

CERNER TRAINING MANUALS

ORDER RESULT VIEWER

COUNTER OF COMPONENTS

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INTRODUCTION

The main function of Order Result Viewer (ORV) is to view orders and results on individual patients or accession numbers.

In addition, It can be used view previous results and cancel orders. It can also branch to other applications such as Container Inquiry, Accession Result Entry (ARE), and login.

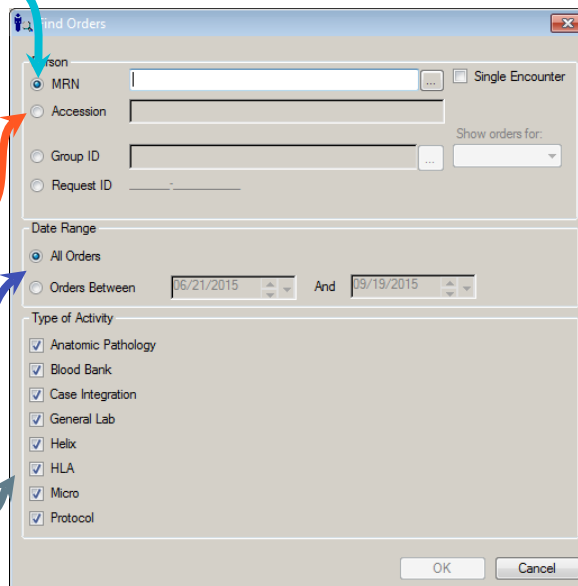
OPEN ORV by clicking  icon from the App-Bar

PATIENT IDENTIFIER

FIND ACCESSION

DATE RANGE

TYPE OF ACTIVITY



The "Find Orders" dialog box is a window for searching medical orders. It features a "Person" section with radio buttons for "MRN", "Accession", "Group ID", and "Request ID". The "MRN" option is selected. To the right of these options are input fields and a "Single Encounter" checkbox. Below this is a "Date Range" section with "All Orders" selected, and "Orders Between" with date pickers for "05/21/2015" and "09/19/2015". At the bottom is a "Type of Activity" section with a list of checkboxes: "Anatomic Pathology", "Blood Bank", "Case Integration", "General Lab", "Helix", "HLA", "Micro", and "Protocol", all of which are checked. The dialog has "OK" and "Cancel" buttons at the bottom right.

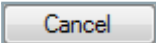
When ORV is opened, the “Find Person” window will also appear. When searching for orders, this window is used to select the patient or accession number. When searching by patient, ORV gives the option to filter orders by “Type” and “Date.”

GETTING STARTED

When opening Order Result Viewer (ORV) for the first time, it is a good idea to change the default value for the “Find Person” field.

While there are many options which can be modified, it’s best to avoid changing them until you’ve become familiar with how ORV works. Modifying these settings can make it difficult to find orders.

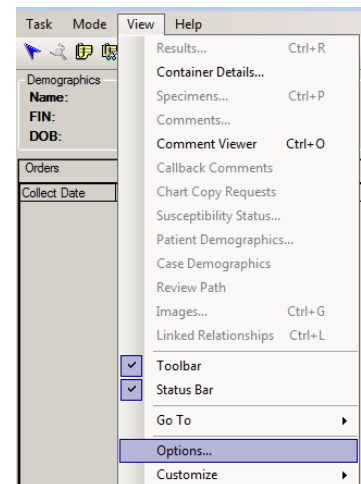
Open ORV by clicking  icon from the App-Bar

Click  to close the “Find Orders” window.

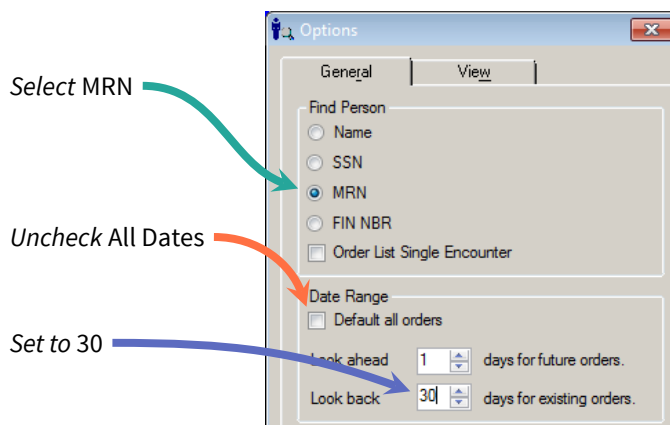
IN THE MAIN ORV window

Click “View” from the taskbar

Select “Options...”



