Prov EMR: Reviewing & Managing Labs Quick Reference Guide

Lab Reports (pdfs) and Gen Lab discreet data results come through with the Prov EMR and CIS integrations. For Gen Labs, CIS pushes results to your inbox as soon as they become available. What this means is that if your lab requisition had multiple tests selected (e.g. A1C, ALT, GGT, TSH, Lipid profile, etc.), as soon as the first results are available, those results will be delivered to your inbox.

A recommendation for Providers and staff receiving lab results is to consider waiting until later in the day to review lab results. The rationale for this is to allow the results to compile, so that you only need to review the results once. Below are some helpful tips:

Option 1 – View Labs in your inbox late afternoon each day

Option 2 – Filter your inbox to exclude Labs during the day, and reset your filter to include labs late afternoon each day. *You must remember to reset the filter and add to workflows*.

Option 3 – Snooze Labs for a standard amount of time that supports your workflow (e.g. tomorrow, 3 days, next week, …)

How to Review Lab results

Lab results can be viewed in three (3) ways:

1: From the inbox: New lab results may be viewed from the Providers inbox if they are either the Ordering Provider, or CC'd on the results. When viewing lab results from the inbox, you'll see the inbox item displayed with the following information:

- The patients name will be displayed,
- an Erlenmeyer flask icon will indicate that it is a lab result – and if you notice a red circle with a number displayed overlaying the flask icon, that number represents how many abnormal lab values are included in that report. Of note – if the result is either positive or negative (e.g. immunology titres), those will not be flagged as abnormal.
- The patients name will appear again;
- A list of the test results included in the report;
- The date and time the results were received

Please note that because the results are sent to the Provider in the order that they are completed, results may appear in an inconsistent order each time. To view in consistent order, navigate to Lab Results as outlined in view option 3 below.

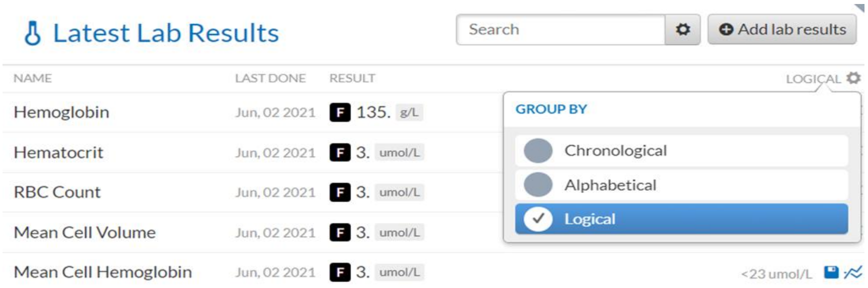
2: Patient Files: Lab results will also be attached to the patients' chart under the Files section, as a copy of that report. Patient files can be found via the Start Open menu, the Quick Menu widget via dashboard view, or via the Summary View if you have it enabled.

3: Lab Results - Finally, the results will also be available for viewing under the Lab Results section of the patient chart – where the discrete values may be ordered in a variety of ways.

Via the Lab Results section of the chart, you can view the results in either logical or chronological order.

By selecting **Logical**, results will be grouped together in a logical and consistent order. E.g. CBC results will be grouped together, Lipid profile items will be grouped together, liver enzymes, vitamins, etc. and in a consistent order.

Logical Order *is the recommended view when you want to review the lab result in specific, logical order,* such as CBC.

