Change Healthcare (TO-1227) ITO-947] EMR: Delays in resulting lab/Rx order to the KEMR Created: 21/Nov/23 Updated: 25/Apr/24 Resolved: 17/Jan/24 Status: TICKET RESOLVED Project: Technology Operations Board Components: None Fix versions: None Parent: Change Healthcare

Type:	Break Fix	Priority:	Medium					
Reporter:	John Trahan (Inactive)	Assignee:	Solounge Bowen					
Resolution:	Done	Votes:	0					
Labels:	ChangeHealth, EMR, Trellis/Orchard							
Remaining Estimate:	Not Specified							
Time Spent:	Not Specified							
Original estimate:	Not Specified							

Attachments:	image-20231129-164403.png image-20231129-164851.png image-20231129-170604.png image-20231129-170804.png image-20231201-170804.png image-20231201-170						
Issue links:	Relates						
	relates to	TO-653	CHC/EMR : Collection time within EMR	TICKET RESOLVED			
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum, EMR						
Key Performance Indicator:	Data Quality & Safety Improvement						
KPI Measure:	This will ensure orders being transmitted and results being received without any delays						

Description

Background: The issue is that there is a delay from release to receipt in the EMR — anywhere from 30 minutes to 90 minutes, and this has been an ongoing issue for a long time.

Discoveries:

• This is happening frequently at the Princeton Market

Follow Up:

• 11/27- Created CHC case → **08736879**

Comments

Comment by Jasmine Sekhon [29/Nov/23]

Order in CHC:

Order(s) Meeting Search.

iend <u>All</u> Se <u>n</u> d (Orders Delete Orders	Print List	Customize Grid			
Order#	Order T	уре	Collection Date/Time	Patient Name	Patient Acct #	^ Ex
☐ <u>KNJ1631</u>	Standard	Standard		testpatient, testpatient	50725	

Order in kEMR:

Lab Orders

Order	Reports	Abnormal?	Ordering Provider	Expected Date	Collection	Received	Status
KNJ1631					11/29/23 6:33AM		Transmitt
Client							
Test Name(s)							
 Beta hCG, 							
Quantitati							
 Luteinizing 							
Hormone							

Solounge Bowen please follow up with CHC to see why the collection time is not 11:33 in kemr? Are they applying time zone criteria?

Comment by John Trahan (Inactive) [29/Nov/23]

Inbound HI 7:

KNJ1631

Collection time shown in MSH

202311291134 = 11 / 29 / 2023 @ 1134.

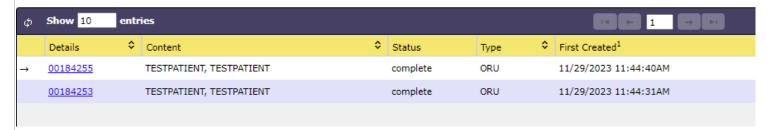
Results were entered at

Outbound Data:

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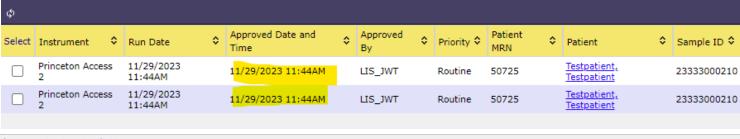
BHCG:

Screenshot showing successful transmission from the interface: $ORCH \rightarrow CHC$



Screen shot showing time stamp of order rec' and order resulting time;

(I intentionally waited a bit (~10min) to approve them so the time stamps would be easier to read and not down to the seconds.)



