ORDER RESULT VIEWER

Seton Healthcare Family

Counter of Components

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.
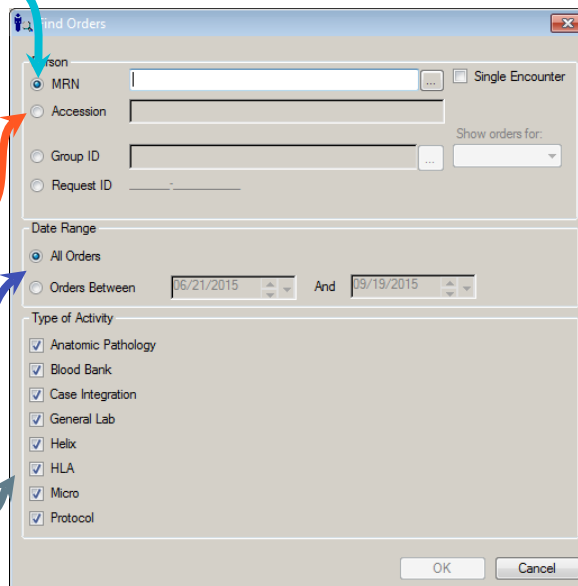
OPEN ORV by clicking 🧍🔍 icon from the App-Bar

PATIENT IDENTIFIER

FIND ACCESSION
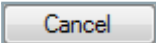
DATE RANGE

TYPE OF ACTIVITY

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.
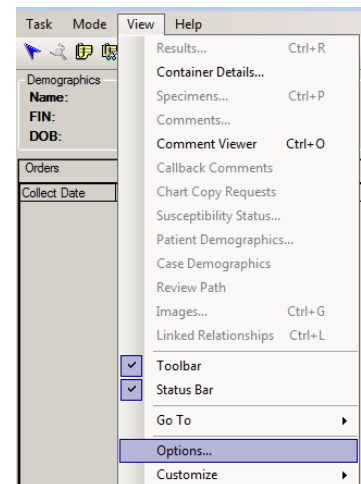
Open ORV by clicking [icon] icon from the App-Bar

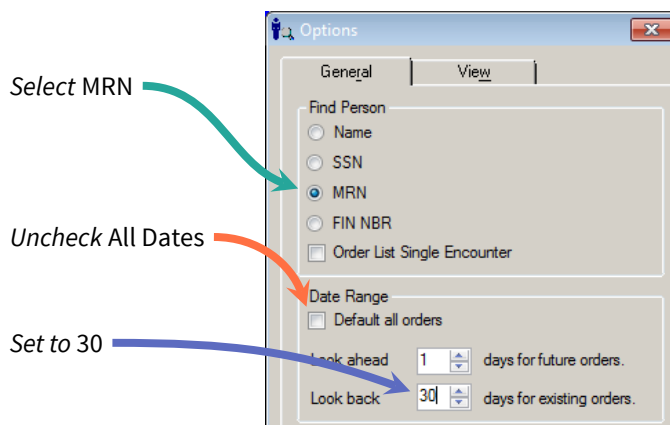*Click* [Cancel] to close the "Find Orders" window.

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]

Select MRN

Uncheck All Dates

Set to 30

Click [OK]

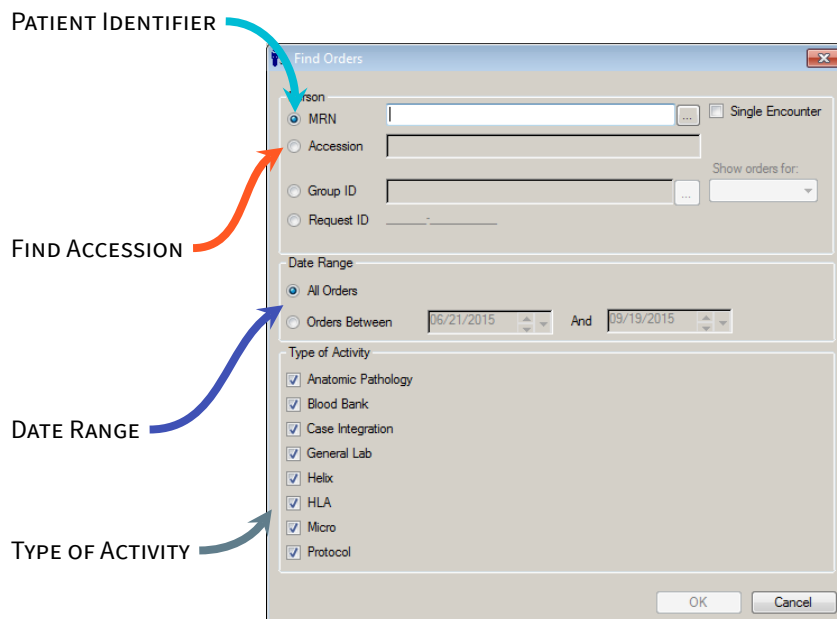[1] This option will speed up the time it takes to search for orders.

