LabCorp Interface Documentation

System Administrators

Requirement: VHN Version 14.1 or higher

What is an interface? Interfaces allow for the electronic exchange of lab orders and results between an EHR and a Laboratory Information Management System (LIMS). The VHN interface with LabCorp is bidirectional. This means orders will be submitted electronically from VHN to LabCorp, and results will be returned electronically from LabCorp to VHN.

What is a Crosswalk/Map? Laboratories may use an internal coding system to define each test they perform. The laboratory's internal coding system may not match up with the local coding system setup within VHN. Crosswalks allow the local VHN test codes to be translated into the codes the Laboratory's system recognizes. Providers will still order and review labs using the VHN code they are accustomed to.

What are the steps to prepare for the interface? The first step is to work with your clinical staff to complete a spreadsheet (provided by Harris) listing all labs that will be ordered over the LabCorp interface. The spreadsheet requires a VHN Test code and a corresponding LabCorp Test Number. Then decisions need to be made alongside clinical staff regarding setup of a default sample type, default source type, default site, and default requisition type for each of these tests. All set-up must be done in the Training Database or Development Server (if you have one).

How will the testing/validation phase work? Before your district goes live with the new interface, testing will be done to validate that the orders and results being transmitted are received and correct. LabCorp will designate a list of labs that must be set up in your testing environment. These labs will then be ordered on test patients by Harris staff and transmitted to LabCorp. LabCorp will create mock results and transmit them back into VHN. These results will then need to be validated and confirmed to be what was expected. Once completed, Harris will work with you to schedule training and a go-live date.
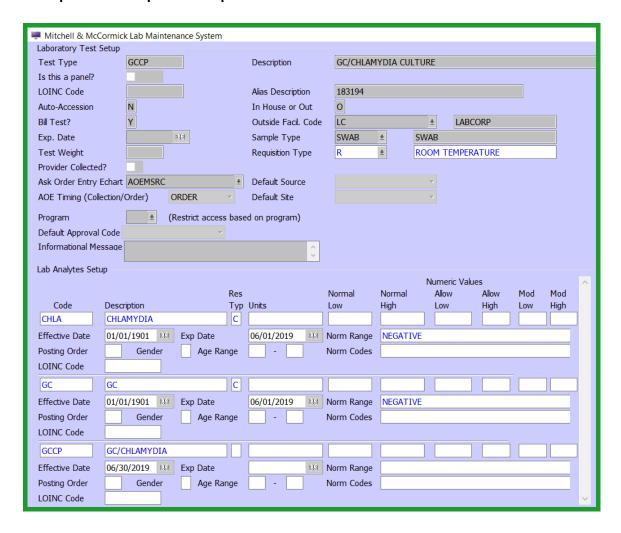
Lab Interface Test Set-up

1. *Public Health > SystemUtil > Lab Maintenance > LabSetup*
2. Query for desired code
3. If a VHN code exists already for the LabCorp Lab, skip to #5 below
4. If no results found, click *AddTest*
   a. *Test Type*
      i. Local VHN Code
      ii. Determined by Local Health Department
      iii. No more than **8** characters!
   b. *Description*
      i. Description that provider will see when ordering the test
   c. *Is this a Panel?*
      i. Harris will set up any panels
   d. *LOINC Code*
      i. Not required for LabCorp
   e. *Alias Description*
      i. Not required, but can insert the LabCorp Test Number here
   f. *Auto-Accession*
      i. Accession number is the sample number sent to the outside lab
      ii. Mark **N** for labs that will be sent over this interface.
   g. *In or Out*
      i. Enter **O** for Outside Lab
   h. *Bill Test?*
      i. Add a check in the box if billing for this test
   i. *Outside Facil Code*
      i. Determined by Local Health District
      ii. Can be found in facility table
      iii. Enter local Outside Facility code for LabCorp
   j. *Expiration Date*
      i. Added when no longer ordering a test
      ii. Removes the lab as a choice for users in the clinical order screen
   k. *Sample Type*
      i. Cannot be set to "**No**"
      ii. Sample Type set here will default in for providers during collection
      iii. Possible Sample Types determined by the Local Health District as LabCorp does not require specific codes
      iv. Clinicians can assist with list
      v. Providers will be able to change sample type on the collection screen when necessary
   l. *Requisition Type*
      i. Select for each lab from the list to default for the sample: **Frozen, Refrigerated, Room Temperature or Cytology**

