

CERNER TRAINING MANUALS

ORDER RESULT VIEWER



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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 Specimen Log-in.

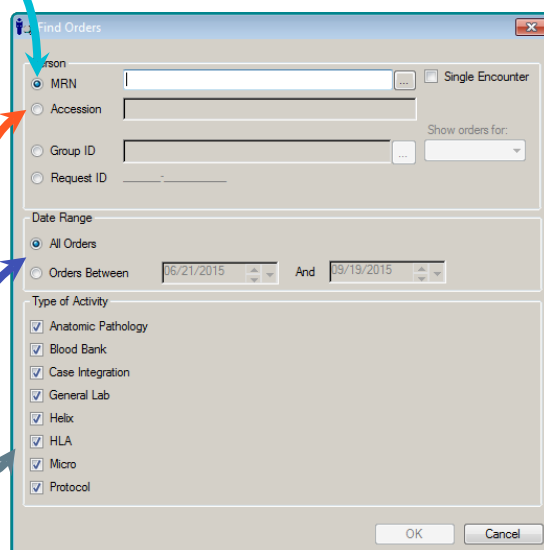
OPEN ORV by clicking  icon from the App-Bar.

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', each followed by a text input field. A 'Single Encounter' checkbox is also present. Below this is a 'Date Range' section with radio buttons for 'All Orders' and 'Orders Between', the latter having two date pickers. The 'Type of Activity' section contains a list of checkboxes: 'Anatomic Pathology', 'Blood Bank', 'Case Integration', 'General Lab', 'Helix', 'HLA', 'Micro', and 'Protocol'. At the bottom are 'OK' and 'Cancel' buttons. Colored arrows point from labels to specific fields: a teal arrow from 'PATIENT IDENTIFIER' to the MRN field, an orange arrow from 'FIND ACCESSION' to the Accession field, a blue arrow from 'DATE RANGE' to the 'Orders Between' radio button, and a grey arrow from 'TYPE OF ACTIVITY' to the list of activity checkboxes.

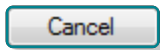
When ORV is opened, the FIND PERSON window will also appear. This window is used to select the patient or accession number.

GETTING STARTED

When opening 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.

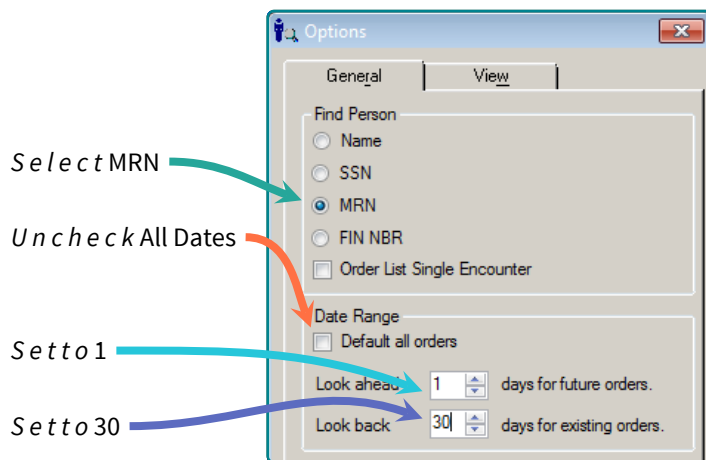
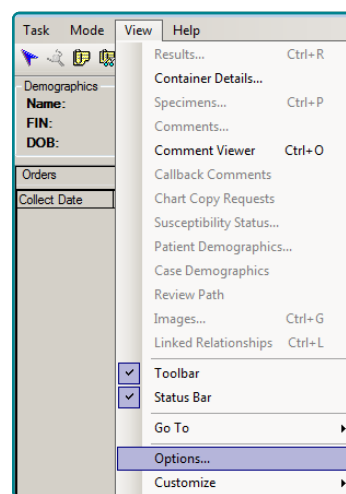
🖥️ *Click*  to close the “Find Orders” window.

IN THE MAIN ORV window:

🖥️ *Click* **VIEW** from the menu bar.

🖥️ *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.

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

CUSTOMIZING DEMOGRAPHICS

There are a few applications within Cerner² which display demographic information.