THIS WILL OPEN the “Options” window. The two options we are going to adjust are the “Find Person” option and the “Date Range.”¹




Click 

¹ This option will speed up the time it takes to search for orders.

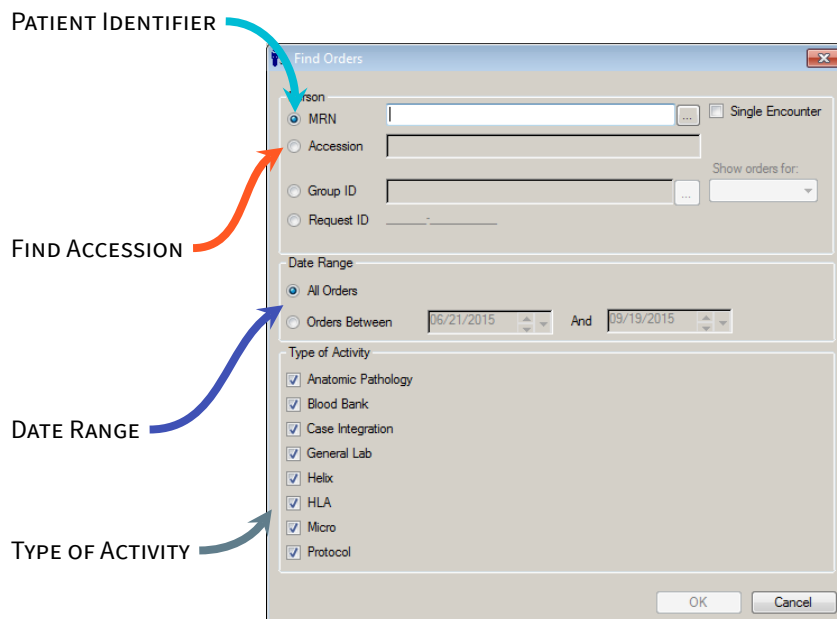
Again, avoid those other options. If you want to filter, it can be done in the “Find Orders” window.

FINDING ORDERS

From the “Find Orders” window² orders can be queried using a patient identifier³, or accession number. The results can also be filtered by *date range* or *type of activity*.

² Click the  icon from the tool-bar to re-open the “Find Orders” window

³ i. e. Name, Medical Record Number (MRN), Financial Number (FIN), or Social Security Number



The screenshot shows the "Find Orders" dialog box. It has a title bar with a blue icon and a close button. The main area contains several sections: "Person" with radio buttons for "MRN", "Accession", "Group ID", and "Request ID", each followed by a text input field; a "Single Encounter" checkbox; a "Date Range" section with radio buttons for "All Orders" and "Orders Between" (which has two date pickers set to 06/21/2015 and 09/19/2015); and a "Type of Activity" section with a list of checkboxes including "Anatomic Pathology", "Blood Bank", "Case Integration", "General Lab", "Helix", "HLA", "Micro", and "Protocol". At the bottom are "OK" and "Cancel" buttons. Annotations with arrows point to these sections: "PATIENT IDENTIFIER" points to the "Person" section, "FIND ACCESSION" points to the "Accession" field, "DATE RANGE" points to the "Date Range" section, and "TYPE OF ACTIVITY" points to the "Type of Activity" list.

Patient Identifier: Search for orders using a patient Identifier. The results can also be filtered using the options below.

Accession Number: Search for orders using an Accession Number. The orders displayed will be limited to those on the accession number.

Date Range: When “Orders Between” is ✓’d, orders will be limited to those between the set range.

Type of Activity: Select which types of orders are displayed. This is useful if too many unwanted orders are returned.

SEARCHING BY PATIENT

Using a “Patient Identifier” to search for orders will pull up all orders for that patient.

These results can be limited by Encounter, Activity Type, and Date Range. In most cases, it's not necessary to adjust the filters.

Enter the patient identifier in the “Find Person” field.

FIND PERSON

DATE RANGE

TYPE OF ACTIVITY

Find Orders

Person

☒ MRN ☐ Accession ☐ Group ID ☐ Request ID

Single Encounter

Show orders for:

Date Range

☐ All Orders ☒ Orders Between 08/21/2015 And 09/21/2015

Type of Activity

☒ Anatomic Pathology ☒ Blood Bank ☒ Case Integration ☒ General Lab ☒ Helix ☒ HLA ☒ Micro ☒ Protocol

OK Cancel

Tip: You can temporarily change the Find persons field by **Right-Clicking** on it. Then, select the desired search parameter.