m. *Provider Collected*
   i. It is highly recommended that this remains unchecked for labs sent over the interface
n. *Ask Order Entry (AOE) E-chart*
   i. Contains additional questions that the lab requires when the test is ordered
   ii. **Must set up the E-chart first in E-chart Maintenance – Harris will set up AOEs for labs that require one**
   iii. The E-chart may be very short (only one question) or have multiple questions
   iv. Select the correct E-chart in this field from the dropdown list for the specific lab
o. *AOE Timing*
   i. Determines if the AOE pops up at the time of order or collection
   ii. Choose **Order** for this field
   iii. E-chart will open automatically at time of lab order for the provider to complete
p. *Default Approval Code*
   i. Not required for LabCorp
q. *Default Source and Default Site*
   i. Not required for LabCorp
r. *Informational Message*
   i. Not required for LabCorp, but can type an informational message that will be displayed to the ordering provider when they order the test
   ii. Can be used as a reminder or special instructions for the provider to follow for a specific test
s. *Analyte* – Only need **ONE** Analyte set up with the exact same code as the Test Code. All that is needed for this one analyte is:
   i. *Lab Analyte Code* (Must be the same as the Test Code)
   ii. *Description* (This will appear in the lab order screen and encounter summary)
   iii. *Effective Date* (Date analyte takes effect)
5. For current local VHN Codes already in the system:
   a. *Update* current LabCorp test to make sure that is has the required information as instructed above
      i. Select the *Sample Type* that will be the default
      ii. Select the *Requisition Type* that will be the default
      iii. Recommended that *Auto-Accession is set to N* and *Provider Collected is unchecked*
      iv. Make sure Outside Facil Code is correct and click OK
   b. *Click CodeUpd*
      i. Expire all current analytes
      ii. Click OK
   c. *Click AddAnalyTe*
      i. Enter only ONE active analyte that has the same code as the test code
      ii. Only fill in Code, Description, Effective Date
6. Don't forget to set up a matching Service Code for each lab test that will be billed!
   a. *Maintenance Menu > ServCode*
   b. Important for billing if you collect fees on the test
   c. Service Code must match the local Lab Code exactly
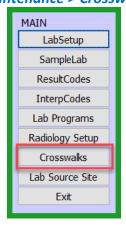   d. Set up CPT code and billing information

Example of LabCorp Lab Set-up
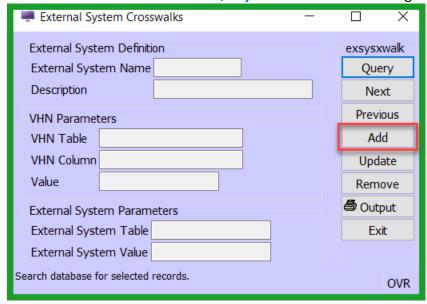

Crosswalk Set-up
Crosswalks allow a Health District to use their own existing VHN LabCorp codes by connecting the VHN codes with the numerical LabCorp codes in the background. These crosswalks will be set up initially by Harris staff. System Administrators can create crosswalks for any new labs added after implementation.
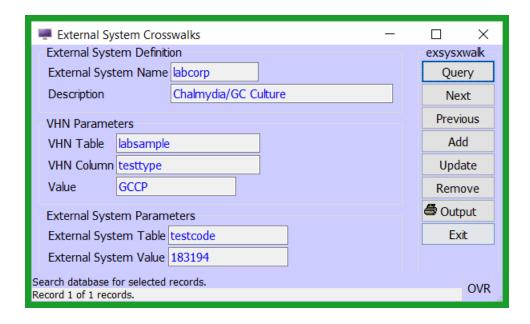
1. From *Lab Maintenance > Crosswalks*

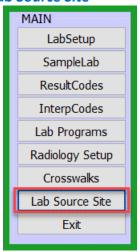2. Click *Add* to create a new crosswalk or *Query* to search for an existing crosswalk

3. LABCORP requires **1 crosswalk** to be set up for each lab
    a. The crosswalk links the VHN Lab Code with the LabCorp Test Number
    b. External System Name = must be "**labcorp**"
    c. Description = the **description** of the lab test
    d. VHN Table = "**labsample**"
    e. VHN Column = "**testtype**"
    f. Value = the **VHN Local Code** for the test
    g. External System Table = must be "**testcode**"
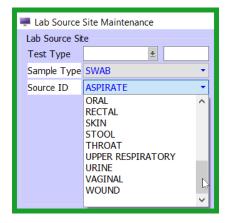   h. External System Value = the **LABCORP designated test code**

Lab Source Site Maintenance

1. Certain labs may be collected at more than one site (example, herpes cultures)
2. Initially will be set up by Harris staff
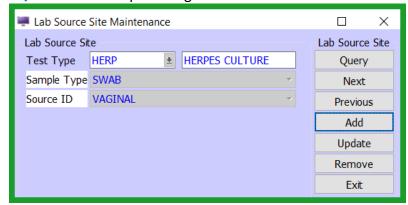3. *Lab Maintenance > Lab Source Site*

4. *Query* – can search by Sample Type and Source ID to see available choices. Can also query by test code to see which Sample Types and Sources are acceptable for the test
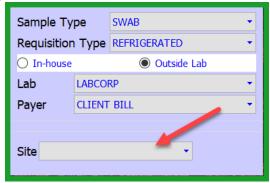
5. Click *Next/Previous* to "flip" through the entries

6. For a new test, an entry is needed for every possible Sample Type for the test.
   a. Click *Add*.
   b. Enter the Test code for the new test in the *Test Type* field.
   c. Choose the possible *Sample Type* from the pick list.
   d. If the *Sample Type* has an associated *Source ID,* you can choose it from the dropdown.
   e. If the *Sample Type* does not have an associated *Source ID,* you can leave the Source blank.
7. For example, the Herpes Culture above may have multiple entries in this table. For the Sample Type Swab, there may be entries for Swab/Vaginal, Swab/Eye, Swab/Penis, etc. These entries allow the user to choose a Site in the Collection Screen if there is more than one site possible.
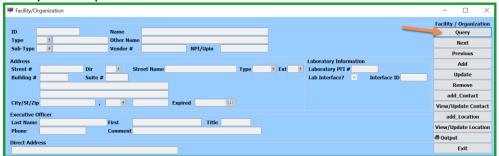

