Important Content Update Message
We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

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

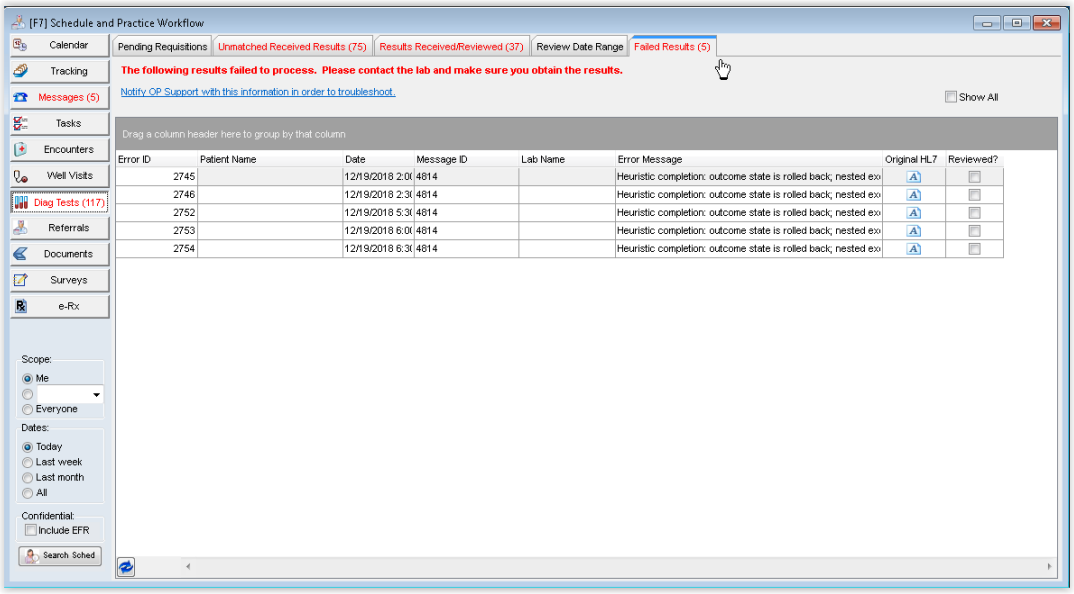
Last Modified on 02/10/2020 8:49 am EST

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.


[F7] Schedule and Practice Workflow
Calendar
Tracking
Messages (5)
Tasks
Encounters
Well Visits
Diag Tests (117)
Referrals
Documents
Surveys
e-Rx
Scope:
Me
Everyone
Dates:
Today
Last week
Last month
All
Confidential:
Include EFR
Search Sched
Pending Requisitions
Unmatched Received Results (75)
Results Received/Reviewed (37)
Review Date Range
Failed Results (5)
The following results failed to process. Please contact the lab and make sure you obtain the results.
Notify OP Support with this information in order to troubleshoot.
Show All
Drag a column header here to group by that column
Error ID
Patient Name
Date
Message ID
Lab Name
Error Message
Original HL7
Reviewed?
2745
2746
2752
2753
2754
Heuristic completion: outcome state is rolled back; nested exc