Find Orders

Person

☒ MRN ☐ Accession ☐ Group ID ☐ Request ID

Single Encounter

Show orders for:

Date Range

☐ All Orders ☐ Orders Between

Type of Activity

☐ Anatomic Pathology ☐ Blood Bank ☐ Case Integration ☐ General Lab ☐ Helix ☐ HLA ☐ Micro ☐ Protocol

OK Cancel

Context Menu:

- Name
- SSN
- ☒ MRN
- FIN NBR

Modify the filters (date range and type of activity), if needed⁴

⁴ In most cases this step is unnecessary as they can limit the results displayed.

Click **OK** to search for orders.

PathNet General Lab: Order Result Viewer [Order List]

Task Mode View Help

Demographics

Name: TEST, VON TESTINGSTON Loc: Medical Center / ICUA SMC / ICUA / 01 / Seton Medica...

FIN: 6038342000 MRN: 6038342000 Ordered by: TestIS, Z VMiller

DOB: 12/10/1984 Gender: Male Admitted: 5/15/2015 9:34

Orders between 8/21/2015 and 9/21/2015

Collect Date	Accession	Order	Specimen	Priority	Status	Comm	S	Order Dat
9/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In-Lab			9/18/2015
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/2015
9/17/2015 15:57	15-260-000045	CBC	Blood	RT - Routine	Canceled			9/17/2015
9/17/2015 15:57	15-260-000045	BNP	Blood	RT - Routine	Canceled			9/17/2015
9/17/2015 15:57	15-260-000045	ADIFF	Blood	RT - Routine	In-Lab			9/17/2015
9/17/2015 15:55	15-260-000044	SHCG	Blood	RT - Routine	Canceled			9/17/2015
9/17/2015 15:55	15-260-000044	CBC	Blood	RT - Routine	Canceled			9/17/2015
9/17/2015 15:55	15-260-000044	ADIFF	Blood	RT - Routine	Canceled			9/17/2015

Ready A3291 TPER005 9/20/2015 18:21

More information on this window is available in the next chapter.

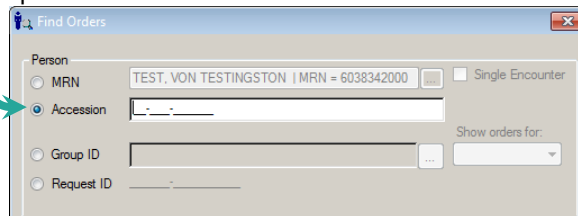
SEARCHING BY ACCESSION NUMBER

Using an accession number to search for orders allows us to quickly view the orders on one specific accession number. This is especially useful when canceling orders.

Info: See “Canceling Orders” for more information.

Click “Accession” option.

ACCESSION

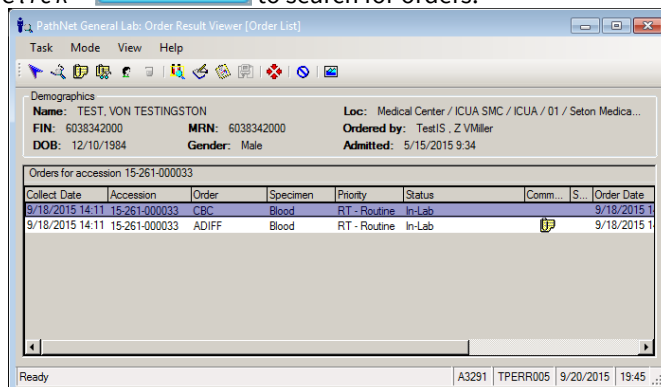


The 'Find Orders' dialog box is shown. It has a 'Person' section with radio buttons for 'MRN', 'Accession', 'Group ID', and 'Request ID'. The 'Accession' option is selected. A text field next to 'Accession' is empty. There is also a 'Single Encounter' checkbox and a 'Show orders for:' dropdown menu.

Enter the accession number

Click  to search for orders.

Tip: See the Accession Number guide for tips on entering this number faster.



The 'PathNet General Lab: Order Result Viewer (Order List)' window is shown. It displays patient demographics and a list of orders for accession 15-261-000033.

