[TO-2346] Lab Orders Disappearing from KindEMR once created in San Diego Created: 29/Aug/24 Updated: 22/Oct/24

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

Type:	Break Fix	**Priority:**	High
Reporter:	Solounge Bowen	**Assignee:**	Solounge Bowen
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 hour, 15 minutes		
Original estimate:	Not Specified		

Attachments:	🖼 Screenshot 2024-08-28 at 2.32.29 PM.png 🖼 Screenshot 2024-08-28 at 2.40.26 PM.png 🖼 Screenshot 2024-09-17 at 3.12.08 PM.png 🖼 Screenshot 2024-09-17 at 3.09.58 PM.png 🖼 Screenshot 2024-10-22 at 10.19.55 AM.png
Issue links:	**Blocks**
	blocks TO-2326 CHC:Alyson H - lab order not showing ... TICKET RESOLVED
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum, EMR
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Capture Rate, Data Quality & Safety Improvement, Improved User Experience
KPI Measure:	The vendor responded quickly but took 5 weeks to resolve the issue, which stemmed from not associating our admin user to a location, causing orders not to appear in the San Diego market despite internal troubleshooting identifying the problem early.
Secondary:	Jasmine Sekhon
Technical Resource:	Lia Skalkos
Office/Clinic Location:	CA-06 San Diego
Vendor Ticket ID:	Case Number 09097649

Description

Background: I've noticed that some test orders that I've made within the KindEMR are randomly disappearing. I ran two test orders:

First Attempt: The order first appeared within KindEMR. The next day when the order was resulted , the order was completely gone. When checking within CHC, the order appears as Recieved
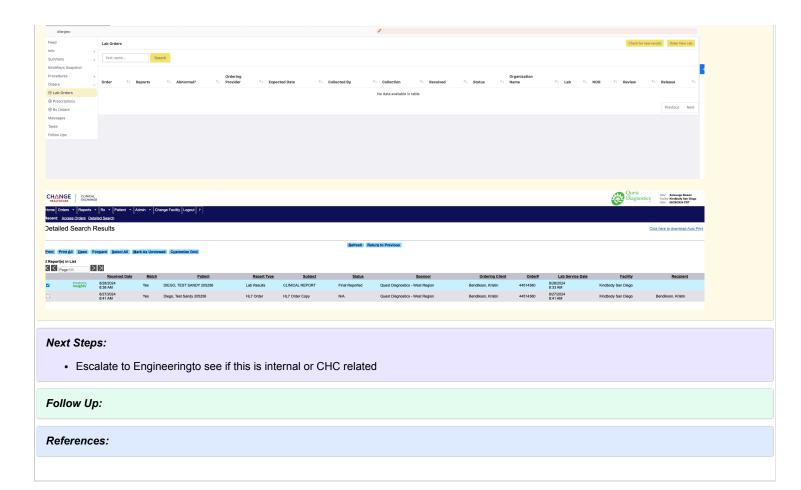
- Market: San Diego
    - Test Patient MRN : 205256
      San Diego Order #: 44521275
    - Lab Vendor: Quest Diagnostics

Second Attempt: As soon as I created the order, it did not safe within the KEMR however it shows within CHC as Transmitted

- Market: Bethesda
    - Test Patient MRN :76028
      Bethesda Order#: 44530434
    - Lab Vendor: Quest Diagnostics

Example of how it appears

Lab Orders

Check for new results   Order New Lab

Test name...   Search

Order ⇅	Reports ⇅	Abnormal? ⇅	Ordering Provider ⇅	Expected Date ⇅	Collected By ⇅	Collection ⇅	Received ⇅	Status ⇅	Organization Name ⇅	Lab ⇅	NOR	Review ⇅	Release ⇅
					No data available in table								

Previous   Next

CHANGE HEALTHCARE | CLINICAL EXCHANGE

Quest Diagnostics

User: **Solounge Bowen**
Facility: **Kindbody San Diego**
Date: **08/28/2024 PDT**

Home | Orders ▾ | Reports ▾ | Rx ▾ | Patient ▾ | Admin ▾ | Change Facility | Logout | ?

Recent: Access Orders   Detailed Search

Detailed Search Results

Click here to download Auto Print

Print   Print All   Open   Forward   Select All   Mark As Unviewed   Customize Grid

Refresh   Return to Previous

2 Report(s) in List
◁ ◀ Page:1/1 ▶ ▷

		Received Date	Match	Patient	Report Type	Subject	Status	Sponsor	Ordering Client	Order#	Lab Service Date	Facility	Recipient
☑	Interactive Insights	8/28/2024 8:38 AM	Yes	DIEGO, TEST SANDY 205256	Lab Results	CLINICAL REPORT	Final Reported	Quest Diagnostics - West Region	Bendikson, Kristin	44514380	8/28/2024 8:33 AM	Kindbody San Diego	
☐		8/27/2024 8:41 AM	Yes	Diego, Test Sandy 205256	HL7 Order	HL7 Order Copy	N/A	Quest Diagnostics - West Region	Bendikson, Kristin	44514380	8/27/2024 8:41 AM	Kindbody San Diego	Bendikson, Kristin

