

[TO-3406] Provider Ticket - Partial Results EMR beaker issue (San Diego & Newport) Created: 23/Dec/24 Updated: 18/Mar/25

Status:

TICKET RESOLVED

Project:

Technology Operations Board

Components:

None

Fix versions:

None

Type:

Submit a request or incident

Priority:

Medium

Reporter:

Merrissa Wowk

Assignee:

Solounge Bowen

Resolution:

Unresolved

Votes:

0

Labels:

app_support_team

Remaining Estimate:

Not Specified

Time Spent:

Not Specified

Original estimate:

Not Specified

Attachments:

Screenshot 2025-03-18 at 11.12.48AM.png

Screenshot 2025-03-18 at 11.05.14AM.png

Issue links:

Problem/Incident

is caused by

TSD-41365

Provider Ticket - EMR beaker issue

Escalated to Tech Ops

Relates

relates to

TO-3673

Provider Ticket - patient was drawn f...

TICKET RESOLVED

Request participants:

None

Organizations:

None

Vendor / Issue Type:

Change Healthcare/Optum, EMR

Vendor Ticket ID:

Case Number 09305696

Key Performance Indicator:

Break Fix, Completion and accuracy of records, Data Capture Rate

KPI Measure:

Escalated Labcorp result issues to CHC. Confirmed final results are now sent for San Diego & Newport. Tea will monitor for any inconsistencies. Updating related tickets with the resolution.

Office/Clinic Location:

CA-06 San Diego

Completion date:

18/Mar/25 3:46 PM

Description

Requestor: Support Bot

Link URL: https://emr.kindbody.com/patients/173335/news_feed

Office/Location :

Patient ID: N/A

https://emr.kindbody.com/patients/173335/news_feed

Our NP is noticing that patients who are drawn in newport and san diego for their entire infectious disease labs - the beaker is showing "final report" but when she clicks on it, only chlamydia and gonorrhea results populate. The rest of the infectious disease bloodwork does not appear. Example pt linked above.

Request created using [HelpDesk+](#) from [Slack message](#).

Comments

Comment by Solounge Bowen [23/Dec/24]

Hi Merrissa Wowk , I've used the example provided above to have this escalated with CHC and have the final reports correctly sent over.

Comment by Solounge Bowen [03/Jan/25]

Escalated this to Susan today for further investigation

Comment by Solounge Bowen [04/Feb/25]

Tea has provided examples of results coming in partially. I'll provide examples to CHC

Comment by Solounge Bowen [11/Mar/25]

Was looped into an email from CHC and Labcorp:

"RE: RE: secure email RE: Severity 4 Incident INC4633407 - FW: Case: 09305696 - Missing some of the results for orders." is about

- Nat Crum, LabCorp EDI Support Specialist, confirms that results are sent when the entire order is completed, and not when individual tests are finalized.
- Karen O'Neill requests that LabCorp turn off sending preliminary results to Kindbody San Diego and Newport Beach to resolve issues with missing results.
- Nat Crum indicates that changes to the setup require authorization from the practice and clarification on whether the changes should be applied to both locations.
- Labcorp needs confirmation from Clinic director or from Kindbody to proceed to turn off these results and have Final results only.
- I've sent an email to Labcorp and CHC confirming and also looping Tea for visibility.

Comment by [Solounge Bowen](#) [18/Mar/25]


After confirming, with CHC and Labcorp, there has not been a change in results.

- Receieved a new ticket <https://kindbody.atlassian.net/browse/TO-3673>
- This matter pertains to the partial results for the Labcorp markets in San Diego and Newport. I will need to follow up within the email thread with Labcorp to ensure this is resolved as soon as possible.

Comment by [Solounge Bowen](#) [18/Mar/25]

Per Labcorp"s update, the two locations should now have final results

- Requested that Tea keep us updated if for any reason she gets new Labcorp orders that were not resulting correctly
 - Tea confirmed she will follow up if needed
 - I will proceed to update the other tickets with this update



Solounge Bowen <solounge.bowen@kindbody.com>
to Tea, Jasmine, Karen, Nat, Optum ▾


10:06 AM (58 minutes ago) ☆ ↶

Hello Nat,


I hope you're having a productive week. I am following up on the request to only send final results for Kindbody Newport Beach (04194630) and Kindbody San Diego (04066825). I'm still receiving tickets related to partial results, so I'm hoping to get this resolved as soon as possible.


Could you please provide an update on the status of this change and whether we can expect it to be completed today?

Thanks for your attention to this matter!
Solounge



Solounge Y. Bowen, CAPM , ITIL4
Senior Technical Operations Analyst
p. 248.983.4643
e. solounge.bowen@kindbody.com
w. www.kindbody.com
a. 120 Fifth Avenue, 5th Fl, New York, NY 10011





Crum, Nat
to me, Karen, Optum, Tea, Jasmine ▾

10:57 AM (7 minutes ago) ☆ ↶

My apologies for the delays.

Both accounts 04194630 and 04066825 are now set up on Finals Only. This should trigger right away, and no more prelim results should be sent to you, moving forward on these 2 accounts.

Nat Crum
LabCorp EDI Support Specialist
Email: Crumn@LabCorp.com
Desk: (253) 432-4294
Fax: (858) 679-5220

PLEASE SEND ALL INTERFACE ISSUES TO WestEDISupport@labcorp.com or call IS Help Desk 888.522.4748

T

Tea King

to me, Nat, Karen, Optum, Jasmine

11:10 AM (2 minutes ago)

☆

↶

Will do, thank you all so much for your help!

...

kindbody

Téa King

Clinic Director, Newport Beach & San Diego

p. 949.432.7438

f. 949.877.8725

a. 4321 Birch Street, Newport Beach, CA 92660

e. tea.king@kindbody.com

w. kindbody.com

f

🐦

📺

in

🌐

⏮

⏪

⏩

⏭

⏮

⏪

⏩

⏭

⏮

⏪

⏩

⏭

Comment by [Solounge Bowen](#) [18/Mar/25]

According to Labcorp's latest update, both locations should now have their final results available. I have included Tea in this communication for visibility and have asked her to keep us informed should she receive any new Labcorp orders that do not yield the expected results in the San Diego and Newport Beach markets

Generated at Tue Mar 18 21:26:37 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100282-rev:636312f2dc6e26921216979d4ae12655beeff255.