

# eLabs: FAQs

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## What user permissions are required to use eLabs?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If a user had permissions in their user profile to view the Lab Importer, they will still have permissions moving forward with eLabs.

The permissions needed are:

- DTI\_Unmatched Results
- Messages\_Allow\_View\_All\_Messages

## Do I need to archive other lab facilities when using eLabs?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

No. The user is choosing the lab while creating the requisition in the eLabs Order Form, so there is no need to archive other lab facilities that are currently in place in your system.

## What information transfers from the OP Requisition to the eLabs Order Form?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

The following OP fields transfer to the eLabs Order Form:

- Order Date
- Service (STAT)
- Collect date/time if Specimen collection in house
- Fasting
- Notes
- ICD10 (once the test is selected in the CHC order requisition, the diagnosis code section will become active and the ICD10 code will be checked automatically in this circumstance.)

Users will need to select tests and manually add any instructions (unless placed in notes section on left, prior to clicking "Electronic").

## Why didn't my ordering provider carry over to the electronic order window?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

The credentials that are established for Change Healthcare are practice wide, rather than associated to a single provider. The provider must be selected in the CHC order requisition window.

## Why can't I choose Lab Portal as Order Type in OP?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Lab Portal reflects logging directly into the Lab's Portal (ie. Quest 360). Order Type "Electronic" is for eLabs.

## Why can't I edit the requisition in OP?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Once a user has switched the OP Order Type to Electronic, the fields in OP are "locked down". They can be edited in the eLabs Order Form.

## Why didn't the eLabs Order Form open to my interfaced lab?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Switch the Order Type from Paper to Electronic to open the eLabs Order Form. Certain fields get "locked down" once you have changed the Order Type to Electronic. While these fields are locked down on the left panel, they can still be edited within the eLabs Order Form.

- Service (STAT)
- Fasting Required
- Specimen Collection (In House or At Lab)
- Notes

## Where can I see the labs that were ordered through a task?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If the order was generated from completing a task, the user will be prompted with an 'Ordered Tests: ' list in red at the top of the Diagnostic Test Requisition Form in OP. This remains visible when the eLabs Order Form opens.

## How do I add a favorite lab order to the eLabs Preference List?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Search for and select the lab in the Test(s) section of the eLabs Order Form. Then, click **Use Selected and Save to Preferences**. The lab will appear as one of your preferred labs moving forward.

## How do I save lab order panels to the eLabs Preference List?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Search for and select the Labs in the Test(s) section of the eLabs Order Form. Once all labs have been selected, click the **Save as Test Group** button. A test group name and test group description are required to save a test group. The lab panel will appear as one of your preferred test groups of labs moving forward.

## How do I add a diagnosis to my eLabs Preference List?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Search for and select the Diagnosis in the Diagnosis section of the eLabs Order Form. Click **Use Selected and Save to Preferences**. The Diagnosis will appear as one of your preferred diagnoses moving forward.

## Why is a diagnosis code appearing automatically on the eLabs Order Form?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Diagnoses that are added to the template or to the order level will pass to the eLabs Order Form when the requisition is being created. The diagnosis code section does not appear until an order has been selected, but once selected, the ICD10 codes will display, and the DX code that was selected in OP will be checked in the CHC Order Requisition window.

## What is required if Specimen collection is identified as 'at lab'?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

In the eLabs Order Form, you will be required to complete the Expected Date/Time of patient arrival at the Patient Servicing Center for the collection.

## Is there a different electronic results process for specimens collected in house versus specimens collected at the lab facility?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

The same electronic workflow is followed regardless of whether the specimen was collected in house and sent to the lab or the specimen was collected at the lab directly. All lab orders will be processed from within OP's eLabs interface.

- The specimen collection source will continue to be chosen in the OP Diagnostic Test Requisition window.
- The Order Type from OP displays as Standard in the eLabs Order Form if the specimen is collected in-house.
- The Order Type from OP displays as PSC (Patient Servicing Center) in the eLabs Order Form if the specimen is collected at the lab.

## Can I add the source site of a specimen?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If a test requires a source such as O&P (ova and parasite), you will be prompted to enter it in the eLabs Order Form. This is a free form text field that is driven by the lab as a required field depending on the lab that is ordered.

## What does Validate Order in the eLabs Order Form do?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

When a user is ready to place the order, **Validate** will activate the requisition for reviewing, editing, printing, and sending.

## Why is my insurance not appearing on the Change Healthcare requisition?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If the insurance information is not showing on the requisition, begin by checking the insurance payer information itself.

Navigate to Utilities > Manage Practice > Insurance Payers. View the payer table, and ensure that the address is populated for the payer in question. If the payer address is not present, add it to the payer record and save the information.

If the payer address was in place or was just added, and the payer still does not transfer over to the Change Healthcare order requisition, proceed to the other troubleshooting tips below.

Patient Register / Insurance Tab. Ensure that there is an insurance policy ranked as Primary, and set to Active. Run an Eligibility Verification by clicking on the Validate button. Upon the validation of the insurance, if the payer address IS populated in the Address / Employer tab, the insurance information WILL pass over to the Change Healthcare order requisition.