The information displayed can be modified to display any necessary information. This can be very useful if you find yourself searching for specific patient information.

² ARE and Department Order Entry (DOE) are the two most common applications with this feature.

Demographics		
Name: TEST, VON T...	Admitting dx:	Loc: Medical Center / ICUA SMC / ICUA / 01 / Se...
FIN: 6038342000	MRN:	Ordered by: TestIS, Z VMiller
DOB: 12/10/1984	Gender: Male	Admitted: 5/15/2015 9:34
Order Comment:		
Location: ICUA SMC / ICUA / 01		

HELPFUL TIPS

Before you begin, here are a few tips you should keep in mind if you decide to create your own demographics setup.

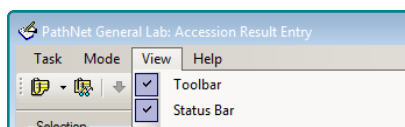
FOLLOW THESE TIPS for the best results.

- **NUMBER OF COLUMNS:** The fewer the columns the better.³
- **AVOID TMI:** Only include fields you *know* you'll need.
- **SPLIT LOCATIONS:** Separate the patients floor from the room number.

³ Fewer columns means information will not be cutoff.

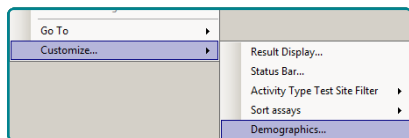
CHANGING DEMOGRAPHICS

 Click **VIEW** from the menu bar.



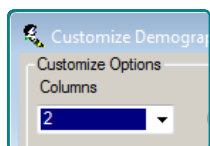
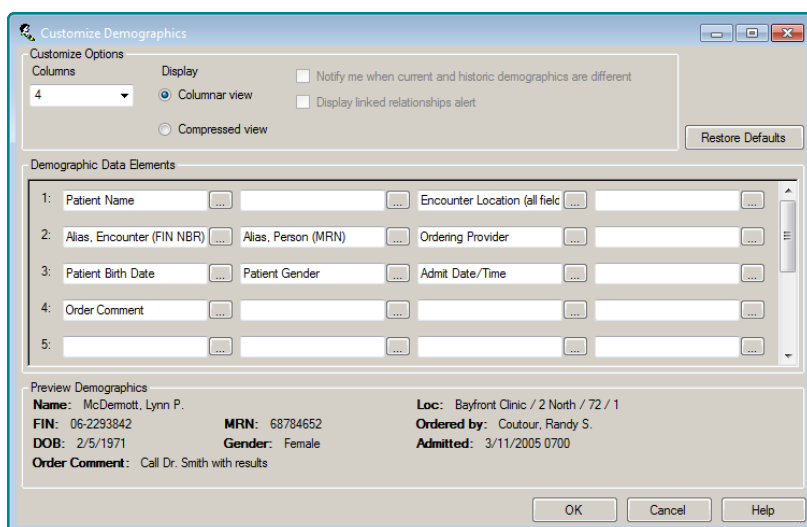
 Click **CUSTOMIZE...**

 Click **DEMOGRAPHICS...**

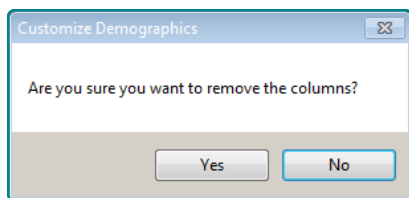


THIS WINDOW displays the VALUES currently set in each of the demographics FIELDS.


 Set the columns count to 2.




CERNER WILL ASK if you're sure.




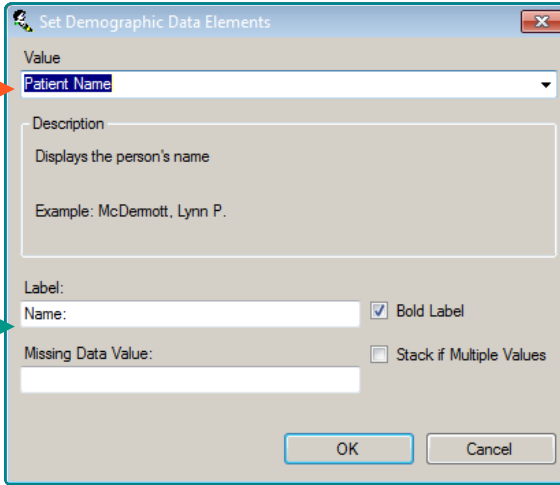
 Click **Yes**

NEXT TO EACH FIELD in the DEMOGRAPHICS DATA ELEMENTS box is an ellipses  button. Clicking it will open the SET DEMOGRAPHIC DATA ELEMENTS WINDOW.

