

Change Healthcare

(TO-1227)

[TO-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-20231129-170837.png

image-20231201-170726.png

image-20231201-170803.png

image-20231201-170656.png

image-20231201-170326.png

image-20231201-171019.png

image-20231201-184242.png

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.

Send All

Send Orders

Delete Orders

Print List

Customize Grid

Order #	Order Type	Collection Date/Time	Patient Name	Patient Acct #	Ex
<div><div></div>KNJ1631</div>	Standard	11/29/2023 11:33AM	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 HL7 :

KNJ1631

Collection time shown in MSH

202311291134 = 11 / 29 / 2023 @ 1134.

Results were entered at

```
MSH|^~\&|H_DX|PNJ|ORCHARDKBI|ORCHARDKBI|202311291134|||ORM^001|4160688287|P|2.3.1
PID|1|50725|50725|||TESTPATIENT^TESTPATIENT||19000101|F|||TEST^TEST^TEST^AK^25623||6656565656^PRN^PH^665^6565656^NET^TEST_PRINCETON_PATIENT_PLEASE_IC
ORC|NW|KNJ1631^H_DX|||202311291133|JTRAHAN_1||1134269723^WESTPHAL^LYNN^NPI|||C|||KINDBODY NJ|16 CHAMBERS STREET^PRINCETON^NJ^08542
OBR|1|KNJ1631|BHCGBETA HCG, QUANTITATIVE^ORCHARDKBI|R|202311291133|||1134269723^WESTPHAL^LYNN^NPI|||R
DG1|1|N97.9^FEMALE INFERTILITY, UNSPECIFIED^I10
OBR|2|KNJ1631|LH^LUTEINIZING HORMONE^ORCHARDKBI|R|202311291133|||1134269723^WESTPHAL^LYNN^NPI|||R
DG1|1|N97.9^FEMALE INFERTILITY, UNSPECIFIED^I10
```

Outbound Data:

LH:

```
MSH|^~\&|ORCHARDKBI|ORCHARDKBI|EMR|Change EMR^EMR|20231129114440||ORU^R01|00184255|P|2.3||NE|NE|||
PID|1|50725|22-104-0000013|||TESTPATIENT^TESTPATIENT||190001010000|F|||TEST^TEST^TEST^AK^25623||6656565656|||N|||
PV1|1|0|^Princeton&PNJ|||1134269723^Westphal^Lynn^REI|||20220414115417|||01200-NJ-23333||
ORC|RE|KNJ1631|23333000210|1||^20231129113300||20231129113300|JTRAHAN_1^Staff Member^Missing Name||1134269723^Westphal^Lynn^REI|^Princeton&PNJ|^
OBR|1|KNJ1631|23333000210|LH^Luteinizing Hormone|R|20231129113300||2022165-003^LIS_JWT|||Serum|1134269723^Westphal^Lynn^REI^PNJ|||202311291144
23333|||John.Trahan@kindbody.com&LIS_JWT|||GZ|||INSURANCE|||
OBX|1|NM|LH^LH^PNJ^10501-5^Luteinizing Hormone^LN|26.00|mIU/mL|||F||20231129114439|PNJ|John.Trahan@kindbody.com^LIS_JWT|||
NTE|1|Menstrual Phase:\X0d0a\X0d0aFollicular: 2.12 - 10.9 \X0d0aMid-Cycle: 19.2 - 103.0 \X0d0aLuteal: 1.20 - 12.86 \X0d0a
```

