

# Diagnostic Tests FAQs

Last Modified on 05/06/2024 2:33 pm EDT

## How do I get inhouse lead test charges to show day patient was seen, if done on different day?

Order the test on the day the patient is in the office and has the blood drawn, then the charge will go in for that day. This way you will create a list of pending lead tests, and when the test is run, you will go back into the test and enter in the results.

For inhouse tests, the charge goes to the superbill when the requisition/order is created, not when the result is entered.

## How do I document PPD placement and reading?

The easiest way to document a PPD placement and reading is to do the following:

1. Order the PPD.
2. In the Notes field, indicate where the PPD was placed and the lot#/expiration date.

When the patient returns for the reading:

1. Go to the diagnostic tests.
2. Select the PPD.
3. Click on the green plus sign in lower-left corner to create a new result line.
4. Enter the result. You can either select an alpha result, or you can type in a number.

## How do I print a lab order?

To print or reprint a pending lab order:

1. Open the patient chart (click the **Chart** button).
2. Search for and select the patient, if the patient is not already selected.
3. Select the **Diagnostic Tests** tab.
4. Click the **Requisition/Results** tab if it is not already selected.
5. Locate the lab order you wish to print.
6. Click the **Printer** icon button to the right of the lab orders.
7. Print the lab order.



**Note:** The lab order requisition will not print if the status is set to Finalized. In this case, change the status to Pending, print the requisition, and then change the status back to Finalized once you're finished.

## How do I reprint a completed lab order?

After a lab requisition status is set to Complete, it cannot be printed. The requisition status must be changed to Pending to reprint the lab order. You can change the status back to Complete after you have reprinted the lab order. To reprint a lab order that has already been completed:

1. Open the patient chart (click the **Chart** button).
2. Search for and select the patient, if the patient is not already selected.
3. Select the **Diagnostic Tests** tab.
4. Click the **Requisition/Results** tab if it is not already selected.
5. Locate the completed lab order you wish to reprint.
6. Select the **Status** dropdown for the lab order and choose **Pending**.
7. Click the **Printer** icon button to the right of the lab orders.
8. Print the lab order.
9. Select the **Status** dropdown and change the status back to **Completed**.