The two important fields are VALUE⁴ and LABEL.⁵

VALUE 

LABEL 



The dialog box is titled "Set Demographic Data Elements". It has a "Value" dropdown menu with "Patient Name" selected. Below it is a "Description" text area containing "Displays the person's name" and "Example: McDermott, Lynn P.". There is a "Label:" section with a "Name:" text field, a "Missing Data Value:" text field, and two checkboxes: "Bold Label" (checked) and "Stack if Multiple Values" (unchecked). At the bottom are "OK" and "Cancel" buttons.

⁴ VALUE is what information will be displayed.

⁵ LABEL is the name it is given. This can be customized.

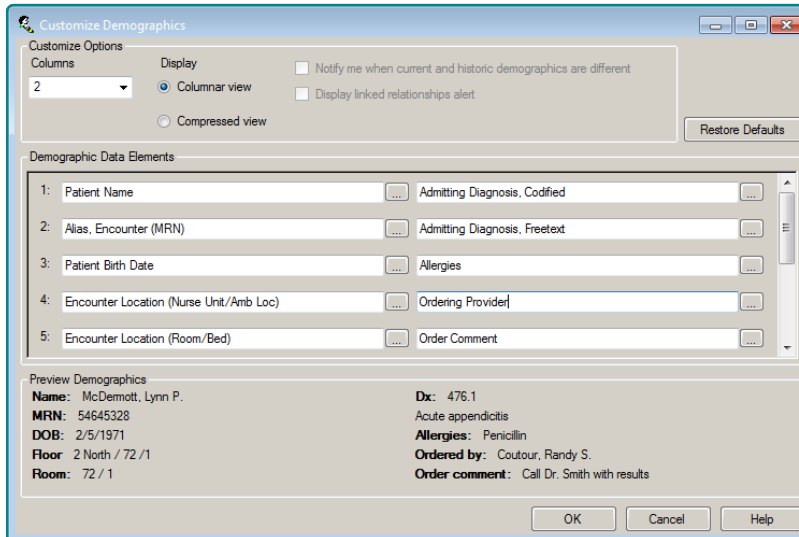
FOR EACH OF THE 10 fields listed:

 Click the  button.

 Set the VALUES to match the image below.

 Modify the LABEL, if needed.⁶


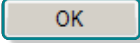
⁶ Sometimes it's helpful to make it shorter.



The dialog box is titled "Customize Demographics". It has a "Customize Options" section with a "Columns" dropdown set to "2", a "Display" section with "Columnar view" selected, and checkboxes for "Notify me when current and historic demographics are different" and "Display linked relationships alert". There is a "Restore Defaults" button. Below is a "Demographic Data Elements" table with 5 rows and 2 columns. Each cell contains a field name and an ellipses button. At the bottom is a "Preview Demographics" section showing a sample record for "McDermott, Lynn P." with fields like Name, MRN, DOB, Floor, Room, Dx, Allergies, Ordered by, and Order comment. At the bottom are "OK", "Cancel", and "Help" buttons.


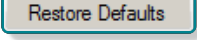
1:	Patient Name	Admitting Diagnosis, Codified
2:	Alias, Encounter (MRN)	Admitting Diagnosis, Freetext
3:	Patient Birth Date	Allergies
4:	Encounter Location (Nurse Unit/Amb Loc)	Ordering Provider
5:	Encounter Location (Room/Bed)	Order Comment

Preview Demographics
Name: McDermott, Lynn P.
MRN: 54645328
DOB: 2/5/1971
Floor: 2 North / 72 / 1
Room: 72 / 1
Dx: 476.1
Allergies: Acute appendicitis
Ordered by: Coutour, Randy S.
Order comment: Call Dr. Smith with results

 Click  when finished.


