

CERNER TRAINING MANUALS

PENDING INQUIRY


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
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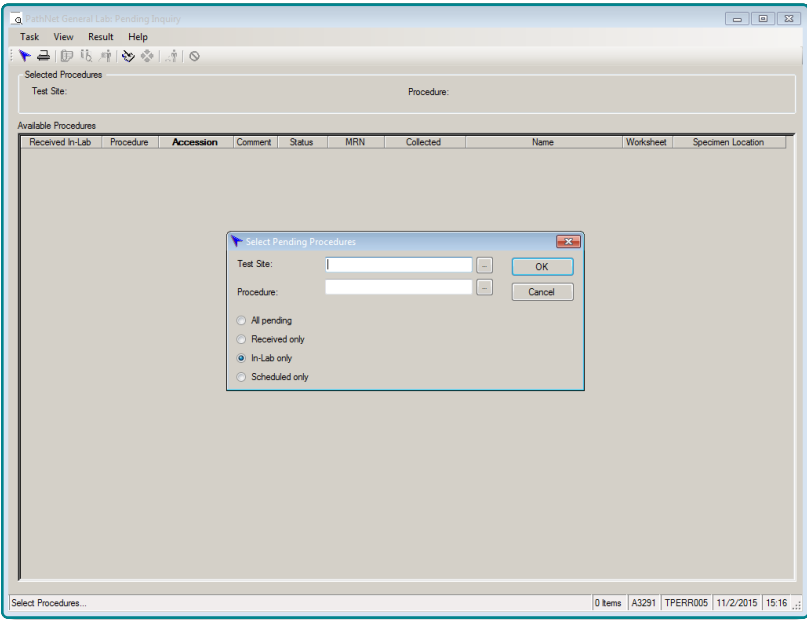
INTRODUCTION

Pending inquiry is the Application used to view pending tests for a TEST SITE. It is the best tool when it comes to monitoring workload.

In addition, Pending Inquiry can branch into other applications. This allows you to quickly LOG-IN, RESULT, or CANCEL orders. Branching also allows you to view additional information such as BLOOD BANK PRODUCTS, COMMENTS, or CONTAINER DETAILS.


OPEN PENDING INQUIRY by clicking the  icon from the App-Bar¹.


¹  Refer to the APP-BAR PROCEDURE if you need help adding it.




CUSTOMIZE PENDING INQUIRY


The default layout for the PENDING INQUIRY can be modified to make the most important details easier to see.


OPEN PENDING INQUIRY by clicking the  icon from the App-Bar.²

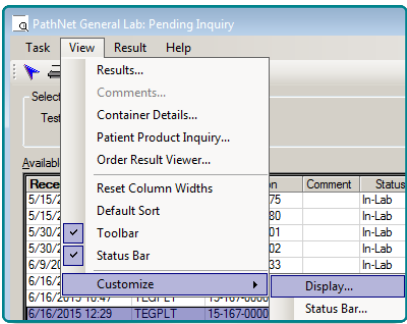
²  Refer to the APP-BAR PROCEDURE if you need help adding it.

 Click .

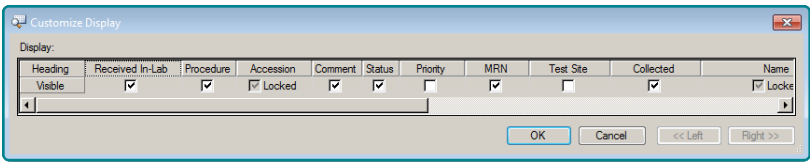
 Click **VIEW** from the menu bar.

 Select **CUSTOMIZE**.

 Select **DISPLAY...**





THE CUSTOMIZE DISPLAY WINDOW will open.



Each ☒ represents a COLUMN HEADER.

Selecting Headings

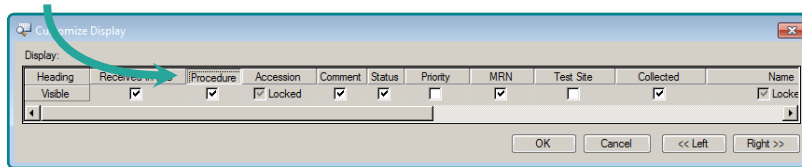
 Check ☒ the columns you'd like displayed.

 **Uncheck** ☐ the columns you'd like to hide.

Rearranging Columns

 **Select** the HEADING to be moved.³

³ Click its name.



 **Click** either  or  to move the column.

HERE IS A SUGGESTION for a layout.

RECEIVED IN-LAB: DATE AND TIME THE SAMPLE WAS RECEIVED.

PROCEDURE: THE TEST WHICH IS ORDERED.

ACCESSION: THE ACCESSION NUMBER

NAME: PATIENTS NAME

MRN: MRN

COMMENTS: A FLAG TO IDENTIFY IF COMMENTS ARE PRESENT.

STATUS: THE PENDING STATUS OF THE ORDER.⁴

⁴ This will be either: PENDING or IN-LAB.


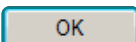
PRIORITY: THE PRIORITY OF THE ORDER.⁵

⁵ Stat, Routine, Time Study etc...

COLLECTED: THE DATE AND TIME OF COLLECTION.