Demographics:

Name:	TEST, VON TESTINGSTON	Loc:	Medical Center / ICUA SMC / ICUA / 01 / Seton Medica...
FIN:	6038342000	MRN:	6038342000
DOB:	12/10/1984	Gender:	Male
Ordered by:	TestIS, Z VMiller	Admitted:	5/15/2015 9:34

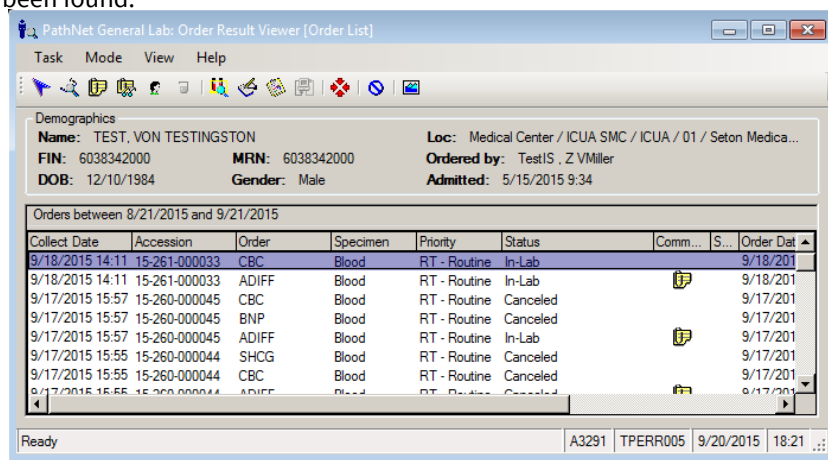
Orders for accession 15-261-000033

Collect Date	Accession	Order	Specimen	Priority	Status	Comm.	S.	Order Date
9/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In-Lab			9/18/2015 1
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/2015 1

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VIEWING ORDERS

Up to this point, you've seen how to search for orders on a patient. This section will discuss the functions which can be performed after orders have been found.



SORTING THE LIST

The orders are displayed in a table, each row represents a specific Orderable. The columns are details about that orderable e.g. *Collect Date, Accession Number, Priority, etc....*

THIS TABLE CAN be sorted by clicking on any one of the *column headers*.

COLUMN HEADERS

Collect Date	Accession	Order	Specimen	Priority	Status	Comm...	S...	Order Date
8/25/2015 11:00	15-237-000032	CDBAL	BAL	RT - Routine	Completed			8/25/2015
9/2/2015 11:35	15-245-000049	BMPNL	Blood	RT - Routine	In Process			9/2/2015
8/28/2015 15:24	15-240-000020	LIPID	Blood	RT - Routine	In Process			8/29/2015
8/25/2015 11:00	15-237-000034	WTEGP	Blood	RT - Routine	In Process			8/25/2015
9/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In-Lab			9/18/2015
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/2015
9/17/2015 15:57	15-260-000045	ADIFF	Blood	RT - Routine	In-Lab			9/17/2015
9/17/2015 13:01	15-260-000043	CBC	Blood	RT - Routine	In-Lab			9/18/2015
9/17/2015 13:01	15-260-000043	HEPASS	Blood	RT - Routine	In-Lab			9/17/2015

Clicking on the word "Status" sorts the list by "Status."

ORDERABLE STATUS

Knowing the meaning of the orderable status in Order Result Viewer (ORV) will go a long way when it comes to troubleshooting issues you may run into. Cerner will not allow certain tasks to be performed if the order status isn't correct *e.g. You can't perform results if the sample is not "In-lab," or "In Process."*

Dispatched: The labels have printed, but the sample has not been collected yet.

Collected: The sample has been collected, but it has not been received by the laboratory.

In-Lab: The sample has been received by the testing laboratory, but no results have been verified.

In Process: The sample has been received by the testing laboratory, and partially resulted.

Completed: All of the results on the orderable have been verified.

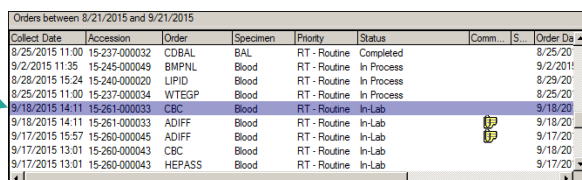
Canceled: The order has been canceled.

In Transit: The sample has been put on a transfer list and is in-route to another site.