RESTORE TO DEFAULTS

At any the values can be restored to their original settings.

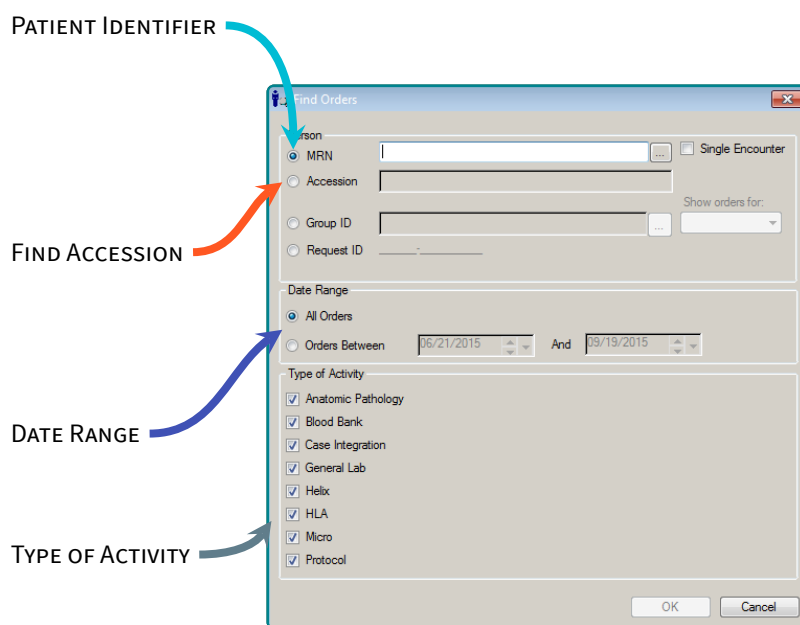
 Click the  button.

FINDING ORDERS

From the FIND ORDERS window,⁷ orders can be queried using a patient identifier,⁸ or accession number. The results can also be filtered by *date range* or *type of activity*.

⁷ Click the  icon from the toolbar to re-open the “Find Orders” window.

⁸ *i. e. Name, Medical Record Number (MRN), Financial Number (FIN), or Social Security Number.*



The screenshot shows the 'Find Orders' dialog box. It has four main sections: 'Person' with radio buttons for 'MRN', 'Accession', 'Group ID', and 'Request ID'; 'Date Range' with radio buttons for 'All Orders' and 'Orders Between' (which includes date pickers for 'From' and 'To'); and 'Type of Activity' with a list of checkboxes including 'Anatomic Pathology', 'Blood Bank', 'Case Integration', 'General Lab', 'Helix', 'HLA', 'Micro', and 'Protocol'. 'OK' and 'Cancel' buttons are at the bottom right.

HERE ARE THE OPTIONS and their descriptions:

PATIENT IDENTIFIER: Search for orders using a patient Identifier.

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 the date range set.

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.

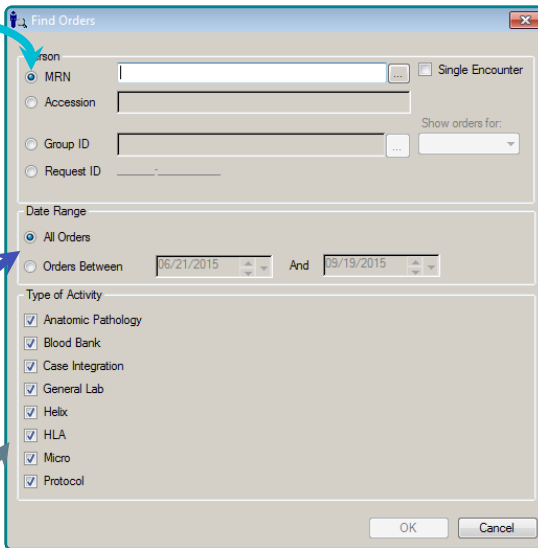
These results can be limited by Encounter, Activity Type, and Date Range. In most cases, it's not necessary to adjust the filters.