Comment by Jasmine Sekhon [01/Dec/23]

Please reach out to network team to take a look at the Network connection between Clinician to EMR: IP of Port

Comment by Jasmine Sekhon [01/Dec/23]

Please reach out to network team to take a look at the Network connection between Clinician to EMR: IP of Port

Comment by John Trahan (Inactive) [01/Dec/23]

Data captured as of 1208 PM EST

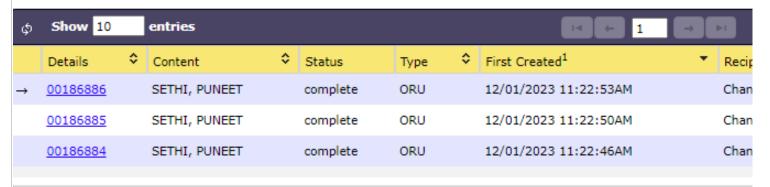
KNJ1648 - Inbound queue timestamps: (pulled via MRN; 28088)

Shows successful receipt for order

Received ¹	*	Details	\$ Status	Туре	\$ Interface
12/01/2023 11:14:06AM		None specified	complete	ORU	Princeton
12/01/2023 11:00:16AM		None specified	complete	ORU	Princeton
12/01/2023 10:53:04AM		None specified	complete	ORU	Princeton
12/01/2023 7:28:52AM	\rightarrow		complete	ORM	Change EMF

KNJ1648 - Outbound queue timestamps:

Showing successful transmission in timely manner



CHC clinician status

Showing a timestamp of 727 am which corresponds with the inbound order HL7 but showing "results received" when at this time there should not have been any results.

Step 2: Access The Orders For These Search Results.

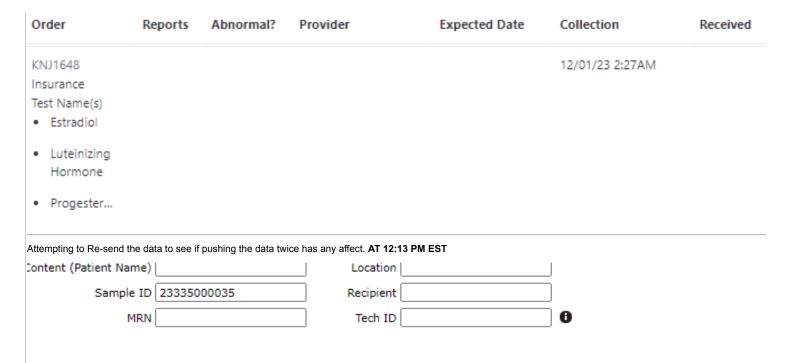
1 Order(s) Meeting Search.

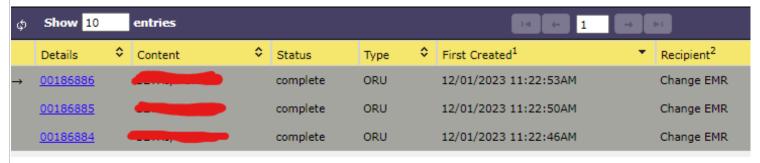
Send All Send Orders Delete Orders Print List Customize Grid

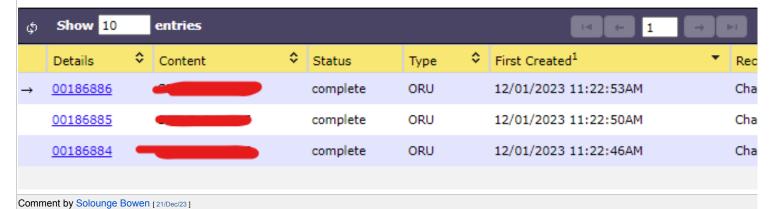
Order # Order Type Collection Date/Time Patient Name Patient Name

| NJ1648 | Standard | 12/1/2023 7:27AM | Sethi, Puneet | 28088

EMR status as "results rec" but no report showing and no data in the summary / diagnostics tab







Update from CHC:

Marlene has responded on my escalated ticket on this with the following infromation: **We confirmed that the messages are being delivered to the kindbody directory w** 11/20/2023 10:41:03.213 CST Below is the MSH segment, which contains the datetime as well, in MSH-7 (2023-11-20-11:41) - the message itself reflects EST since the site datetime stamp in the interface engine, which shows the datetime it was actually delivered to the orchardkbi /orders directory is the same: 11/20/2023 11:41 so all of this hal

cc: John Trahan Jasmine Sekhon

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