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" window[2] orders can be queried using a patient identifier[3], or accession number. The results can also be filtered by *date range* or *type of activity*.

PATIENT IDENTIFIER

FIND ACCESSION

DATE RANGE

TYPE OF ACTIVITY

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.

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

FIND PERSON

DATE RANGE

TYPE OF ACTIVITY

Modify the filters (*date range* and *type of activity*), **if needed**[4]

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

Click **OK** to search for orders.

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

Searching by Accession Number

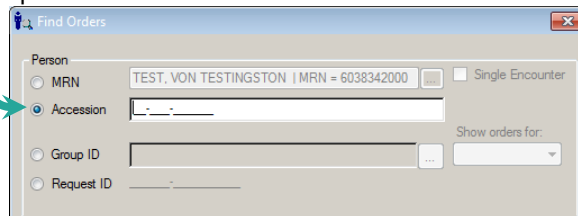Using an accession number to search for orders allows us to quickly view the orders on one specific accession number. This is especially useful when canceling orders.

Info: See "Canceling Orders" for more information.
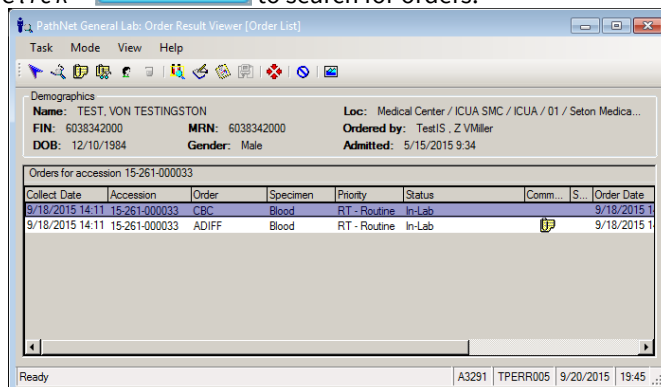
Click "Accession" option.

ACCESSION

Enter the accession number

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

Click OK to search for orders.

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.
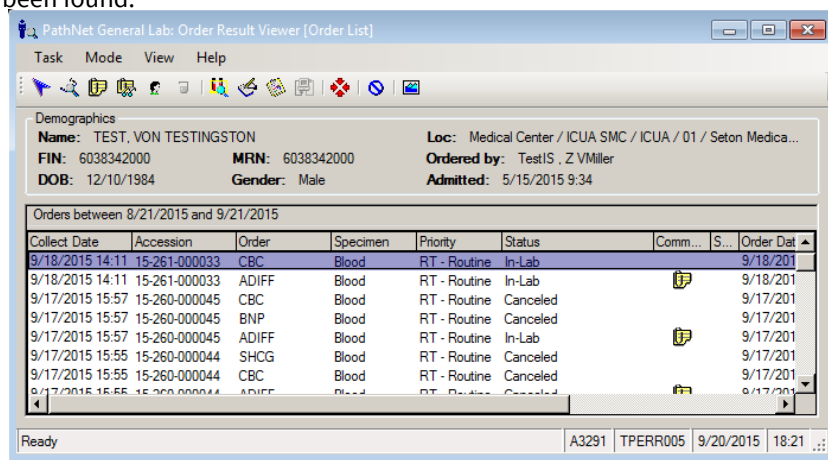
SORTING THE LIST

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

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.
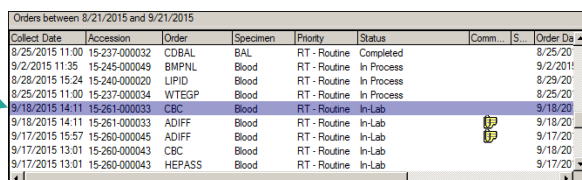
Canceled: The order has been canceled.