 **Enter** the patient identifier in the FIND PERSON field.⁹

PATIENT IDENTIFIER

DATE RANGE

TYPE OF ACTIVITY

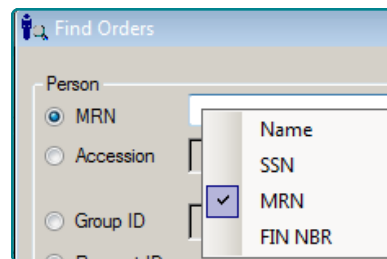


⁹ **info:** You can temporarily change the Find persons field.

Click **CTRL+TAB** to cycle through identifier types.


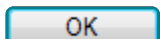
Or

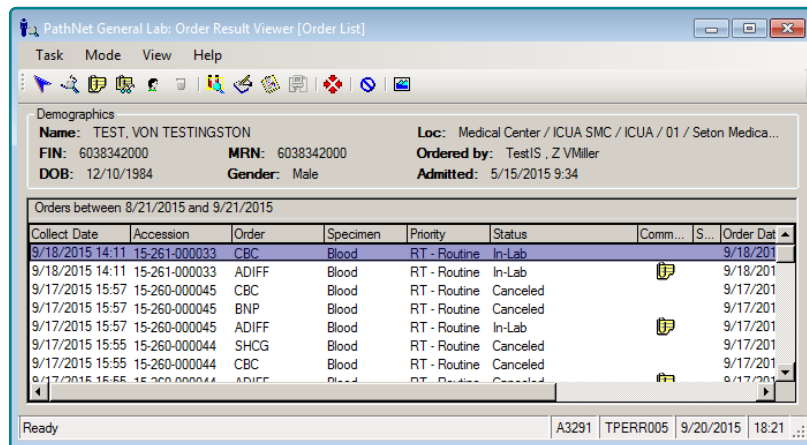
Right-Click on it. Then, select the desired search parameter.



 **Modify** the filters (date range and type of activity), if needed.¹⁰

¹⁰ In most cases this step is unnecessary as they can limit the results displayed.

 Click  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			9/18/201
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/201
9/17/2015 15:57	15-260-000045	CBC	Blood	RT - Routine	Canceled			9/17/201
9/17/2015 15:57	15-260-000045	BNP	Blood	RT - Routine	Canceled			9/17/201
9/17/2015 15:57	15-260-000045	ADIFF	Blood	RT - Routine	In-Lab			9/17/201
9/17/2015 15:55	15-260-000044	SHCG	Blood	RT - Routine	Canceled			9/17/201
9/17/2015 15:55	15-260-000044	CBC	Blood	RT - Routine	Canceled			9/17/201
9/17/2015 15:55	15-260-000044	ADIFF	Blood	RT - Routine	Canceled			9/17/201

Ready A3291 TPERR005 9/20/2015 18:21

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.¹¹

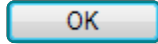
¹¹ Refer to: CANCELING ORDERS pg. 19.

Click **ACCESSION** option.

ACCESSION

Enter the accession number.¹²

¹² See the **ACCESSION NUMBER** handout for more information.

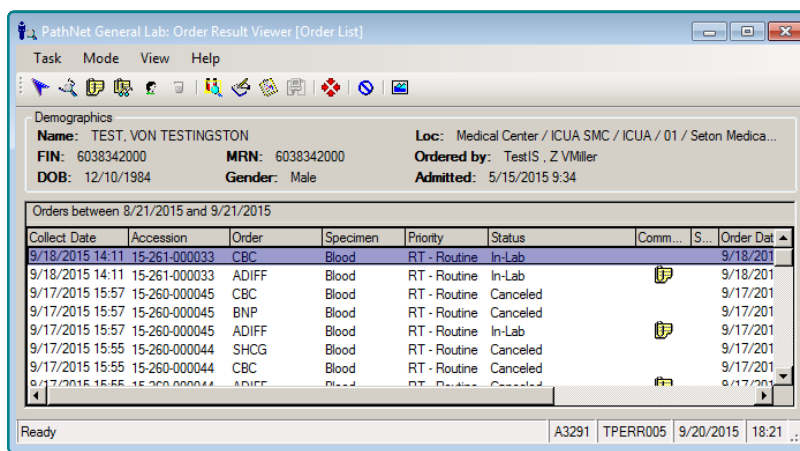
Click  to search for orders.