BHCG:

```
MSH|^~\&|ORCHARDKBI|ORCHARDKBI|EMR|Change EMR^EMR|20231129114431||ORU^R01|00184253|P|2.3||NE|NE|||
PID|1|50725|22-104-0000013|||TESTPATIENT^TESTPATIENT||190001010000|F|||TEST^TEST^TEST^AK^25623||6656565656|||N|||
PV1|1|0|^Princeton&PNJ|||1134269723^Westphal^Lynn^REI|||20220414115417|||01200-NJ-23333||
ORC|RE|KNJ1631|23333000210|1||^20231129113300||20231129113300|JTRAHAN_1^Staff Member^Missing Name||1134269723^Westphal^Lynn^REI|^Princeton&PNJ|^
OBR|1|KNJ1631|23333000210|BHCGBeta hCG, Quantitative|R|20231129113300||2022165-003^LIS_JWT|||Serum|1134269723^Westphal^Lynn^REI^PNJ|||2023112
23333|||John.Trahan@kindbody.com&LIS_JWT|||GZ|||INSURANCE|||
OBX|1|NM|BHCGBHCG^PNJ^45194-8^Beta hCG, Quantitative^LN|16.00|mIU/mL|||F||20231129114430|PNJ|John.Trahan@kindbody.com^LIS_JWT|||
NTE|1|Pregnant: >5.0|||
```

Screenshot showing successful transmission from the interface: ORCH → CHC

Show 10 entries					
	Details	Content	Status	Type	First Created ¹
→	00184255	TESTPATIENT, TESTPATIENT	complete	ORU	11/29/2023 11:44:40AM
	00184253	TESTPATIENT, TESTPATIENT	complete	ORU	11/29/2023 11:44:31AM

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.)

Select	Instrument	Run Date	Approved Date and Time	Approved By	Priority	Patient MRN	Patient	Sample ID
<input type="checkbox"/>	Princeton Access 2	11/29/2023 11:44AM	11/29/2023 11:44AM	LIS_JWT	Routine	50725	Testpatient , Testpatient	23333000210
<input type="checkbox"/>	Princeton Access 2	11/29/2023 11:44AM	11/29/2023 11:44AM	LIS_JWT	Routine	50725	Testpatient , Testpatient	23333000210

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	Type	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	→ [REDACTED]	complete	ORM	Change EMR

[KNJ1648](#) - Outbound queue timestamps:

Showing successful transmission in timely manner

Show

10

entries

1

	Details	Content	Status	Type	First Created ¹	Recipient
→	00186886	SETHI, PUNEET	complete	ORU	12/01/2023 11:22:53AM	Chan
	00186885	SETHI, PUNEET	complete	ORU	12/01/2023 11:22:50AM	Chan
	00186884	SETHI, PUNEET	complete	ORU	12/01/2023 11:22:46AM	Chan

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 Acct #
<input type="checkbox"/> KNJ1648	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

Order	Reports	Abnormal?	Provider	Expected Date	Collection	Received
KNJ1648					12/01/23 2:27AM	
Insurance						
Test Name(s)						
• Estradiol						
• Luteinizing Hormone						
• Progester...						

Attempting to Re-send the data to see if pushing the data twice has any affect. AT 12:13 PM EST

Content (Patient Name)

Location

Sample ID

Recipient

MRN

Tech ID

Show 10 entries							
	Details	Content	Status	Type	First Created ¹	Recipient ²	
→	00186886	[REDACTED]	complete	ORU	12/01/2023 11:22:53AM	Change EMR	
	00186885	[REDACTED]	complete	ORU	12/01/2023 11:22:50AM	Change EMR	
	00186884	[REDACTED]	complete	ORU	12/01/2023 11:22:46AM	Change EMR	

Show 10 entries							
	Details	Content	Status	Type	First Created ¹	Rec	
→	00186886	[REDACTED]	complete	ORU	12/01/2023 11:22:53AM	Cha	
	00186885	[REDACTED]	complete	ORU	12/01/2023 11:22:50AM	Cha	
	00186884	[REDACTED]	complete	ORU	12/01/2023 11:22:46AM	Cha	

Comment by [Solounge Bowen](#) [21/Dec/23]

Update from CHC:

Marlene has responded on my escalated ticket on this with the following infomation: **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 sitr 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 hai

cc: [John Trahan](#) [Jasmine Sekhon](#)

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