Clinical Workflow Set-up

1. Prior to going live with the interface, the new workflow entries should be inserted into any clinical workflows where interface labs are ordered:
   a. *Collect Lab Sample*
   b. *Print Lab Requisition*
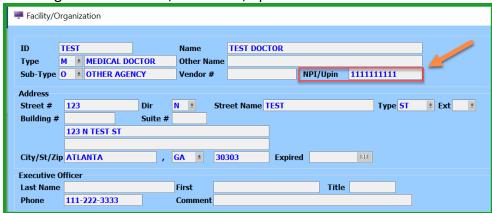
Facility Table for Outside Providers

If your clinic provides lab services for patients of Outside Providers, you can set up these providers in the Facility Table to save time for the clinical users (*if your facility does not provide this type of service skip this section*). Clinical users can provide a list of common Outside Providers.
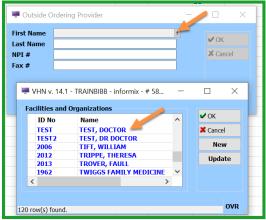
1. Go to Maintenance > Facilities
2. Query for the provider to see if exists

3. If the Outside Provider does not exist, create a new provider as shown below including the NPI number, or if exists, update and add the NPI number

4. This will allow the clinical users to choose the provider in a dropdown when ordering labs for Outside Providers
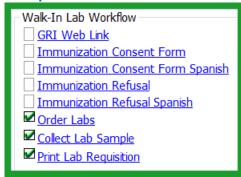
Clinical Users

What is an interface? Interfaces allow for the electronic exchange of lab orders and results between an EHR and a Laboratory Information Management System (LIMS). The VHN interface with LabCorp is bidirectional. This means orders will be submitted electronically from VHN to LabCorp, and results will be returned electronically from LabCorp into VHN.

How does this affect clinical workflow? Because the information is now being sent electronically both ways, no paper copy is needed to order labs or receive results. The results will be automatically pulled into the patient's record in VHN. The process involves ordering a test, collecting the specimen, creating requisitions, receiving the results via the interface, and reviewing the results.

<u>**Two Different ways to order labs in VHN**</u>

1. *Order Labs from the Workflow*
   a. Note that there are 2 new workflow entries > **Collect Lab Sample** and **Print Lab Requisition**
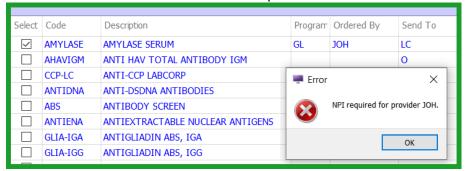

   b. Click on *Order Labs*
   c. Select the lab(s) that you wish to order in the Order Screen
      i. If you see a short list and don't see the lab that you wish to order, click on "*Show All*"
      ii. <u>You can select multiple lab orders on this screen including tests sent by the interface and tests that are not</u>
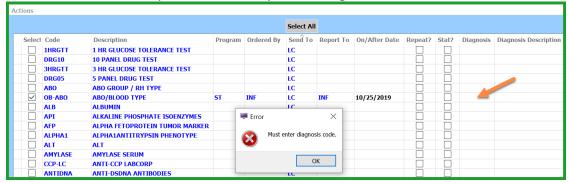   iii. Choose lab by clicking in the Select column

   d. *Ordered By* field
      i. Defaults automatically to the user who is logged in and orders the labs
      ii. For LabCorp, the entry in the *Ordered By* field needs to be a **Provider with an NPI number in the Provider Table**. <u>If a provider without an NPI is listed in the field, LabCorp will reject the order.</u>

iii. A reminder will pop up if the Provider entered in the *Ordered By* field does **not** have an NPI number, and the user will be forced to add a Provider with an NPI number to complete the order

e. *Report To* field
   i. Defaults to the user that is logged in and ordering the labs
   ii. Should be changed if needed to a Provider/Clinical user who typically reviews lab results when received from LabCorp. A *Recommendation* will be placed on the *Task List* of the user entered in this field
f. The *Diagnosis* field is required for LabCorp
   i. If a *Diagnosis* is not listed, LabCorp will reject the order
   ii. If the user forgets to add, a pop-up will remind the user before can exit the order screen
   iii. Each LabCorp lab ordered requires a Diagnosis

g. Click the *OK* button in the order screen when finished
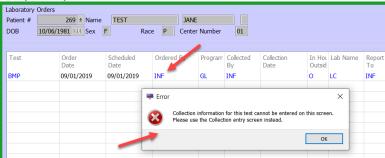
2. **Order Labs from the Microscope**