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 14:11
9/18/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/18/2015 14:11

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 provide details about the orders *e.g.* *Collect Date*, *Accession Number*, *Priority*, *etc....*

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

COLUMN HEADERS

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

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			9/2/201
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

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

⚠ WARNING: This section uses a lot of fancy Cerner terms. If needed, refer to the **GLOSSARY** for help.

ORDERABLE STATUS

Knowing the meaning of the ORDERABLE STATUS in ORV will go a long way when it comes to troubleshooting issues you may run into.

Cerner will not allow certain functions if the order status isn't correct. For example: you can't perform results if the sample is not "In-lab," or "In Process."

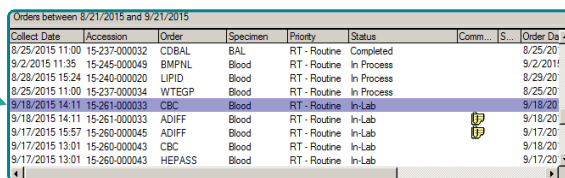
STATUS	MEANING
SCHEDULED	The order is placed for the future. It doesn't have an accession number.
DISPATCHED	The sample labels have printed, but the sample has not been collected yet.
COLLECTED	The sample has been collected, but it has not been received by the laboratory.
IN TRANSIT	The sample has been put on a transfer list and is in-route to another site.
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.

Table 1: ORV Order Statuses

VIEWING RESULTS

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

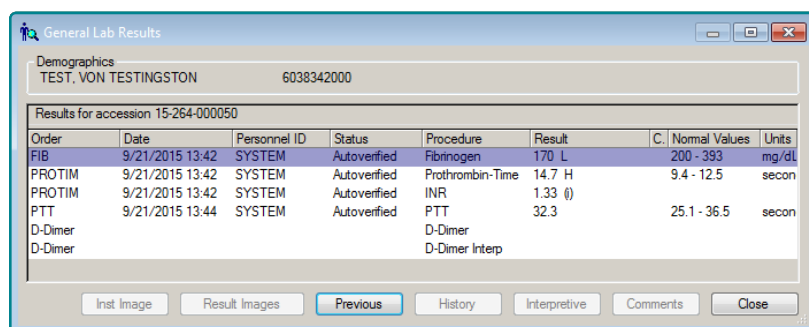
DOUBLE CLICK



The screenshot shows a table titled "Orders between 8/21/2015 and 9/21/2015". A green arrow labeled "DOUBLE CLICK" points to the row with the following data:

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			9/2/201
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
8/18/2015 14:11	15-261-000033	CBC	Blood	RT - Routine	In-Lab			9/18/20
9/15/2015 14:11	15-261-000033	ADIFF	Blood	RT - Routine	In-Lab			9/15/20
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

THE RESULTS for the entire accession number will display in a pop-up window.¹³



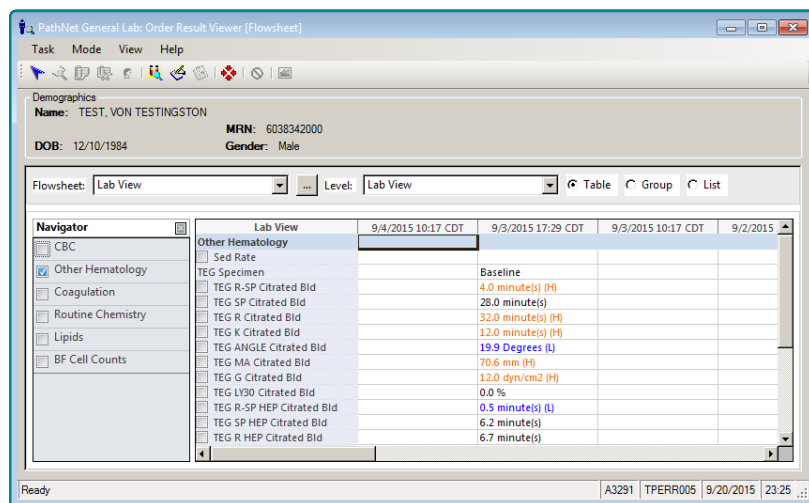
¹³ If they don't, check the status of the order. If it's not **COMPLETED**, **IN-LAB**, or **IN PROCESS**, there aren't any results which can be viewed.