## How do I see labs that have failed to be imported?

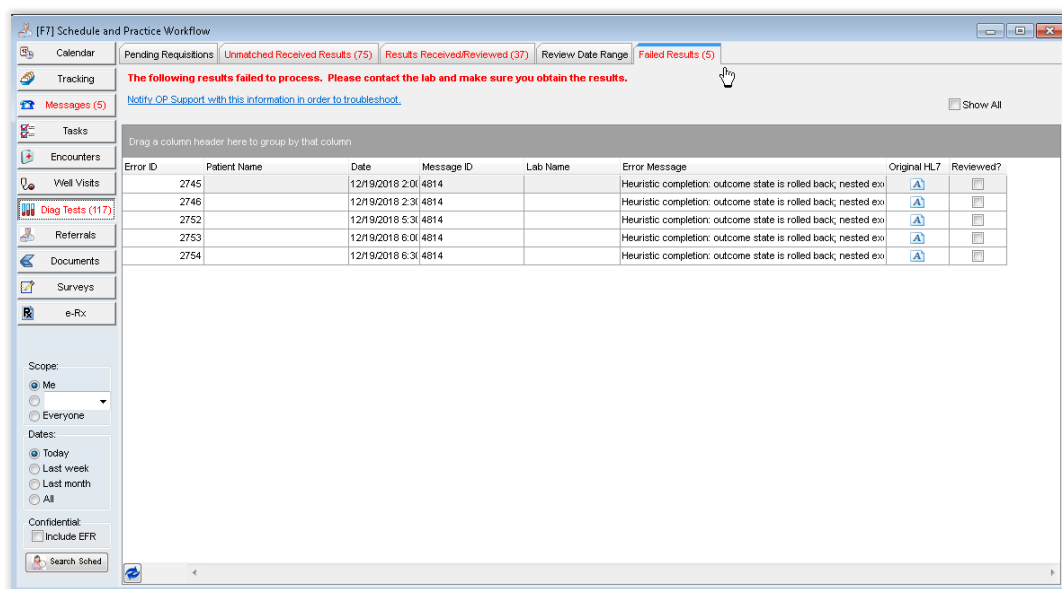
Version 14.10

This information will be presented on the **Diag Tests** tab in the Schedule and Practice Workflow window. The failed results will be displayed on the **Failed Results** tab. If there are failed results present on this tab, the record count in that grid will add to the record count displayed on the Diag Tests tab.

When viewing failed results, the only action that can be taken is to mark the failed result as reviewed by selecting the **Reviewed?** checkbox in the grid. Once the checkbox is selected, refresh the window to remove the failed result from view. To view all errors (reviewed and non-reviewed) click the **Show All** check box located on the top-right corner of the Failed Results tab.



**Note:** For any failed result, contact the lab to request a different method for receiving the lab result (mail, fax, etc.). In addition, there is a hyperlink to a Google form where information can be entered with details of the error. This will allow support to further research/troubleshoot the particular reason why HL7 message failed.



Error ID	Patient Name	Date	Message ID	Lab Name	Error Message	Original HL7	Reviewed?
2745		12/19/2018 2:01	4814		Heuristic completion: outcome state is rolled back; nested ex	<a href="#">A</a>	<input type="checkbox"/>
2746		12/19/2018 2:31	4814		Heuristic completion: outcome state is rolled back; nested ex	<a href="#">A</a>	<input type="checkbox"/>
2752		12/19/2018 5:31	4814		Heuristic completion: outcome state is rolled back; nested ex	<a href="#">A</a>	<input type="checkbox"/>
2753		12/19/2018 6:01	4814		Heuristic completion: outcome state is rolled back; nested ex	<a href="#">A</a>	<input type="checkbox"/>
2754		12/19/2018 6:31	4814		Heuristic completion: outcome state is rolled back; nested ex	<a href="#">A</a>	<input type="checkbox"/>

## How do I print pending lab requisitions?

If a practice needs to print pending lab requisitions the **Review Date Range** report must be used. The Status column will need to be filtered to Pending. Once the filter is set, click the **Print** button.

Pending Requisitions

Results Received/Reviewed

Review Date Range

Start date: 7/1/2019

End date: 8/7/2019

Refresh

Print

☐ highlighted item only

☒ expand grid

Provider

#	Lab Req Date	Result Date/Time	Pat ID	Patient	Lab	(All) (Custom...)	Order: Panel/Test	Result Test Name	Result	Abnl Flag	Req Spec ID	Result Spec ID
Provider : An Administrator (COUNT=15)												
	7/2/2019	7/2/2019	195	TEST, ASHLEY	In House	<input type="checkbox"/> Complete <input checked="" type="checkbox"/> Pending <input type="checkbox"/> Received <input type="checkbox"/> Reviewed	CHOLESTERO	Total Cholesterol				
	7/2/2019	7/2/2019	195	TEST, ASHLEY	In House		CHOLESTERO	Triglycerides				
	7/2/2019	7/2/2019	195	TEST, ASHLEY	In House		CHOLESTERO	HDL				
	7/2/2019	7/2/2019	195	TEST, ASHLEY	In House		CHOLESTERO	LDL				

## How do I print lab results?

To print a lab or diagnostic test result follow the steps below.

1. From the **Clinical** tab, **Practice Management** tab or **Billing** tab, click the **Patient Chart** button.
2. Search for and select a patient.
3. Click **Diagnostic Tests**.
4. From the Requisitions panel, select the diagnostic test to print and click the **Print Req** button.
5. Select the printer icon from the Print Preview window.