[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 visiblity.

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
 - o I will proceed to update the other tickets with this update



Solounge Bowen <solounge.bowen@kindbody.com>

to Tea, Jasmine, Karen, Nat, Optum 🕶

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





to me, Karen, Optum, Tea, Jasmine 🔻

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.

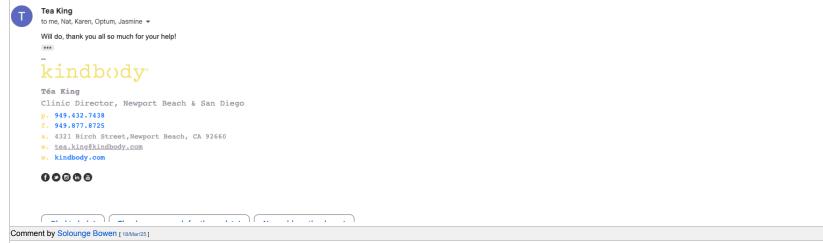
Nat Crum

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

10:06 AM (58 minutes ago) 🛣 🧠

10:57 AM (7 minutes ago) ☆ ≪



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

11:10 AM (2 minutes ago)

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