VIEWING RESULTS

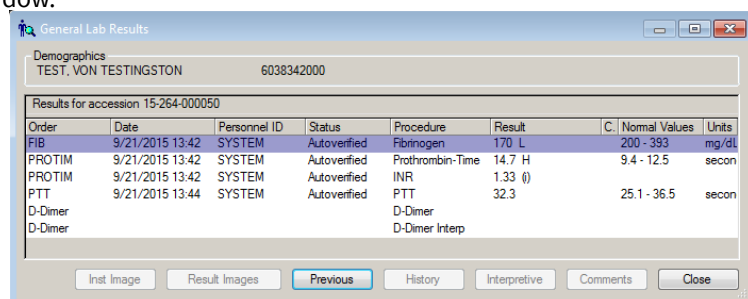
To view the results of an order, simply double click on it's row in the order table.

DOUBLE CLICK



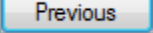
Collect Date	Accession	Order	Specimen	Priority	Status	Comm	S	Order Dis
8/25/2015 11:00	15-237-000032	CDBAL	BAL	RT - Routine	Completed			8/25/2015
9/2/2015 11:35	15-245-000049	BMPNL	Blood	RT - Routine	In Process			9/2/2015
8/28/2015 15:24	15-240-000020	LIPID	Blood	RT - Routine	In Process			8/29/2015
8/25/2015 11:00	15-237-000034	WTEGP	Blood	RT - Routine	In Process			8/25/2015
9/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In-Lab			9/18/2015
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/2015
9/17/2015 15:57	15-260-000045	ADIFF	Blood	RT - Routine	In-Lab			9/17/2015
9/17/2015 13:01	15-260-000043	CBC	Blood	RT - Routine	In-Lab			9/18/2015
9/17/2015 13:01	15-260-000043	HEPASS	Blood	RT - Routine	In-Lab			9/17/2015

THE RESULTS for the entire accession number will display in a pop-up window.⁵



Order	Date	Personnel ID	Status	Procedure	Result	C	Normal Values	Units
FIB	9/21/2015 13:42	SYSTEM	Autoverified	Fibrinogen	170 L		200 - 393	mg/dl
PROTIM	9/21/2015 13:42	SYSTEM	Autoverified	Prothrombin-Time	14.7 H		9.4 - 12.5	secon
PROTIM	9/21/2015 13:42	SYSTEM	Autoverified	INR	1.33 (I)			
PTT	9/21/2015 13:44	SYSTEM	Autoverified	PTT	32.3		25.1 - 36.5	secon
D-Dimer				D-Dimer				
D-Dimer				D-Dimer Interp				

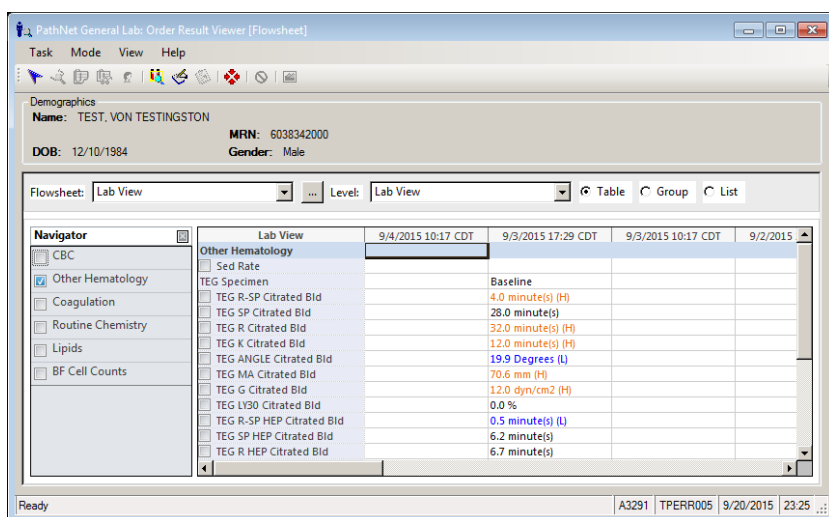
⁵ If they don't, check the status of the order. If it's not *Completed*, *In-Lab*, or *In Process*, there aren't any results which can be viewed.

SELECTING AN ASSAY and clicking  will show the previous results for that assay.

Note: The first item in the “Previous” results will always be the result selected.