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Next Steps:

- Escalate to Engineeringto see if this is internal or CHC related

Follow Up:

References:
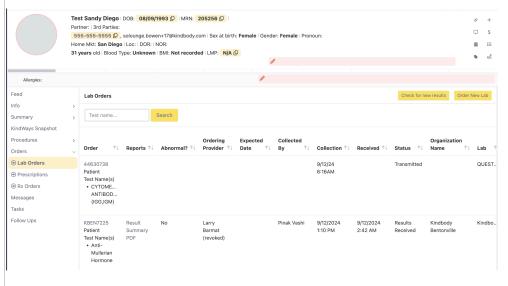

Comments

Comment by Solounge Bowen [17/Sep/24]

I submitted a new order under same test patient for Natera however it's still not appearing

MRN: 205256

Lab: Natera

Order Number: 87888

https://emr.kindbody.com/patients/205256/lab_orders

Test Sandy Diego | DOB: **08/09/1993** | MRN: **205256** |
Partner: | 3rd Parties:
555-555-5555 , solounge.bowen+17@kindbody.com | Sex at birth: **Female** | Gender: **Female** | Pronoun:
Home Mkt: **San Diego** | Loc: | DOR: | NOR:
31 years old | Blood Type: **Unknown** | BMI: **Not recorded** | LMP: **N/A**

Allergies:

Lab Orders

Check for new results   Order New Lab

Test name...   Search

Order ⇅	Reports ⇅	Abnormal? ⇅	Ordering Provider ⇅	Expected Date ⇅	Collected By ⇅	Collection ⇅	Received ⇅	Status ⇅	Organization Name ⇅	Lab ⇅
44630738 Patient Test Name(s) • CYTOME... ANTIBOD... (IGG,IGM)						9/12/24 6:16AM		Transmitted		QUEST...
KBEN7225 Patient Test Name(s) • Anti-Mullerian Hormone	Result Summary PDF	No	Larry Barmat (revoked)		Pinak Vashi	9/12/2024 1:10 PM	9/12/2024 2:42 AM	Results Received	Kindbody Bentonville	Kindbo...

Refresh   Return to Previous

Print   Print All   Open   Forward   Select All   Mark As Unviewed   Customize Grid

3 Report(s) in List

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	Received Date	Match	Patient	Report Type	Subject	Status	Sponsor	Ordering Client	Order#	Lab Service Date	Facility	Recipient
☐ A	9/13/2024 6:44 AM	Yes	DIEGO, TEST SANDY 205256	Lab Results	CLINICAL REPORT	N/A	Natera Inc	Westphal, Lynn	87888	9/12/2024 12:00 AM	Kindbody San Diego	
☐	9/12/2024 8:23 AM	Yes	Diego, Test Sandy 205256	HL7 Order	HL7 Order Copy	N/A	Natera Inc	Westphal, Lynn	87888	9/12/2024 8:23 AM	Kindbody San Diego	Westphal, Lynn

cc: Pinak Vashi

Comment by Solounge Bowen [18/Sep/24]

After meeting with Pinak we've discovered the following

- Under the San Diego market there may be issues due to a setting still being set to disabled.
- Under https://kindbody.atlassian.net/browse/TO-2326 , the order may not be appearing due to the Patient's name in the system. THere are extra characters that may be missing causing the order to not appear
- Pinak Vashi created test orders under https://emr.kindbody.com/patients/46775/lab_orders to compare if this issue appears for MInneapolis. We discovered that the orders appeared for both Trellis and Quest, essentially eliminating an issue with the market set up

Next Steps

- Create a ticket with CHC request this that San Diego market setting get fully turned on
  - **Case Number 09097649**
- Look within CHC and Trellis and see if there is any naming difference for pt MRN: 177670

Comment by Solounge Bowen [08/Oct/24]

Followed up with CHC for updates as this is affecting users within San Diego

Comment by Solounge Bowen [22/Oct/24]

Per CHC's update:

> 👤 Koren Heersink left a comment 10/22/2024 07:47:39 AM
>
> Hello Solounge,
> I asked Sandy if she could be on a call this morning as she is working the ticket from the BA team and this is what she responded with:
>
> Looking at the logs it appears they use the kindbodyadmin_support user to download reports but that user was not associated to this site. I've added this user to this site so next time the user looks for reports to download see if it pulls the reports for this site.
>
> Can you try and pull the reports again and see if works, maybe a call is not needed?
>
> Thank you
> Korie Heersink

- I attempted test order under my Test Sandy Patient and now the orders are appearing correctly. Closing ticket as it's been confirmed issue was caused due to not have the Kindbody Admin Support user associated with the facility.