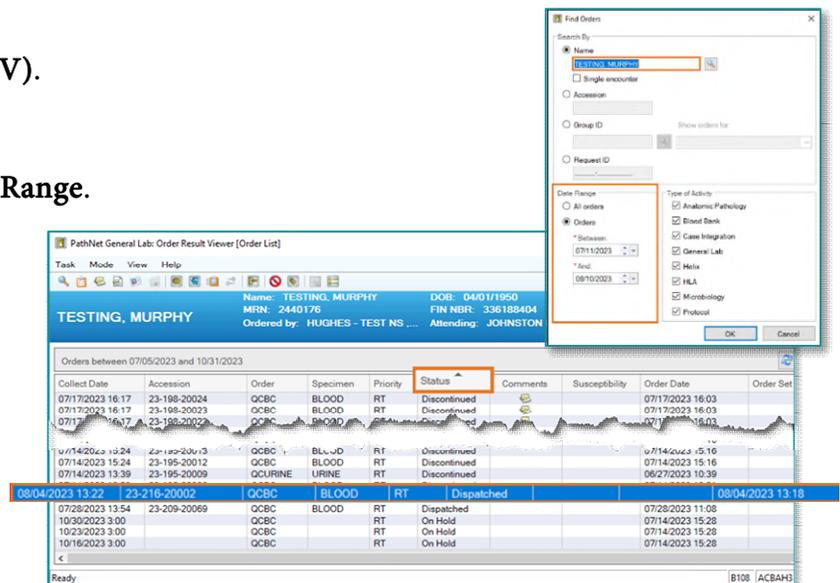
If a patient presents to a hospital draw station and the lab check-in staff are unable to locate the future lab order(s) in Department Order Entry (DOE), the following process will be followed.

- STEP 1:** Review the lab order requisition.
- STEP 2:** If the requisition is a **Quest requisition**, cancel the order in ORV and reorder following current workflow procedure.
- STEP 3:** If the requisition is a NLH lab requisition, follow current procedure to search for the order in DOE.



Canceling Orders in ORV (if unable to locate future lab order(s) in DOE):

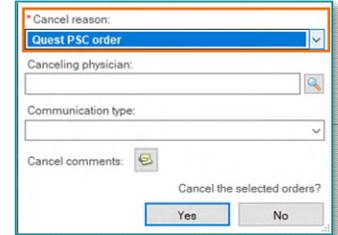
- STEP 1:** Open Order Results Viewer (ORV).
- STEP 2:** Enter patient's name.
- STEP 3:** Select Orders to modify the Date Range.
- STEP 4:** Click OK.
- STEP 5:** Select the **Status** column to sort orders by status.
- STEP 6:** Search the **Dispatched orders status** for the order that matches the requisition.
- STEP 7:** Locate the **order that matches** the requisition.
 - Select the order.



STEP 8: Click the  **Cancel Order** icon.

STEP 9: From the **Cancel Reason** dropdown, select **Quest PSC order**.

STEP 10: Click **Yes**.



Requesting A New Lab Encounter

For patients that did not pre-register prior to a laboratory visit or for patients without a current encounter for the day, the following process will need to be followed.

STEP 1: Request a lab encounter from registration.

STEP 2: From the new lab encounter, create a new order using the requisition including the diagnosis code.

NOTE: **Diagnosis codes can be obtained by calling the ordering provider's office.**

STEP 3: Scan the laboratory requisition based on current scanning workflow, following local laboratory policies and procedures.

Patient Presents to a Hospital Draw Station – Without Lab Order Requisition

For patients presenting to a hospital draw station without a laboratory order requisition, the following process will need to be followed.

STEP 1: Open **Department Order Entry (DOE)**.

STEP 2: Activate future order(s) following current process.

NOTE: **If order(s) are not located in Department Order Entry (DOE), search in Order Results Viewer (ORV).**

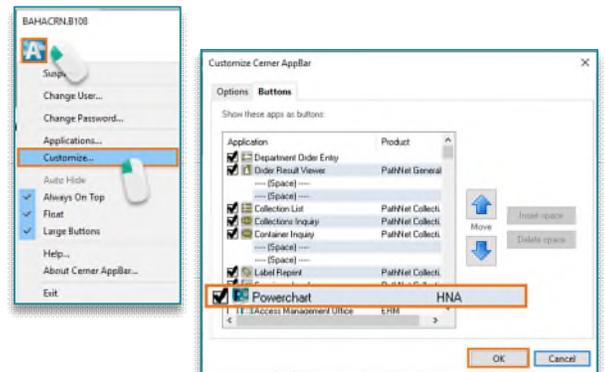
➤ For orders located in ORV with a status of **Dispatched**, follow the “Unable to locate the future lab order in DOE” steps above.

Adding Additional Appbar Application

The PowerChart application can be added to the Appbar tool bar for future use.

STEP 1: Sign into the **Appbar**.

STEP 2: Left-click the **Appbar** icon.