FLWSHEET MODE

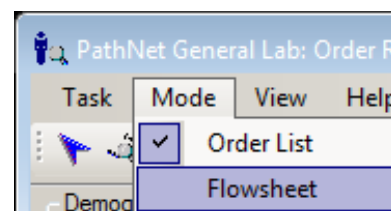
ORV has two modes. Order List, and Flowsheet mode. In the laboratory, Order List mode will be used a majority of the time. However, Flowsheet can come in handy when inquiring about previous results, or when talking with Powercharts users.



How to GET how to get to flowsheet mode.

Click “Mode” on the menu bar

Click “Flowsheet”

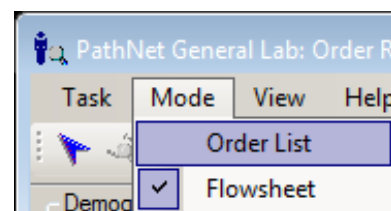


THERE IS A LOT to this mode, but it not very useful to us laboratory folk.


IT'S IMPORTANT to switch back to “Order List” mode when you're finished.

Click “Mode” on the menu bar

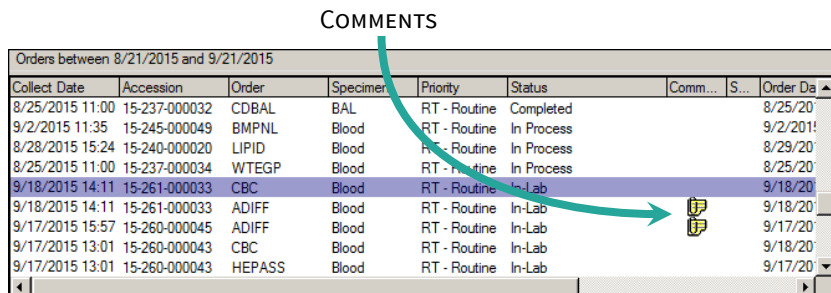
Click “Order List”





VIEW COMMENTS

Any order which has attached comments will have a  icon in the “Comments” column.

COMMENTS



Collect Date	Accession	Order	Specimen	Priority	Status	Comm...	S...	Order Da
8/25/2015 11:00	15-237-000032	CDBAL	BAL	RT - Routine	Completed			8/25/20
9/2/2015 11:35	15-245-000049	BMPNL	Blood	RT - Routine	In Process			9/2/2015
8/28/2015 15:24	15-240-000020	LIPID	Blood	RT - Routine	In Process			8/29/20
8/25/2015 11:00	15-237-000034	WTEGP	Blood	RT - Routine	In Process			8/25/20
9/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In Lab			9/18/20
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In Lab			9/18/20
9/17/2015 15:57	15-260-000045	ADIFF	Blood	RT - Routine	In Lab			9/17/20
9/17/2015 13:01	15-260-000043	CBC	Blood	RT - Routine	In Lab			9/18/20
9/17/2015 13:01	15-260-000043	HEPASS	Blood	RT - Routine	In Lab			9/17/20

COMMENTS CAN be viewed by clicking the *either* of the “Comment” icons on the Tool-bar.



COMMENTS⁶, will open the “Comments” window. From here you can see Order Comments and Order Notes.

⁶ The one on the left “Note and paperclip”

COMMENTS VIEWER⁷ opens the “Comment Viewer” This will show all available comments for the order. It can also be kept open with ORV and will update as different orders are selected.

⁷ The one on the right, “Note, paperclip and tiny glasses”

BRANCHING

From Order Result Viewer other applications can be opened with selected orders. This allows us to quickly and easily switch between tasks.

MOST OF THE branching can be done using the icons from the tool bar.

Select the order to open in the branched application.

Click the appropriate Icon from the tool-bar.⁸

⁸ *Tip: Hovering over the icons will display their name.*

CONTAINER INQUIRY: allows us to quickly view tracking information on a sample.



ACCESSION RESULT ENTRY (ARE): allows us to enter, perform or verify results on a selected order.




SPECIMEN LOG-IN: allows us to log-in any samples that may have been missed, or logged into another location.



CANCELING ORDERS

Order Result Viewer (ORV) is often used for canceling orders. The advantage of using ORV is that orders can be quickly pulled up by scanning the sample's barcode.