SELECTING AN ASSAY and clicking **Previous** will show the previous results for that assay.¹⁴

¹⁴ **info:** The first item in the PREVIOUS RESULTS will always be the result selected. ONE RESULT MEANS THERE IS NO PREVIOUS.

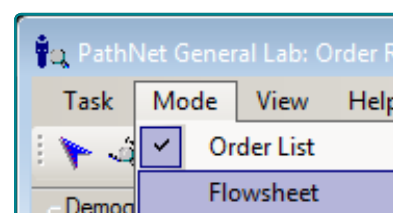
FLWSHEET MODE

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 to flowsheet mode.

Click **MODE** on the menu bar.



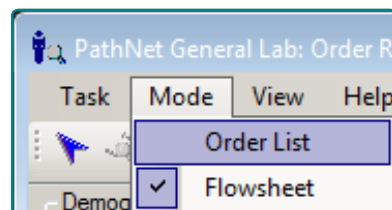
 Click **FLWSHEET**.

THIS GUIDE IS getting long. It's best if we don't dive too deep into Flow-sheet mode. It's there, play around with if you'd like.


! IMPORTANT: 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 an  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			9/2/201
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 *either* of the "Comment" icons on the toolbar.



COMMENTS¹⁵ will open the COMMENTS window. From here you can see the ORDER COMMENTS and ORDER NOTES.

¹⁵ "Note and paperclip."

COMMENTS VIEWER¹⁶ opens the COMMENT VIEWER. This will show all available comments for the order.

¹⁶ "Note, paperclip and tiny glasses."


It can also be kept open with ORV and will update as different orders are selected.

BRANCHING

From Order Result Viewer, orders can be opened in other applications. 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 toolbar.¹⁷

¹⁷ **info:** Hovering over the icons will display their name.

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



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


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.

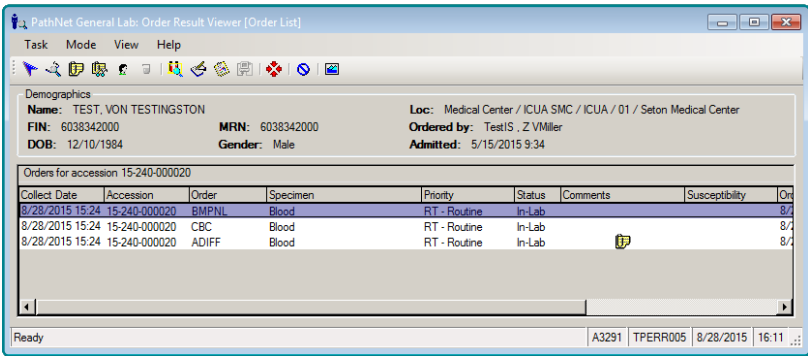
If an order status is *Completed* or *In Process* it cannot be canceled.¹⁸ If you recall, orders with those statuses already have verified results.¹⁹

¹⁸ Luckily, ORV will disable the 



¹⁹ Refer to: [ORDERABLE STATUS pg. 14](#).

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


 *Select* the order to be canceled.

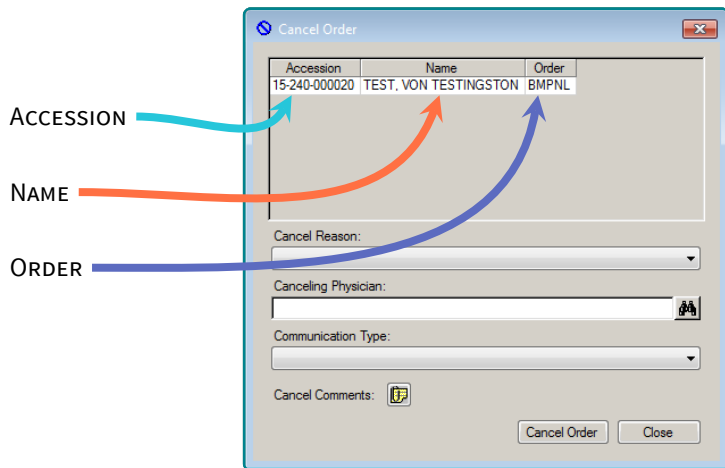


The basic panel was sent down in a Laven-der Top. It needs to be canceled.