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

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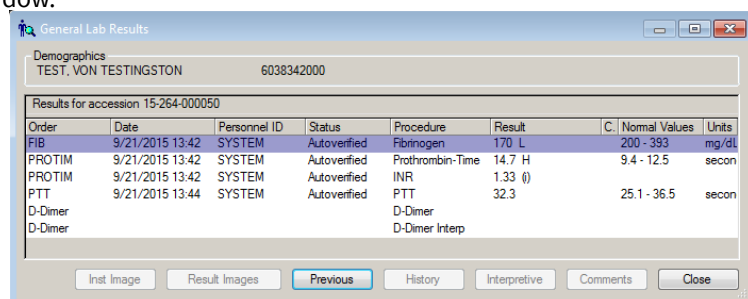
To view the results of an order, simply double click on it's row in the order table.

DOUBLE CLICK

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

[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 [Previous] will show the previous results for that assay.

Note: *The first item in the "Previous" results will always be the result selected.*

FLOWSHEET MODE

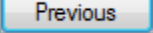ORV has two modes. Order List, and Flowsheet mode. In the laboratory, Order List mode will be used a majority of the time. However, Flowsheet can come in handy when inquiring about previous results, or when talking with Powercharts users.
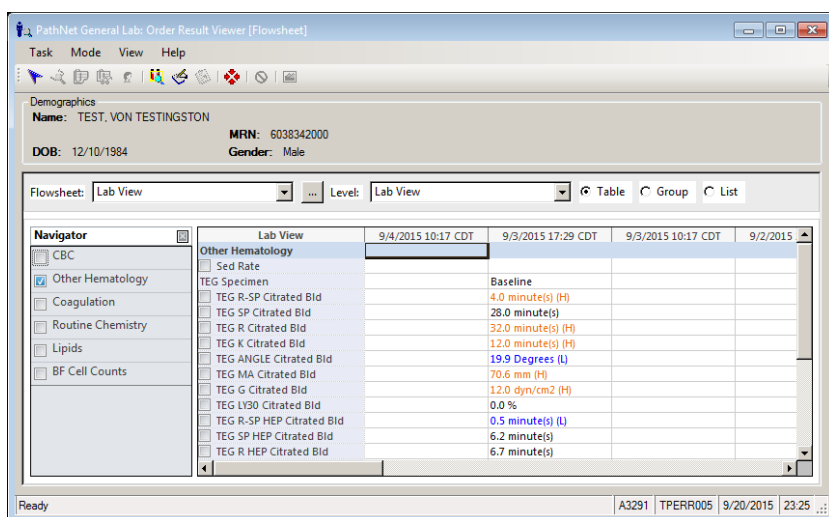
HOW TO GET how to get to flowsheet mode.

Click "Mode" on the menu bar

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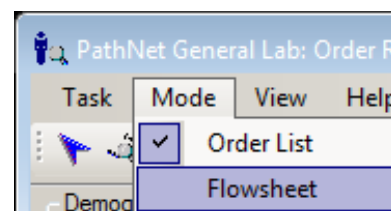
THERE IS A LOT to this mode, but it not very useful to us laboratory folk.

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

Click "Mode" on the menu bar
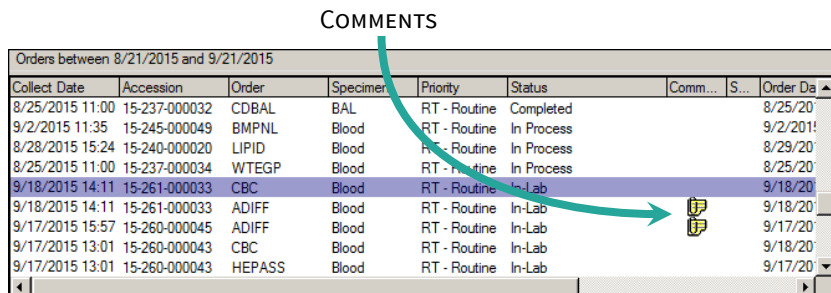
Click "Order List"
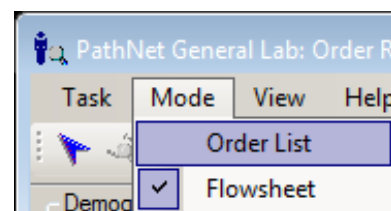
View Comments

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

COMMENTS

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

COMMENTS[6], will open the "Comments" window. From here you can see Order Comments and Order Notes.

COMMENTS VIEWER[7] 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.

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[6] The one on the left "Note and paperclip"

[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]

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.