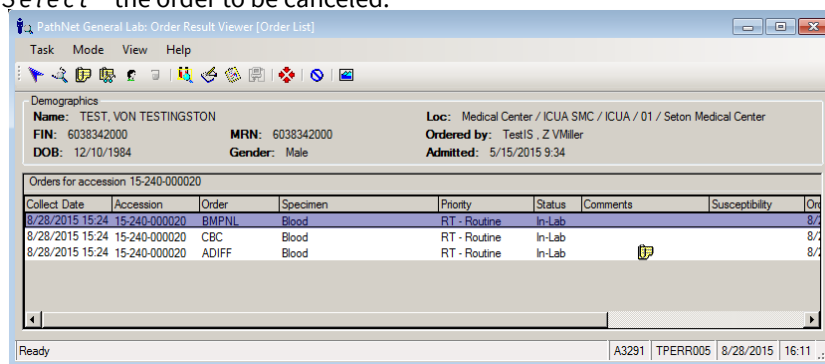
If an order status is "Completed" or "In Process" it cannot be canceled.⁹ If you recall, orders with those statuses already have verified results.¹⁰

⁹ Luckily, ORV will disable the 


¹⁰ See the Accession Result Entry (ARE) procedure for Correcting Results.

To START, pull up the orders to be canceled in ORV.

Select the order to be canceled.

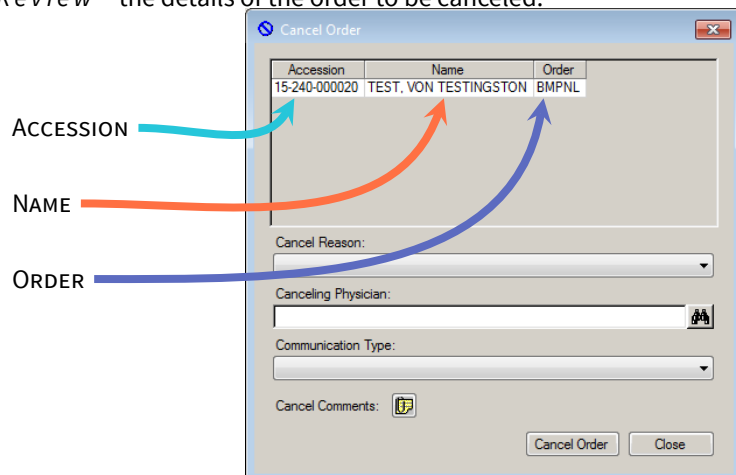


The basic panel was sent down in a Lavender Top. It needs to be canceled.

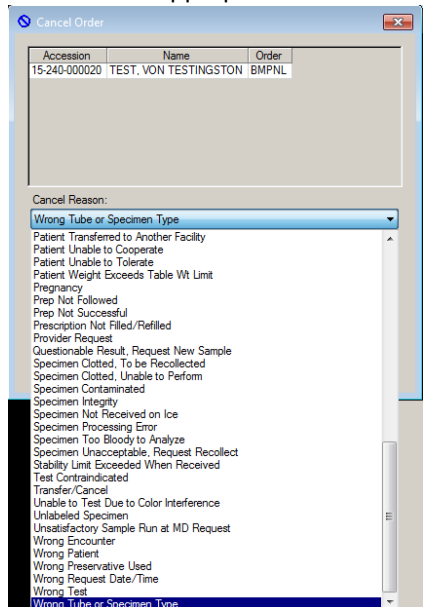
Click on the  icon in the Tool-bar to open the Cancel Order dialog.



Review the details of the order to be canceled.




Select the appropriate Cancel Reason from the drop-down menu.

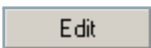


Check that the Order and Patient's name.

*In this case we will choose
"Wrong Tube or Specimen Type"*

Click the  icon to open the Cancel Comment window.

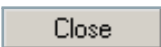
Enter any required comments.

Click the  button.

Type "call" and hit the **F9** key to expand the call template.

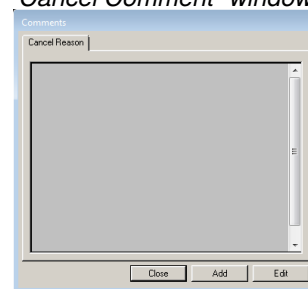
Using the **F3** key, fill move through the required fields.

Click  when finished.

Click  to close the Comments dialog.

AT THIS POINT you should be back to the "Cancel Order" window.

"Cancel Comment" window.



Review the information to ensure everything has been entered correctly.