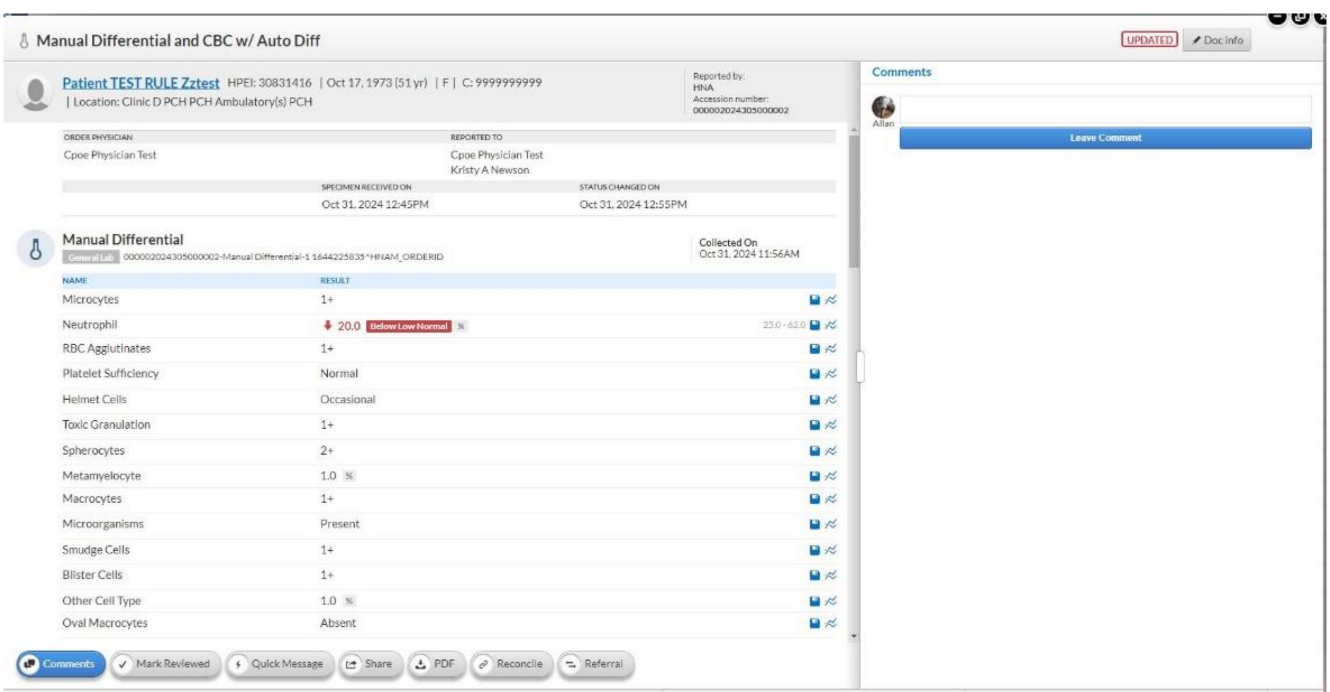


Chronological will order results based on time – which can be helpful when you are interested in the latest / most recently ordered results.

Viewing and Managing Lab Results from your inbox

Once you've opened the inbox report, you'll see a report similar to the one displayed below. You can see at the top of the window that the test report name is displayed. Of note, to the far right at top of the window, if the report has had any additional results added to it over time, you will see the icon UPDATED. If you are reviewing the file again, and see the Updated icon displayed, please note that you will need to scroll down in that report to see the most recently added results.

We can also see the Patient name in BLUE, which is a link to their chart (which could be used in the event that you needed to order new tests, Rx, etc.). We also see some demographics, the lab accession number, and just below that the Ordering Physician and Reported To fields are displayed.



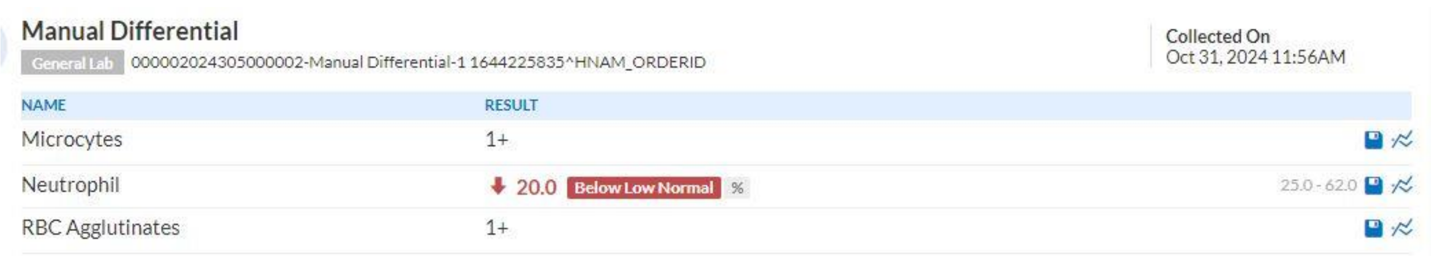
When viewing the results, you see columns for the Name, Result, and to the far right you have some additional features – the Trend icon allows you to view that result as a trend over time, in relation to past results. The floppy disk icon allows you to save a copy of that result trend as a file to the patient chart (low use case scenario).

If the results are normal, they will be displayed in black.

If the results are abnormal, they will be represented in RED, with an arrow indicating if they are either high or low, and a large red bar will indicate Above/Below Normal.

To the far right of the result, you'll see the normal range displayed in a light grey font.

Please note that the normal range displayed is for adults.



Management / Assigning tasks associated with the results received

From the inbox report, at the bottom of the report you'll see options for the following:

- Comments – You can add a comment (e.g. Please call patient ...). Click the Leave Comment button to save the comment to the file.
- Mark Reviewed – you can click this to add a comment to the report indicating that you reviewed the file.
- Share – This option allows you to share the file (with your comments attached) with a specific individual, or individuals, that need to be involved in the care and management of the patient. This can be done by forwarding the results to the intended recipient(s). You can also create an internal message with the report attached, or send externally to the patient – however, we ask that you only share results via the secure patient portal.
- **IMPORTANT NOTE**: When forwarding results, please take care to only forward results to individuals. Results can be forwarded to multiple individuals, however, we ask that you PLEASE AVOID sending results to an entire clinical working group / location.
- PDF – a copy could be downloaded, or made into a PDF so that it could be faxed externally.
- Reconcile – This option allows you to link the report to the original requisition.
- Referral – You start a new referral from here, however, please note that it will still need a referral letter to provide context.