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

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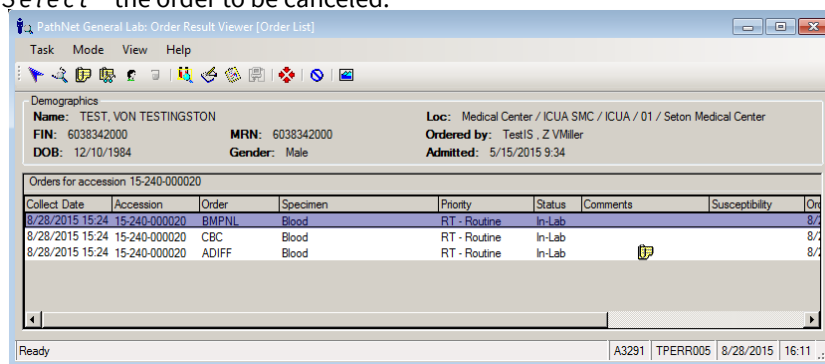
The basic panel was sent down in a Lavender Top. It needs to be canceled.

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

Review   the details of the order to be canceled.

ACCESSION
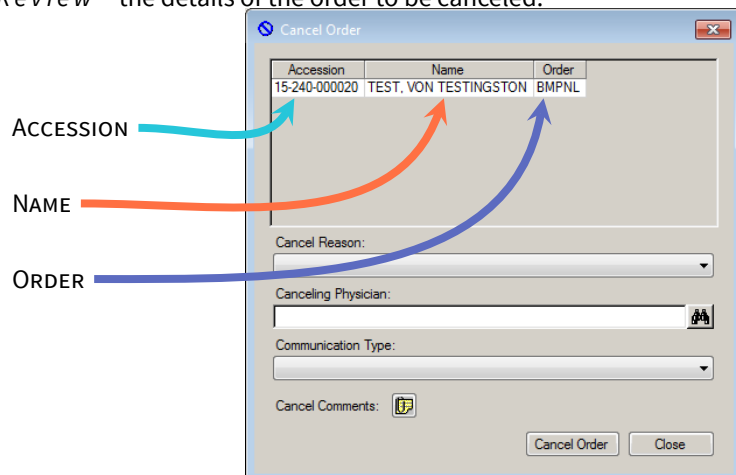
NAME

ORDER

Select   the appropriate Cancel Reason from the drop-down menu.
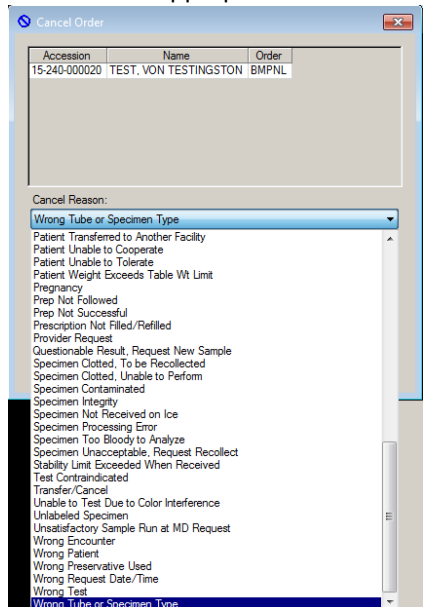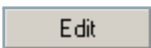
Check that the Order and Patient's name.

In this case we will choose "Wrong Tube or Specimen Type"
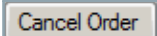
Click   the 🗒 icon to open the Cancel Comment window.

"Cancel Comment" window.

Enter   any required comments.

Click the [Edit] button.

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

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

Click [OK] when finished.

Click [Close] to close the Comments dialog.

AT THIS POINT you should be back to the "Cancel Order" window.
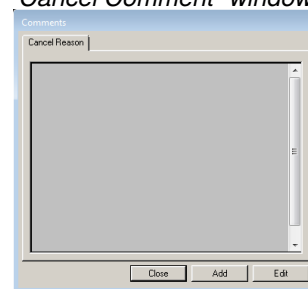
R e v i e w   the information to ensure everything has been entered correctly.

ACCESSION

NAME

ORDER

REASON

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

C l i c k   [Cancel Order]   when finished.

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

CANCEL INFORMATION

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"
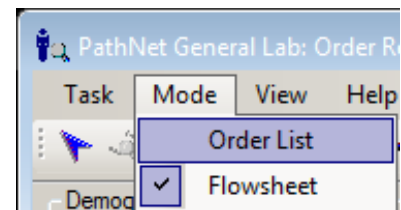
Branching Applications Won't Open.

This is usually caused by one of two things:

The Application is hidden behind another window - Simply move, or min-imize 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 al-low the second application to open[11]. *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