ACCESSION

NAME

ORDER

REASON

Accession	Name	Order
15-240-000020	TEST, VON TESTINGSTON	BMPNL

Cancel Reason: Wrong Tube or Specimen Type

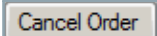
Canceling Physician:

Communication Type:

Cancel Comments:

Cancel Order Close

Check that the Order, Patient's name, and Cancel reason match.

Click  when finished.

ORDER RESULT VIEWER will refresh with the updated information for the canceled order.

CANCEL INFORMATION

Demographics

Name: TEST, VON TESTINGSTON
 FIN: 6036342000
 DOB: 12/10/1984

MRN: 6038342000
 Gender: Male

Loc: Medical Center / ICUA SMC / ICUA SMC / Seton Medical Center
 Ordered by: Testis, ZVMiller
 Admitted: 5/15/2015 9:34

Collect Date	Accession	Order	Specimen	Priority	Status	Com...	S	Order Date	Order Personnel ID	O...	Cancel Date	Cancel Perso	Cancel Reason
8/28/2015 15:24	15-240-000020	BMPNL	Blood	RT - Routine	Canceled			8/28/2015 15:24	Perry, Thomas J MLS		8/28/2015 20:16	Perry, Thomas J	Wrong Tube or Specimen
8/28/2015 15:24	15-240-000020	CBC	Blood	RT - Routine	In-Lab			8/28/2015 15:24	Perry, Thomas J MLS				
8/28/2015 15:24	15-240-000020	ADIFF	Blood	RT - Routine	In-Lab			8/28/2015 15:24	SYSTEM				

Ready | A3291 | TPERR005 | 8/28/2015 | 20:26

THE STATUS HAS BEEN updated to **Canceled**. In addition, ORV now shows the **Cancel Comment, Date, Person, and Reason**.

TROUBLESHOOTING

Here are some common issues that come up when first learning Department Order Entry.

UNABLE TO SEARCH BY ACCESSION NUMBER

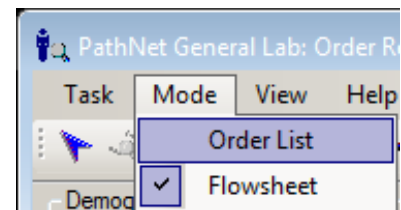
The last time Order Result Viewer (ORV) was open, it was most likely in “Flow-sheet” mode. This mode does not allow searching by accession number.

WE CAN FIX THIS by switching back to “Order List” mode

Close the “Find Orders” window.

Click “Mode” on the menu bar

Click “Order List”



BRANCHING APPLICATIONS WON'T OPEN.

This is usually caused by one of two things:

The Application is hidden behind another window - Simply move, or minimize ORV.

The Application has already been opened - Cerner will re-use branched applications. This means, if you branch to Accession Result Entry (ARE) and leave the window open, the next time you branch to ARE the results should populate in that first window. Since pulling up a new accession number could cause un-performed results to be lost, Cerner will not allow the second application to open¹¹. *Basically, just close the first ARE window.*

¹¹ Still with me?

GLOSSARY

Accession Number

The number assigned to a group of orders with the same collection type and time. 3, 5, 7, 9

Accession Result Entry

The Cerner Application used to enter perform and verify general laboratory results., 3

App-Bar

The Cerner Application used to view the orders on a patient or accession number. 3, 4

Canceled

Is a status which means the order has been canceled. 9

Collected

Is a status which means the sample has been collected, but has not been logged-in to the laboratory. 9

Completed

Is a status which means all of the results have been verified. 9

Container Inquiry

The Cerner Application used to view the details of accession containers. This is, by far, the most useful application within Cerner. It will be your best friend. 3

Department Order Entry

The Cerner Application used to place orders on in-house patients. It can also be used to add orders onto existing accession numbers., 4

Dispatched

Is a status which means the labels have printed, but the sample has not yet been collected. 9

Financial Number

A unique number used to identify a patient encounter 5

In Process

In Process a status which means one or more of the assays within the orderable has been resulted. *e.g. A Lytes has been ordered, but only the Sodium has been resulted and verified.* 9

In Transit

Is a status which means the sample has been collected and is in-route to another site. 9

In-Lab

Is a status which means the sample is has been logged into the current laboratory, but no results have been verified. 9

Medical Record Number

A unique number assigned to a patient. 5

Order Result Viewer

The Cerner Application used to view the orders on a patient or accession number., 3