Filtering your Inbox Items

We previously discussed the option of filtering lab results out of your inbox as a means to allow results to compile and avoid the temptation of reviewing results immediately as they come in.

This can be accomplished by clicking on the filter icon in the top right corner in your inbox – just to the left of the +Message button.

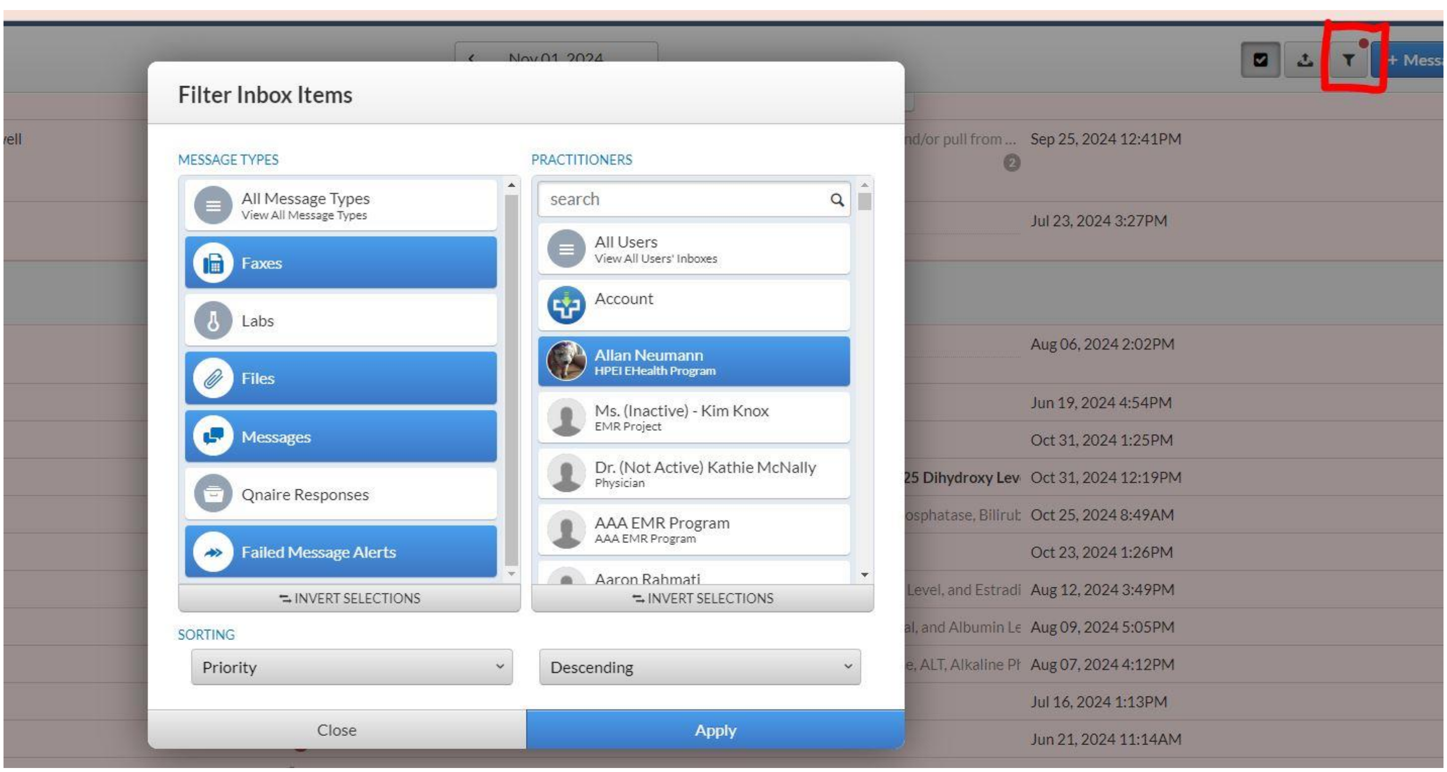
You can select which message types you would like to have displayed, and/or which ones you would like to filter out.

If you elect to filter Labs out by unselecting them, please remember to open the filter option later in the day and bring them back in for review.

Important note: By filtering out Labs, you can avoid looking at bloodwork results, however, it is important to note that "Labs" include more results than just bloodwork and extend to other interface information coming through from CIS– so by filtering these out, you're also filtering out the following:

- Hospital reports – Admission reports, discharge summaries, consultant reports, etc.
- Diagnostic Imaging reports
- Urinalysis, Microbiology, and Pathology reports
- Any reports generated via the Cerner integration.

Those reports will become visible as well once you filter Labs back in.



For more information please see:

Health PEI Staff Resource Centre https://src.healthpei.ca/emr

[CHR Genlab Integration Training Video]