a. Go to the *Microscope > Orders > Add*
b. Click in the *Test* field and choose a lab from the dropdown
c. *Order Date* and *Scheduled Date* defaults to today
d. *Ordered By* – defaults to the user who is logged in - **REMEMBER TO ENTER A PROVIDER WITH AN NPI NUMBER**
   i. You will get a pop-up reminder if the initials in the *Ordered By* field are <u>not </u>a provider with an NPI number

e. *Program* defaults to the program that the encounter was opened for, if one is open
f. The *Diagnosis* field is required for LabCorp
    i. You will get a pop-up reminder if a diagnosis is not entered under the Diagnosis button on the right-side menu
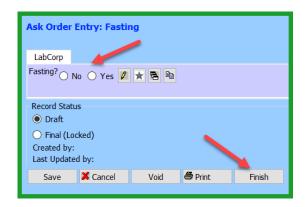

g. LabCorp interface labs **CANNOT BE COLLECTED** in this screen. There is a new screen for collecting labs that are sent over the interface. You will get an error message if you try to collect in this screen

h. *Report To* – <u>Remember that this is the staff member who will review the lab when it comes back</u>
i. You CAN collect other labs ordered (not going over the interface) while in this screen the usual way
j. Click *OK* when done and *Exit*
k. Complete any *AOE*'s that pop up
l. <u>The order has been created but:</u>
    i. <u>The order has not yet been sent to LabCorp</u>

Ask Order Entry (AOE) E-charts

1. When certain LabCorp labs are ordered, an Ask Order Entry (AOE) e-chart will pop up right after exiting the Lab Order screen
2. These contain additional questions that LabCorp requires for certain tests
3. Complete the questions in the e-chart, and click Finish
4. These e-charts do NOT need to be signed
5. Information that is collected will appear on the requisition
6. If multiple labs are ordered that require the question about Fasting, the AOE will only pop once, and the answer will still appear on all the requisitions (in other words, you will not have to complete the Fasting AOE multiple times)
7. AOE's are required to be completed *BEFORE* the labs are collected in VHN, for the information to transmit to LabCorp
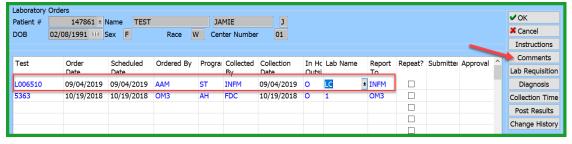
8. If a user wishes to <u>change</u> an answer in an AOE, changes must be made *BEFORE* the lab is collected in VHN. Go to the E-chart icon on the dashboard > choose the AOE > click VIEW > click View again > change the answer > click Finish
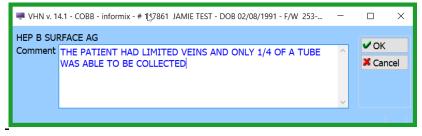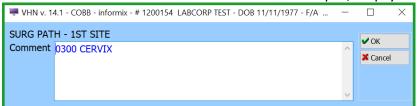

Lab Comments

1. *Lab Comments* - If a free text note is needed to transmit information to the lab about a specific test (information about the test sample, etc.), go to the *Microscope > Orders > Update* and choose the lab that needs the note (by clicking somewhere on that lab line) and click on the *Comments* button to add text.
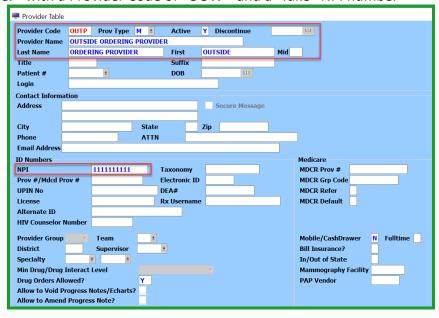

   a. Add the comment and click OK

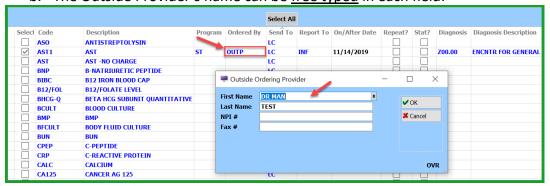   b. Can also be used to add the site for individual Herpes/Biopsy sites

Outside Providers

Some Health Departments hold General Lab Program clinics that allow Outside Providers in the community to send their patients to the Health Department with orders for lab collection only. To accommodate this type of visit, VHN has created a field in the lab order screens to collect the Ordering Provider's information to send to LabCorp. (If your agency does not provide these services you can skip to the Collect a Specimen section below).

1. *Outside Providers* are not Health Department employees and are not in the Provider Table in VHN
2. Harris will insert a "fake" provider in the Provider Table called the "*Outside Ordering Provider*" with a Provider Code of "*OUTP*" and a "fake" NPI number
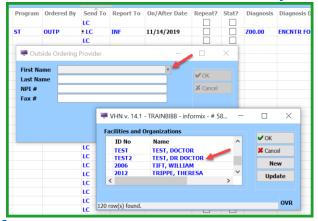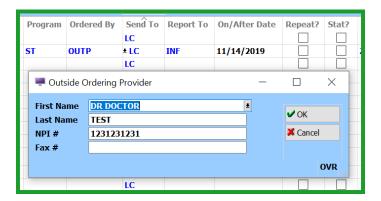

