<u>Working Overdue Labs and Radiology Orders</u>

1. Locate Overdue Orders on Task List.
   a) These are system-generated as delegated tasks with a Y.
   b) These are for the clinical staff to work, not physicians and nurse practitioners.

2. Look and see what is Overdue.

3. Go to the Clinical Desktop and Locate the order on the *Orders* tab (under Current Orders or All Orders) and see if the results are in the chart under *Labs*, *Radiology*, or *Procedures/Pathology* depending on what was ordered.

4. If you can locate the Results scanned into the chart, complete the order. This will complete the Overdue Order task.
   a) Order must be Hold For Scheduling status.
   b) Highlight the Order on the *Orders* tab and choose Completed On in the bottom tool bar.
   c) Or you can Right Click on the order and choose Completed On.
   d) Enter the Completion date, Click Ok, and Commit.

5. If you can't locate the Results in the chart, you need to find them.
   a) Look in the EHR on the Ballad system.
   b) Call Ballad for the results.
   c) Contact any other possible location such as out of region hospital facility, another clinical practice, and other lab networks.
   d) Request results to be faxed to your clinic so they can be scanned into the EHR and the order can be completed.
6. If the patient didn't have the procedure done, contact the patient and/or guardian to find out why and to reschedule. If it is a clinic lab, advise the patient to come in for the labs.

a) Labs are good for 2 weeks before the To Be Done date, and 3 months after the To Be Done Date. For example:

b) If labs are older than 3 months, Cancel order and reorder.

7. If the patient refuses, declines, or you are unable to be reached, advise the ordering physician via task and Permanent Defer the order.

a) The order must be the Hold for Scheduling status. (So stop any other deferral, if necessary.)

b) Right Click on the Order and choose Edit.

c) Change the Status to Permanent Deferral and choose the status Reason. Click Ok. Then Commit. This will defer and complete the order without results and complete the Overdue Task.