This Quick Reference Guide (QRG) Reviews the Workflow for Performing Department Order Entry.

Perform a Quick Registration

Select a Patient and Existing Patient Encounter

➢ From the Department Order Entry app home screen:

STEP 1: Type your patient's name in the Person name field; then click the [Search icon] Search icon.

 ▪ The Patient Search window appears.

STEP 2: Select your patient.

STEP 3: Select the appropriate encounter for the patient from the bottom pane.

STEP 4: Click [OK].

NOTE: **If the patient's encounter is not already in the system, you need to add the encounter.**

Select a Patient and Add a New Encounter

If an encounter does not exist for your patient already, you need to add one for them.

➢ From the Department Order Entry app home screen:

STEP 1: Type your patient's name in the Person name field; then click the [Search icon] Search icon.

 ▪ The Patient Search window appears.

STEP 2: Select your patient.

STEP 3: Click [Add Encounter].

 ▪ The Organization window pops up.

STEP 4: Type the name of the facility and/or client in the Facility Name field; then click the [Search icon] Search icon.

STEP 5: Click the appropriate option.

STEP 6: Click [OK].

 ▪ The Encounter Details window opens. Note that the required fields are yellow.

STEP 7: Click the Encounter Type drop-down arrow; then click the appropriate encounter type for your patient.

STEP 8: Type the name of the patient's provider in the Attending Physician field; then click the [Search icon] Search icon.
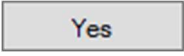
NOTE: **The Provider Selection window appears if there is more than one physician with a name that fits your typing query. If this is the case, follow these steps to select the correct provider:**

- Click the provider's name in the lower pane.

- If necessary, click Preview to confirm the provider's identity.

- The Provider Info window appears. Here you can see more information for the provider you selected that helps you verify their identity.

- If the Provider Info window is open, click Close.

- If the provider was not the correct one, then select another provider name, and preview their details. Repeat this process until you choose the appropriate provider.

- Click OK in the Provider Selection window when the correct provider is selected.

STEP 9: Click the Nurse/Ambulatory drop-down arrow; then click the correct location.

STEP 10: Click [OK] at the bottom of the screen.

- A pop up displays asking if you would like to update the patient's mailing address.

STEP 11: Click [Yes] if you do not need to update the mailing address.

NOTE: **If you do need to update the mailing address, click No; then enter the address at the bottom of the window.**

- The Department Order Entry home screen displays with a pop up informing you that an encounter has been created, along with its FIN.

STEP 12: Click [OK] to finalize the patient encounter.

Enter an Order

➢ From the Department Order Entry app home screen with a patient and appropriate encounter selected:

STEP 1: Type the order name in the Orderable field; then click the [Search icon] Search icon.

- The Find Orderable window opens.

STEP 2: Click [OK].

NOTE: **Two results display for every test you enter because the system shows you both the primary name the providers see when they order a test, and the abbreviated names labs prefer. Both results are the same test.**

- The order details display. Note that the required fields are yellow.

STEP 3:   Complete all required fields for the order.

NOTE: **Collection Priority level is always required. Here is an explanation of the different collection priority abbreviations:**

- AM: Morning draw.
- EX: Expedite. The phlebotomist would draw it and treat it as STAT after it gets to the lab.
- RT: Routine testing.
- ST: STAT. The phlebotomist has to quickly draw and send the collection to the lab, where it will take priority for testing.
- TS: Time Study. This is used for timed tests.

NOTE: **Start Date/Time fields are always required. Here are some helpful tips for entering information into these fields:**

- For the Start Date field, you can type the date, adjust it with the Up/Down Arrows, or click the drop-down arrow to open a calendar.
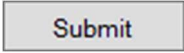- For the Start Time field, you can type the time, or adjust it with the Up/Down arrows.

NOTE: **You can also enter information into the non-required fields, as needed. Here are some helpful tips for entering information into these fields:**

- If the specimen has already been collected, you can select the Collected check box.
- If the Collected check box is selected, you can type the name of the person who collected the specimen in the Collected By field; then press Enter to search for their username in the system.
- If a Northern Light employee collected the specimen, enter their Cerner username. After pressing enter, the username should be underlined and change to all capital letters if the system recognizes it. If the username is not in the system, its lettering will not update.
- If the specimen has not been collected, you can select the Order for Future Visit check box.
- To print a label for the order, you can click the Label Printer drop-down arrow; then click the appropriate printer to print a label with the information you provided.
- To add a comment to the order label, type in the Label Comment field.
- To set the location the specimen was received, click the Specimen Received Location drop-down arrow; then click the appropriate location. Once you select a location, it will carry over to the next order you place.

STEP 4:   Click [Add] near the bottom-right of the pane once all required fields are complete.

- The order is added to the scratch pad.

STEP 5:   Repeat steps 1-4 for any other orders you want to add.

STEP 6: Click [Submit] once all orders are placed.

STEP 7: To clear orders from the screen after submission, click the 🖊 Clear Orders icon in the toolbar.

NOTE: **The following is an explanation of Accession numbers:**

- The first two numbers show the year, so "21" indicates the year 2021.

- The next three numbers are the day of the year the order was collected. If an order was collected on September 27, 2021, it was collected on the 270th day of the year. If you entered the wrong collection date, you must modify the collection so that it is correct, but it will not change the accession number.

- The last five digits are the production numbers, which increase continuously until midnight and then start over for the next day.

- Every accession number is unique.

- Some accessions may have more than one test, but there will never be more than one patient with the same accession number.

Activate Future Orders

➢ From the Department Order Entry app home screen with a patient and appropriate encounter selected:

STEP 1: Click the 📅 Activate Future Orders icon in the toolbar.

- The Future Orders screen appears.

STEP 2: Select all orders that fall under the desired date(s); then click [Activate].

- The Order Entry home screen opens.

STEP 3: Select an order from the orders list.

NOTE: **If the specimen is collected already, fill in the collection details by doing the following:**

- **Check the Collected check box.**

- **Type the username of the specimen collector in the Collected By field; then press Enter.**

- **If a Northern Light employee collected the specimen, enter their Cerner username.**

- **After pressing Enter, the username should be underlined and change to all capital letters if the system recognizes it. If the username is not in the system, its lettering will not update.**

STEP 4: Click the Label Printer drop-down arrow; then click the appropriate printer.

STEP 5: Click [Add].

- The order is added to the scratch pad.

NOTE: **The label printer previously used will carry over to any other orders added.**

STEP 6: Repeat steps 3 and 5 for any remaining orders.

STEP 7: Click [Submit] when all orders are added.

STEP 8: Click the Clear Orders icon to clear your screen.

Manage Order Errors

Review this section if an order in the scratch pad has an error. Errors are indicated by an order highlighted yellow in the scratch pad.

➢ From the Department Order Entry app home screen with a patient and appropriate encounter selected:

NOTE: **The Submission Status column in the scratch pad contains the specific order issue.**

STEP 1: Click the View Submission Errors icon.

- A window opens with any order issues.

NOTE: **The issue details display in this window, including whether the system action is to warn you or to reject the order. If an order is rejected, the system will not let you make any further changes to it.**

STEP 2: Click [OK] if you want to keep the order.

NOTE: **If the error action is just a warning, the duplicated order will continue to be active. If the error action is a rejection, then the order will be documented as rejected.**

NOTE: **Click Cancel if you do not want to keep the order; then click the Cancel Order icon to proceed through the cancel order workflow.**

STEP 3: Click the Clear Orders icon to clear your screen.