3. *Ordered By* – If ordering labs for an Outside Provider, in the Lab Order screen > change the user initials in the *Ordered By* field to "**OUTP**" and then click the Tab key
   a. A new box will pop up to enter the Outside Provider information
   b. The Outside Provider's name can be free typed in each field:
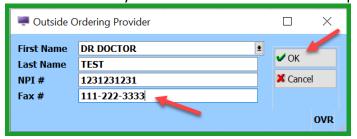

   c. The user can also click on the dropdown to search for an Outside Provider
      i. *System Admin staff can add common Outside Provider information into the Facilities Table, including the NPI Number (see page 8)*

ii. If the Outside Provider is in the dropdown, highlight to select > OK

iii. *The Outside Provider's name and NPI will default into the first 3 fields*

d. Free type the NPI # for the Ordering Provider in the NPI field if the Outside Provider was not selected from the dropdown

e. Free type in the Outside Provider's fax number

f. When complete click *OK* – the information in the outside provider fields will transmit electronically when the order is sent to LabCorp

4. **The Outside Ordering Provider pop-up screen must be completed for each lab ordered for LabCorp in the order screens**

a. As the user changes the Ordering Provider to **OUTP**, the pop-up will appear and will need to be completed for each LC lab
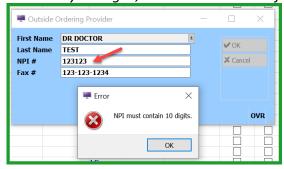
b. **It will save time if the most common Outside Providers are entered in the Facilities Table by System Administrator staff** so users can choose from the dropdown instead of free typing

c. Users will still have to free type the fax number in the Outside Provider pop-up screen for each lab ordered

5. *Reminders* are in place for missing information in the Outside Provider pop-up screen, and users will not be able to exit the Lab Order screen until all 4 fields are completed. Reminders will appear when labs are ordered either from the workflow lab order screen **or** from the microscope lab order screen

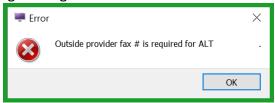a. *If the Ordering Provider's name is not entered, the following message will appear:*

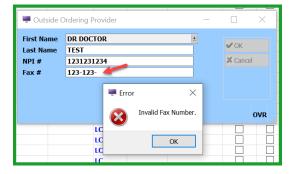b. *If the NPI field is blank, the following message will appear:*

c. *If the NPI is not exactly 10 digits, the user will see the following message:*

d. If the fax number is left blank, or incomplete, the user will see one of the following messages:
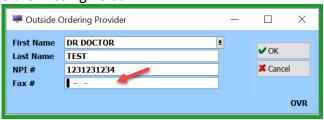

6. *Correcting Outside Provider errors*
    a. In the <u>Lab Order screen from the workflow</u> click on *Actions* in the upper left and then click on *Outside Provider*
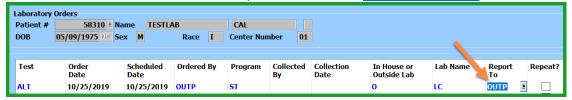

    b. Complete the missing fields:

    c. In the <u>Lab Order screen from the Microscope</u>, click on *Outside Provider* button and complete the missing information

d. *Report To* field
   i. Make sure that the Report To field is an *in-house Provider*, **not OUTP**

Collecting a Specimen

There are two ways to access the Collection Screen:
1. If you have ordered the lab from the microscope, you can access the new collection screen from the *Microscope > Collect a Specimen*

2. If you have ordered the labs from the clinical workflow, click on *Collect Lab Sample* in the workflow

Collect Lab Sample Screen

1. Any LabCorp labs that have been ordered will appear in this new *Collect Lab Sample* screen

2. Each LabCorp lab is set up in the background with a *Sample Type* and *Requisition Type* which will default into the fields in this screen when ordered. Each of these fields contain dropdowns so that the Sample or Requisition Type <u>may</u> be changed by the user if needed.
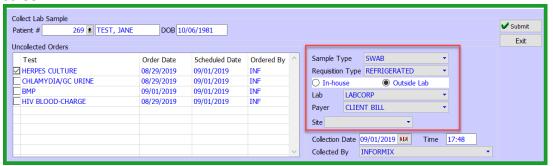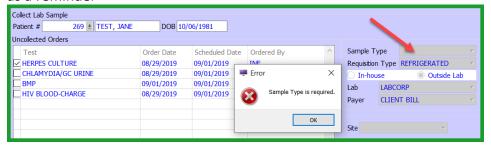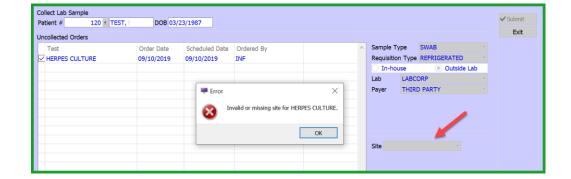3. The user needs to review and confirm that the *Sample Type*, *Requisition Type*, and *Payer* are correct for each lab on the *Collect Lab Sample* screen by clicking the checkbox to the left of each lab in the list one at a time
4. Sample Types
   a. Only <u>appropriate</u> *Sample Types* will be available in the dropdown if the user wishes to change one
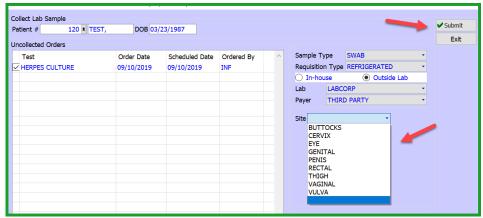   b. A *Sample Type* is **required** and cannot be left blank. A warning will pop up as a reminder