 *Click* on the  icon in the toolbar to open the Cancel Order dialog.



 **Review** the details of the order to be canceled.



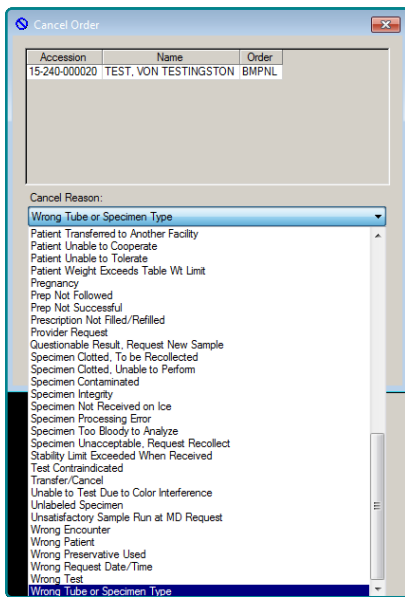
ACCESSION

NAME



ORDER

Check that the Order and Patient's name.

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




In this case, we will choose “Wrong Tube or Specimen Type”

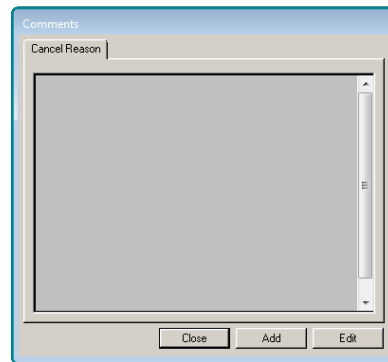
 **Click** the  icon to open the Cancel Comment window.²⁰

ENTER ANY REQUIRED comments.

 **Click** the  button.

 **Type** “calred.”

²⁰  *Refer to the COMMENTS PROCEDURE for more information.*



Hit **F9** to expand the call template.

Hit **F3** to move between 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.

Review the information to ensure everything has been entered correctly.

ACCESSION

NAME

ORDER

REASON

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

Click **Cancel Order** when finished.²¹

²¹ Order Result Viewer will refresh with the updated information for the canceled order.

CANCEL INFORMATION

Collect Date	Accession	Order	Specimen	Priority	Status	Com	S	Order Date	Order Personnel ID	O	Cancel Date	Cancel Person	Cancel Reason
8/28/2015 15:24	15-240-000020	BMPNL	Blood	RT - Routine	Canceled	TP		8/28/2015 15:24	Perry, Thomas J MLS		8/28/2015 20:15	Perry, Thomas	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				

THE STATUS HAS BEEN updated to CANCELED. In addition, ORV now shows the CANCEL COMMENT, DATE, PERSON, and REASON.

TIPS

KEYBOARD SHORTCUTS

ORDER RESULT VIEWER KEYBOARD SHORTCUTS	
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 CTRL+R	VIEW RESULTS OF SELECTED ORDER.
 CTRL+O	OPEN COMMENT VIEWER.
 CTRL+F	OPEN THE “FIND ORDERS” DIALOG.
 F9	MANUAL EXPEDITE.

Table 2:  Order Result Viewer Shortcuts

TROUBLESHOOTING

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

UNABLE TO SEARCH BY ACCESSION NUMBER

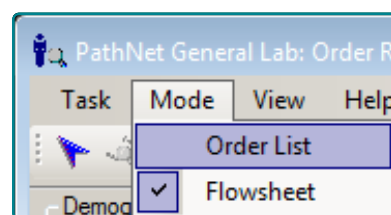
The last time ORV was open, it was most likely in “Flowsheet” mode. This mode does not allow searching by accession number.

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 reuse branched applications.

This means, if you branch to ARE and leave the window open, ORV will use the open window the next time you branch.²²

Since pulling up a new accession number could cause unperformed results to be lost, Cerner will not allow the second application to open.

Basically, just close all those windows except ORV and try again.

²² Still with me?

