

[TO-2268] EMR: Multiple Labs Orders are not Resulting back in the KEMR Created: 21/Aug/24 Updated: 30/Dec/24

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None
Parent:	Change Healthcare

Type:	Break Fix	Priority:	High
Reporter:	Solounge Bowen	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	2 hours		
Original estimate:	Not Specified		

Attachments:																								
Issue links:	<b>Blocks</b> <table><tr><td>blocks</td><td><a href="#">TO-2324</a></td><td>123472- Clinical results did not popu...</td><td>Rejected</td></tr><tr><td>blocks</td><td><a href="#">TO-2327</a></td><td>173856- Clinical results did not popu...</td><td>Rejected</td></tr><tr><td>blocks</td><td><a href="#">TO-2322</a></td><td>CHC: Megan Hessler -Lab results not c...</td><td>TICKET RESOLVED</td></tr><tr><td>is blocked by</td><td><a href="#">TO-2249</a></td><td>Natera Results Not Populating in EMR</td><td>TICKET RESOLVED</td></tr><tr><td>is blocked by</td><td><a href="#">TO-2263</a></td><td>CHC:Lab Results Available But Not Int...</td><td>TICKET RESOLVED</td></tr></table>				blocks	<a href="#">TO-2324</a>	123472- Clinical results did not popu...	Rejected	blocks	<a href="#">TO-2327</a>	173856- Clinical results did not popu...	Rejected	blocks	<a href="#">TO-2322</a>	CHC: Megan Hessler -Lab results not c...	TICKET RESOLVED	is blocked by	<a href="#">TO-2249</a>	Natera Results Not Populating in EMR	TICKET RESOLVED	is blocked by	<a href="#">TO-2263</a>	CHC:Lab Results Available But Not Int...	TICKET RESOLVED
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Vendor / Issue Type:	IT- Optimization																							
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Capture Rate, Data Quality & Safety Improvement, Improved Patient Experience, Improved User Experience, IT																							
KPI Measure:	80% of orders correctly reflected in Kindbody EMR after the fix.																							
Vendor Ticket ID:	Case Number 09067209																							

Description

Background: Users are experiencing orders not resulting back into Kindbody EMR after ordering through the KEMR.

Discoveries

- Order is appearing as **Result recieved** within CHC however within KEMR the order is appearing as Transmitted.
- We were also able to confirm that the order status is set to complete within Trellis.

Example:'

Order #	Order Type	Collection Date/Time	Patient Name	Patient Acct #	Expected Date	Transmit Date/Time	Status	Lab	Creation Date	Print
	Standard	8/1/2024 12:01PM		197699		08/01/2024 12:03PM	Transmitted		8/1/2024	<a href="#">Print</a>
	Standard	8/2/2024 4:50PM		197699			Entered		8/2/2024	<a href="#">Print</a>
KNY30219	Standard	8/2/2024 9:07AM		197699		08/02/2024 09:08AM	Results Received	Kindbody Laboratories	8/2/2024	<a href="#">Print</a>

PID: 24-215-0000115 MRN: 197699

Order ID: 01187-FI-24215

Status: COMPLETE

Entered by: Staff Member, Missing Name

Ordering Location\* Flatiron

Patient Location

Patient\*

Collection Date\* 08 / 02 / 2024 Now Clear

Ordering Provider\* FERNANDEZ, ABBEY

Results To... Comments

Collection Location\* Flatiron

Order Date\* 08 / 02 / 2024 09 : 08 AM Now

☐ Standing Order Recurrence Pattern

### Order Choices

Order Choice Search

Abbreviation list Add

Order Choice	Diagnoses	Sample ID	Lab	Account	Cancel
<a href="#">Anti-Mullerian Hormone</a>	None selected	<a href="#">24215000188</a>	Bryant Park		
<a href="#">Estradiol</a>	None selected	<a href="#">24215000188</a>	Bryant Park		
<a href="#">Follicle-Stimulating Hormone</a>	None selected	<a href="#">24215000188</a>	Bryant Park		

### Documentation and Actions

ABN

Print Labels

Requisition(s)

Lab Report

Clinical Info

Linked Docs

Cancel Order

Collect Samples

Order	Reports	Abnormal?	Ordering Provider	Expected Date	Collected By	Collection	Received	Status	Organization Name	Lab	NOR	Review
KNY30219 Insurance Test Name(s) • Anti-Mullerian Hormone • Estradiol Total • Follicle-Stimulating Hormone						8/02/24 4:07AM		Transmitted		Kindbody Lab...		

### Next Steps:

- Solounge Bowen to create a CHC ticket escalating this issue and seeing the cause of this since this is now happening with multiple labs

### Follow Up:

### References:

### Comments

Comment by Solounge Bowen [ 21/Aug/24 ]

Further investigated the examples and created a CHC ticket to escalate

Comment by Solounge Bowen [ 23/Aug/24 ]

Per CHC's response:

👤 **Edna Bellar left a comment** 08/23/2024 11:18:12 AM  
Solounge,

The BA Team has advised us that unfortunately we do not have any control over if the EMR is being updated. How do their orders normally get updated within their EMR?

It appears there is an HL7 Order Copy that is being created for orders - are they downloading that file to upload into their EMR?

They are unsure how they can help with your side of the EMR?

Please let us know if you can answer the above questions and have any further information regarding this issue.

Thank you,  
Diane

#### Next Steps:

- Further investigate with Eng to see if there may be in an error there.

Comment by [Solounge Bowen](#) [ 27/Aug/24 ]

Per CHC's update:

👤 **Edna Bellar left a comment** 08/27/2024 01:26:58 PM  
Solounge,

An HL7 Order Copy is listed for all 4 of these examples and I have attached the EMR HL7 Result copy that was sent for each of these examples. Is the site downloading the HL7 Order Copy file to upload into the EMR? Everything is there, we just don't have control over if the EMR is updated, we are unsure how to assist with your side of the EMR?

Let us know if you have any questions oor any other informatio9n we can assist you with.

Thank you,  
Diane

[Susskind.docx](#)📎

[Ortiz.docx](#)📎

[Lenosky.docx](#)📎

[Aument.docx](#)📎

It sounds like CHC has been sending over the HL7's however the orders have not been recieved by Kindbody. [Pinak Vashi](#) do you think you could take a look into these HL7 orders that CHC has provided over?

Comment by [Solounge Bowen](#) [ 29/Aug/24 ]

Per meeting with Pinak , Jordie, Lia, and Jasmine:

Discoveries/Next Steps:

- There was a recent Meraki update which caused the systems to be down for about 15 minutes
- This update occurred within the Aurora and Hoffman Estates which seemed to be affected the most
- Jordie switched to the S3 bucket for Chicago and confirmed she will swap the remaining locations EOD to the S3 bucket for Trellis only
- Engineering confirmed they will focus on Trellis first and then outside vendors afterwards
- Any orders that need to be re-pushed to notify Jordie or Pinak

Comment by [Solounge Bowen](#) [ 11/Sep/24 ]

Per Engineering update regarding this issue:

- This may be tied to CHC's outage around 7/26
- They confirmed this may occur for the legacy order however should no longer occur for on ongoing orders

#### 3. Lab results never returned for certain records: <https://kindbody.atlassian.net/browse/TO-2268>

- As replied on thread: Not certain of the cause, may have been because of a **CHC** outage around 7/26. However, the **CHC** API is now returning data for them and they should have been backfilled by a maintenance task we have. Continuing to explore the backfill tomorrow. Noting that this seems to be a legacy problem and not an ongoing one.