5. *Requisition Type*
   a. This field is **required** and helps to group the specimens by storage type
   b. *Requisition Types* include:
      i. **Frozen**
      ii. **Refrigerated**
      iii. **Room Temperature**
      iv. **Cytology**
   c. You will also get a warning if the *Requisition Type* field is <u>blank</u>
6. *Lab* Field
   a. Defaults to LabCorp
7. *Payer*
   a. Defaults from information entered in Central Registry
   b. May be changed if needed by clicking in the dropdown
   c. If changed to "Third Party", the patient <u>MUST</u> have an active 3rd party insurance record in Central Registry, otherwise will get a warning
8. *Site* Field
   a. Some labs require an additional site be documented
   b. <u>Most labs do not require a *Site*</u> and the dropdown will be blank
   c. Dropdown choices will be available for these certain labs and the user must select from the listed choices
   d. Only one site can be selected
   e. If an additional site is not selected for these certain labs, the user will be reminded when they click "Submit"

f. The user will have to select the site and click "Submit"

g. The *Site* Field dropdown will be blank if the lab does not require an additional site

9. *Collection Date and Time*
    a. Time and date that the user enters the screen
10. *Collected By*
    a. Defaults to the user logged in, but can be changed with the dropdown

Collecting Labs

1. Once reviewed, choose the labs that you wish to collect by clicking in the checkbox(es) for each lab
    a. Can collect one lab at a time (if using VHN labels) or multiple labs together (if using LabCorp paper with labels)
    b. If more than one lab test will be run from the same specimen container, can collect together if using VHN labels, and both test codes will appear on the label

c. Labs collected together **must** be the same *Sample Type*
   i. In the example below, the Herpes Culture Sample Type is a "Swab", while the BMP is a "Venous" Sample Type, and a warning will result

d. *Insurance Error Messages*

   i. If a patient has an active insurance record in Central Registry, LabCorp requires that the information in the following fields in the top part of the **3PInsur** screen be completed, or the user will get a warning and will not be able to collect the specimen:
      1. Insurance Name
      2. Address (there MUST be an entry in the first field – if this is blank, the order will be rejected even if the user puts an address in the Address2 field)
      3. City
      4. State
      5. Zip Code
      6. Phone Number

ii. If any of the fields are missing, the user will see a specific error and will have to exit the *Collect a Specimen* screen and add the information in *Mini-Reg > 3PInsur* and then return to the Collection screen

e. *Guarantor Error Messages*

i. If a patient has an active insurance record in Central Registry, **and has a Guarantor listed**, LabCorp requires that the information in the following fields in the **Guarantor** screen be completed, or the user will get a warning and will not be able to collect the specimen:
   1. Guarantor Name
   2. Address
   3. City
   4. State
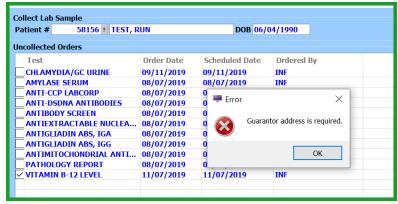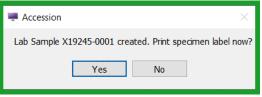   5. Zip Code
   6. Phone Number

    ii. If any of the fields are missing, the user will see a specific error and will have to exit the *Collect a Specimen* screen and add the information in *Mini-Reg > Guarantor* and then go back to the Collection screen

2. *Submit* the selected lab(s)
   a. A **Requisition** will be created each time you click the *Submit* button and will contain the labs that you have selected before clicking *Submit*
3. A unique Lab Sample number is created for that Requisition, and a pop-up will ask if you want to *Print the specimen label now?*
   a. You can choose *Yes* to print the label from VHN now, or *No* and wait until later (or use the special LabCorp paper to print labels – see below)

   b. If you choose *YES*, a PDF will appear on the screen to send to your label printer

   c. Review the items on the label
      i. Confirm the Client #, Patient Name and the Test Order Code
      ii. The Lab Ref# is unique and links the sample to the requisition
      iii. Affix the label to the sample container
   d. You may also choose to use your **LabCorp Printer and paper** to print the requisition with the LabCorp labels at the bottom
      i. Choose *No* when asked the *Print specimen label now?* question
      ii. **Printing the LabCorp Requisition and labels will be reviewed in the next section**

e. When you have collected the sample(s) by clicking *Submit* in the *Collect Lab Sample* screen, **the order is submitted electronically to LabCorp over the interface in real time, and this will be confirmed on the screen**

f. If you choose *No* to the print label question, **the order will still be transmitted to LabCorp electronically at the time of sample collection**

g. To print **VHN labels** later, go to the *Microscope > Samples*

h. Click *Next/Previous* until you find the order, and put a check in the box to the left to select > click *Specimen Label > Print* and affix to your specimen container