STEP 3: Select **Customize**.

STEP 4: Select **PowerChart** in the list.

STEP 5: Select **OK**.

Viewing Lab Orders in PowerChart

➤ Accessing the patients chart from the Appbar.

STEP 1: Select the **PowerChart** icon from the Appbar.

- Patient List window opens.



Searching for the Patient

STEP 1: Sign into **PowerChart**.

STEP 2: Click the **magnifying glass**.

STEP 3: Using **Search**, search for the patient's name.

STEP 4: Select **Patient** from top display window.

- Patient encounters will appear in the bottom display window.

STEP 5: Double-click the correct Patient encounter from the bottom display window.

STEP 6: Select the **Patient Care Relationship**.

STEP 7: Select **OK** to open chart.

STEP 8: Click **OK** through any message pop ups.

- Patient chart opens.
- Locate **Orders** in the Blue menu to the left.

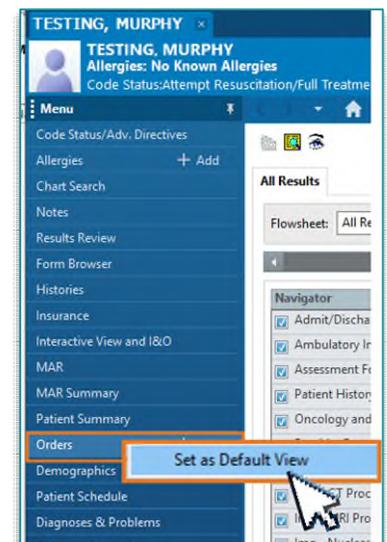
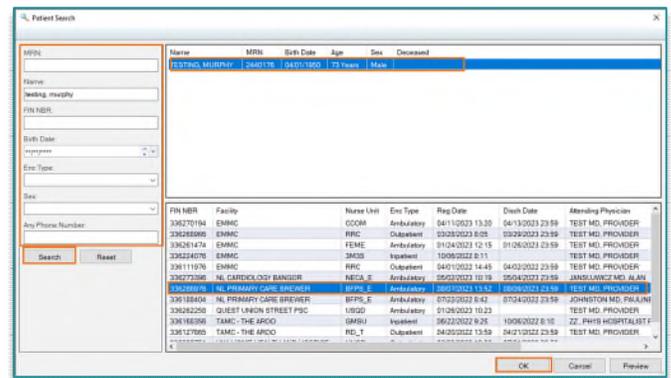
STEP 9: Right-click **Orders** within the **Menu**.

STEP 10: Select **Set as Default View**.

- Orders will default open when opening a patient chart.

STEP 11: Click **Orders** link.

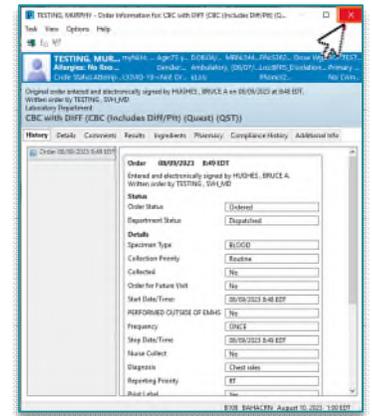
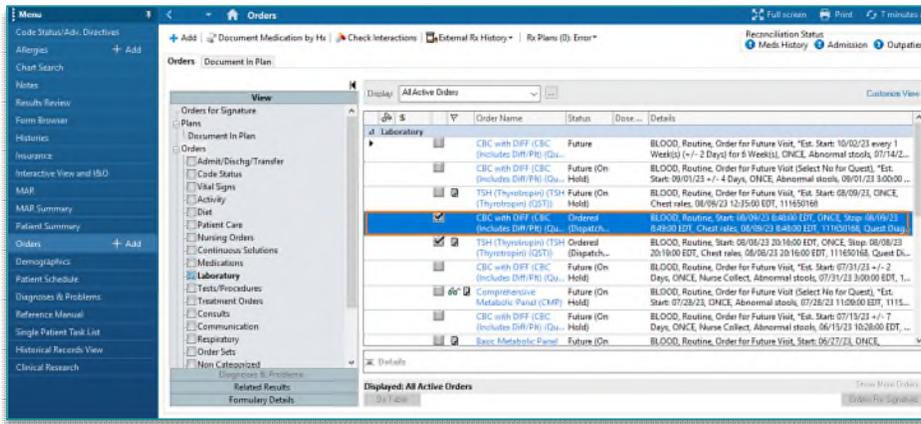
- Orders Profile page opens.



STEP 12: Locate the intended Order from the Laboratory View.

STEP 13: Right-click the order and select **Order Information** from menu.

- Order history information displays.
- Use the orders **History**, **Details**, and **Comments** tabs to review order information.
- Select the **RED "X"** to close the window.



STEP 14: To close out of the patient's chart and to keep PowerChart open, select the X by the patient's name.

STEP 15: To close out of PowerChart select **EXIT** within the toolbar.