Patient Register / Insurance Tab. If the payer does not opt to return their address through the validation process, the payer address will NOT populated in the Address / Employer tab. You can leverage a secondary match method by ensuring that Subscriber Name is an exact match to one and only one name that is listed in the Contacts Record for the patient. If the Contact Record states "Beth" and the insurance validation process states that the name of the Subscriber is Elizabeth, you can update the insurance record for the patient. If there is no address in the Address / Employer Tab and the names are not an exact match, the Insurance Information will NOT pass to the Change Healthcare order requisition, therefore, it is best practice to update the Contact Name to match the Subscriber Name.

## When does the requisition go to eLabs?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Requisitions send to eLabs when the user selects **Send** or **Print and Send**.

## How do I print specimen labels?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

In the upper left of the eLabs Order Form, enter the number of labels needed. Select the desired label printer, and choose **print**.

## Why am I getting an error when I try to print a specimen label?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

The error is occurring because the minimum system requirements from Change Healthcare are not being met. Reference [this document](#) for further details.

## Can I print the requisition and also send it to eLabs?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Yes, print the requisition from the eLabs Order Form if desired.

## Is special paper required for printing requisitions?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

No. Plain paper may be used for printing requisitions. It is not necessary to print the requisition out, unless that is your practice workflow. It will be sent to the laboratory electronically.

## Why am I getting an error when I try to print an eLabs requisition?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

The error is occurring because the minimum system requirements from Change Healthcare are not being met. Reference this [document](#) for further details.

## What happens if a user closes the eLabs Order Form prior to sending?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If the order has not been Validated, the requisition task in OP will be marked as Complete and the Order will be marked as Inactive in the Change Healthcare log. In this case, the order would need to be activated prior to sending it to Change Healthcare.

If the order was Validated, the requisition task in OP will be marked as Complete and the Order will be marked as Entered in the Change Healthcare log. In this case, the order would still need to be sent to Change Healthcare.

If an Order is marked as either Inactive or Entered in the Change Healthcare log, it means that the OP user who created the Order did not Validate the Order and then click the 'Print and Send' button to transmit the Order to the lab.

If the Order is marked as Entered in the Change Healthcare log (*accessible via the **e-Lab Report** button in OP*), the OP user may choose to Print the Order from that log and then click the 'Print and Send' button to transmit the Order to the lab. If, however, the Order is marked as Inactive in the Change Healthcare log, the OP user will need to create a new Electronic Order via OP and delete or Cancel the original Order from the patient's OP chart Diagnostic Tests > Requisitions list.

## What are the action button options in the eLabs Order Form?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

- **Edit Demographics:** The user would need to complete all required fields prior to submitting the order.
- **Validate Order:** This will activate the requisition for reviewing, editing, printing, and sending.
- **Print:** This will present the user's print management window to print the requisition.
- **Print & Send:** This will print the lab requisition and specimen labels, and will send the orders to eLabs.
- **Create Another:** This will pre-populate the Patient and Lab details and allow the user to generate a new order.
- **Edit:** This will open the Edit Patient and Lab Details window for editing.
- **Next:** This will open the Order Details window for editing.

## Why didn't the results automatch to the requisition?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Results imported into OP will be automatically matched to the patient based on the following criteria:

- Patient ID
- Date of Birth
- Test ID (specific to the test and provided by the lab)
- OP Provider (NPID)
- Order (generated by eLabs for each requisition)

Reasons for not automatically matching results to the patient:

- The Requisition was not created with an ELECTRONIC order type.
- the First Name, Last Name, and Middle Name (if provided) do not match.
- Child's Sex does not match.
- No requisition was created in OP for a lab order (this would occur prior to your practice using eLabs).
- The Lab was ordered or performed by an outside provider or facility and was copied to your provider or practice.
- An error in the Patient Name or ID is present, where the software could not definitively identify the patient.
- The patient is not actually your patient, and the result was sent to you by mistake.

## What lab orders and results will not be processed from within OP's eLabs interface?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

Any lab vendor for which the practice has been printing out paper requisitions.

Any lab vendor that does not enroll with OP's eLabs partner, Change Healthcare.

## Why are my eLabs orders not showing in my note?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

eLabs Orders will only reflect in the note, if they are created by completing a task. They will not appear on the note, if the eLabs requisition is created directly from the Diagnostic Tests tab in the patient chart.

## Why is the time not recorded with the Collection Date and Report Date in the patient chart?

The time is not recorded when the lab sends 000000 as the time in the result message.

## What statuses make a requisition show in the list for possible matching OP requisitions?



**Warning:** This information is intended only for clients currently in the implementation or production phase with OP eLabs functionality.

If a requisition has one of the following statuses, it will be listed in the Unmatched Received Results tab to match to an OP requisition:

- Awaiting Test Action
- Order to be Placed
- Pending
- Received
- Reviewed
- Partial Rec'd
- Partial Rev'd
- Partial Inf'd
- Deferred

Diagnostic test requisitions with one of the following statuses, will **not** be listed in the Unmatched Received Results tab to match to an OP requisition:

- Complete
- No Show
- Informed
- Canceled