Printing the Requisition

1. Clicking the *Submit* button in the Collection screen will trigger the order to transmit electronically to LabCorp
2. LabCorp will send back a Requisition (PDF) to print that should be enclosed with the lab samples – This may take a few minutes
3. The requisition will automatically be received into the patient's file cabinet
4. Your District will designate the procedure for printing the requisitions
    a. One person per site might be responsible for this task at the end of the day **OR** clinic staff may print requisitions during the clinic day

5. Requisitions can be printed from the Microscope
   a. Go to the *Microscope > Print Lab Requisitions*

6. Requisitions can also be printed from the Workflow

7. Requisition Screen
   a. The Requisitions can be *filtered by* any combination of the categories below:
      i. **Patient #**
      ii. **Requisition Type**
      iii. **Date Range**
      iv. **Laboratory**
      v. **Center**

   b. *Select* the Requisitions that you wish to print individually by using the checkboxes **or** by clicking *Select All*
   c. Click *Print*
   d. Send the PDF copy of the requisition(s) to your LabCorp Printer (if using LabCorp paper and labels), or a regular printer (if using VHN specimen labels)
   e. If you get a warning below, it may take a minute or two for the requisition to return from LabCorp > try again in a minute

warning ✕

⚠ Waiting for requisition to be returned. Please try again in a minute.X19226-0008 .

OK

LABCORP

EREQ

Halfpenny Technologies, Inc.

Priority:

Collection Date: 9/2/2019	Collection Time: 09:43:00 AM	EREQ. Requisition #: 20205		Page 1 of 1

Account: **Bibb County Board of Health (90024635)**   Patient: **TEST, JANE**   Gender: F

     345 N 34TH ST   DOB: 10/6/1981

171 Emery Highway   STONE MOUNTAIN, GA 30088   Age:

Macon, GA 31217   Pt Phone #: (123) 123-1233   SS#:

(478) 745-0411   Alt/PatID: 269   Patient ID: 269   Alt Control #: X19245-0002

Courtesy Copy: Acct#:   Attn:

Physician Name: INFORMIX, MM   UPIN: NPI: 0123456789   Physician ID:

CC Physician: DIAGNOSIS CODE: Z00.00, Z11.3, Z13.1

Bill To: Client

Responsible Party: JANE TEST   Relation: Self

     345 N 34TH ST   Responsible Party SSN#:

     STONE MOUNTAIN, GA 30088   Responsible Party Phone#: (123) 123-1233

Primary Insurance: Secondary Insurance:

Policy #:   Policy #:

Subscriber Relation: Subscriber Relation:

Insurance Group #:   Insurance Group #:

Emp/Group Name: Emp/Group Name:

Worker's Comp:

CODE	TESTS ORDERED (TOTAL 1)	CONTAINER	TEMPERATURE
008250	Herpes Simplex Culture	Viral, Chlamydia, or Mycoplasma culture transport provided by LabCorp, or other appropriate transport medium; body fluids and tissue samples may be submitted in viral transport media or in a sterile leakproof container	REFRIGERATED

Additional Information

Authorization - Please Sign and Date

I hereby authorize the release of medical information related to the services described hereon and authorize payment directly to LABORATORY CORPORATION OF AMERICA. I agree to assume responsibilty for payment of charges for laboratory services that are not covered by my healthcare insurer.

Patient Signature   Date   Physician Signature   Date

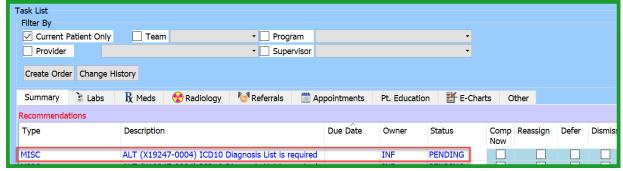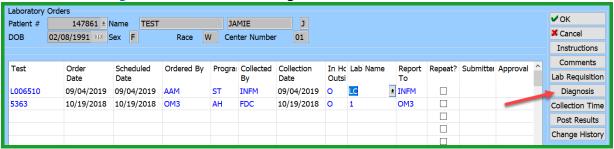8. Requisitions can also be printed from the patient's File Cabinet > highlight the Requisition > *Open* > *Print*

a. Once printed, place the Requisition(s) with the correct samples for transport to the lab
b. Make sure that the sample labels match the requisitions

When Requisitions Do Not Print

1. If repeated attempts to print a requisition are unsuccessful (pop up warning shown above – "please try again in a minute") and the requisition is not in the file cabinet, check the *Task List*
2. A *Recommendation* may be placed on the *Task List* if the order has not transmitted to LabCorp. Certain errors are fixable on the user side
   a. If a *Diagnosis* was not entered for a lab when it was ordered, a *Recommendation* will alert the user to the lab that is missing the Diagnosis

b. Go to the *Microscope* > *Orders* > *Update* > highlight the order > click the *Diagnosis* button > Add a Diagnosis
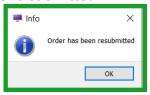

c. Click *OK* > *Exit*
d. Go to *Print Lab Requisitions* screen
e. Filter to find the lab order

f. Select the lab > Click *Resubmit*

g. Some agencies will require a password to *Resubmit* an order in order to reduce duplication of orders
    i. Harris sets up the password function
h. If the agency determines that no password is needed to *Resubmit* an order, then the user will not receive a password prompt
i. The order will be re-submitted

j. In the *Task List*, Click on **Complete Now** and the task will drop off the *Recommendation* area
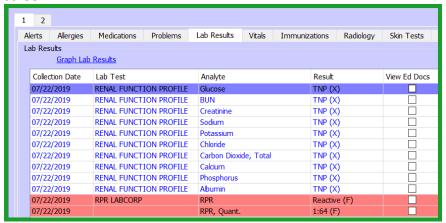

3. If a Recommendation appears on the Task List that does not appear to have a solution (procedure error, time/out), or you have resubmitted an order but still do not get a Requisition back, *please open an incident with the Harris Help Desk*
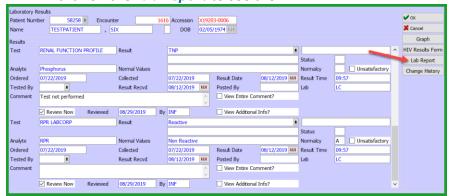
Cancelling a Lab

1. If a LabCorp lab needs to be cancelled **after** collection, go to the **Microscope** > *Order* > *Cancel Lab*
2. Highlight the lab that you wish to cancel, and click *Cancel this Lab*
3. A warning will state "*This lab has already been requisitioned – Do you still want to cancel?*"
4. Click *Yes* to cancel. The lab will be cancelled in VHN, but cancelling the lab in VHN does not communicate the cancellation to LabCorp. Representatives at LabCorp have confirmed that a call to them is not necessary, as they have an internal process in place to deal with samples that do not arrive after ordered.
5. Remember to **Delete** a requisition in the file cabinet if the lab has been cancelled.
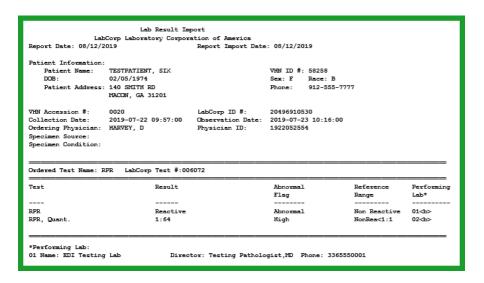
Receiving Results

1. LabCorp sends results back to VHN over the interface, and all of the following occurs automatically:
   a. A PDF copy of the lab results is placed in the patient's File Cabinet
   b. Lab results are imported into the lab results screen
   c. Results will populate in the *Lab Results Tab* in the Clinical Summary screen

   d. Abnormal results will be highlighted in red type
   e. To see a copy of the results from the *Lab Results Tab*, highlight the lab > double click on the highlighted line > in the lab results screen click on *VIEW* > click on the *Lab Report* to see the PDF
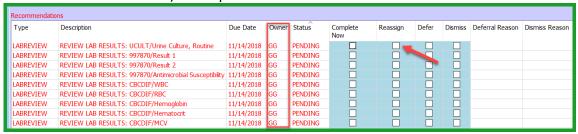
Reviewing Lab Results

1. *Task List*
    a. When results come back from the lab, an entry is placed in the *Task List* under the *Recommendations* area
    b. The *Recommendations* can be accessed from both the *patient's Task List* and the *Provider's Task List* (user that was listed in the *Report To* field when the test was ordered). That provider is now the *Owner* of those results.

    c. *Reassign*
        i. If the Owner is not the user that reviews lab results, click the *Reassign* button and choose a different provider to review the results from the dropdown
        ii. The Recommendation will drop off the *original Owner's Task List* and move to the *new Provider's Task List*
    d. To review the results, click on *Complete Now*
    e. The *Unreviewed Lab Results* screen will open and list any results that need review
        i. Abnormal results will be **red** type
        ii. To view a range of normal results for a test, highlight the test line (or click the *Review Now?* checkbox) and look in the lower left corner of the screen

    f. Review the PDF copy of the actual results for each test by placing a check in the *Review Now?* box and click on the *Lab Report* button
        i. Confirm the PDF results with the results in the *Unreviewed Lab Results* screen

g. Once all labs have been reviewed, click the *Check All* button and click *OK*

h. The Recommendations for the labs that were reviewed will have dropped off the *Task List*

2. *Test Tube Icon*
   a. Links to the same *Unreviewed Lab Results* screen as the link in the *Task List*
   b. User can also review labs from this link

Report to Monitor Interface Labs

1. A helpful report to have available is the *Pending Lab Report*
2. Contact the VHN Help Desk to have this added to your menu if you do not currently have on your system

Pap Tests and the Georgia Cervical Cancer Screening Report (3150)

1. When Pap tests are ordered from LabCorp, an *AOE* will collect the additional information that LabCorp requires for the test
2. When the requisition comes back from LabCorp, a copy of the **3150** form will be attached
3. The information collected in the AOE will populate the fields of the **3150**
4. The **3150** can be printed and signed by the provider and scanned back into the file cabinet when completed