SPECIMEN LOCATION: THE CURRENT LOCATION OF THE CONTAINER.⁶


⁶ e.g. BH Login, SEBD Login, 4S SNW, etc...

 **Click**  when finished.

Resizing Columns

 **Hover** over the COLUMN SEPARATOR.⁷

⁷ We want the cursor to look like this: 

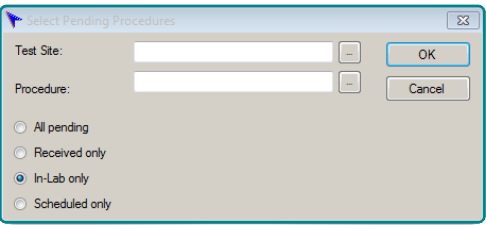
 **Click Drag** the COLUMN SEPARATOR until the column is the desired size.

Received In-Lab	Accession	Name	MRN	Status	Priority	Collected	Specimen Location
6/24/2015 13:10	15-175-000051	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	6/24/2015 13:09	SMC Login
6/24/2015 13:10	15-175-000052	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	6/24/2015 13:08	SMC Login
6/24/2015 13:11	15-175-000056	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	6/24/2015 13:07	SMC Login
7/17/2015 19:42	15-198-000018	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	7/17/2015 19:42	SMC Login
7/17/2015 19:51	15-198-000019	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	7/17/2015 19:51	SMC Login
7/22/2015 11:38	15-203-000027	TEST, VON TESTINGSTON	6038342000	In-Lab	RT - Routine	7/22/2015 11:38	SMC Login





PULLING A PENDING LOG


About the Options



When Pending Inquiry is first opened, the SELECT PENDING PROCEDURES window will appear. This window is used to select which assays will be displayed.



Test Site

The TEST SITE is the  INSTRUMENT,  BENCH,  SECTION or  SUBSECTION you're looking for.⁸

info: For a detailed description of routing:  Refer to: **ROUTING** pg. 21

⁸ Selecting a  SECTION or  SUBSECTION will include everything under it. For instance, DC HEME S will include: CBCs, Tegn, ESRs, etc...

Procedure

The PROCEDURE is used to limit the list to one test.⁹

⁹ This is an optional field.

Status

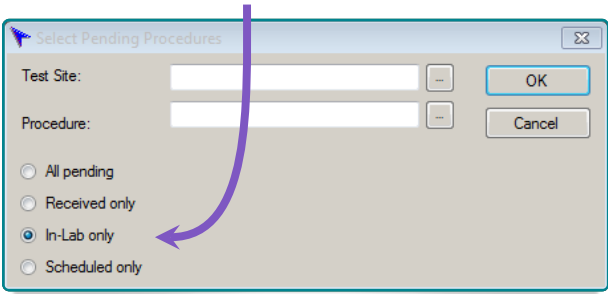
The STATUS is used to refine the list by the status of the order.

STATUS	WHAT WILL BE DISPLAYED ON THE LIST
ALL PENDING	All Pending Orders.
RECEIVED ONLY	Orders with at least one Received Container.
IN-LAB ONLY	Orders which are in the In-Lab Status.
SCHEDULED ONLY ONLY	Only view order that haven't been Dispatched.

Table 1: Pending Status Options

Entering Options

Select the **IN-LAB ONLY** option.



Enter your hospital's abbreviation in the **TEST SITE** field.

info: If you know a portion of the site name, you can enter it now. For instance: If you're looking for SMC HEME S you can type: 'SMC Heme S', or even just 'SMC Heme.'

SITE	ABBREVIATION
BRACK	BH
DELL'S	DC
EDGAR B.	SEBD
HAYS	SHC
HIGHLAND LAKES	SHL
SMCA	SMC
NORTHWEST	SNW
SOUTHWEST	SSW
WILLIAMSON	SWC

Click the button.¹⁰

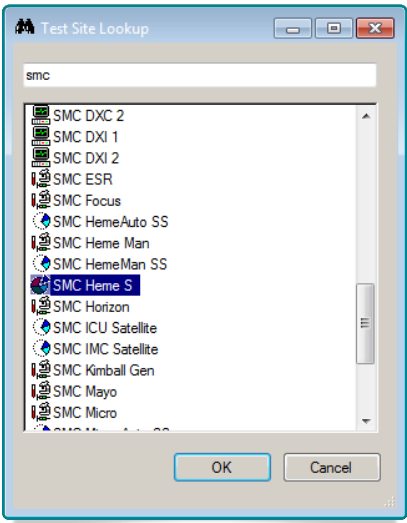
¹⁰ **Hotkey:** Enter also works

To REFINE THE list, continue typing the name of the site in the text box.

▲ IMPORTANT: FOR A MAP OF YOUR HOSPITALS ROUTING: REFER TO: **ROUTING pg. 21**

Find the SECTION, SUBSECTION, INSTRUMENT or BENCH.¹¹

¹¹ e.g. SMC HEME S





PathNet General Lab: Pending Inquiry

Task View Result Help

Selected Procedures

Test Site: SMC Heme S Procedure: All

Available Procedures

Received In-Lab	Procedure	Accession	Comment	Status	MRN	Collected	Name	Wo
6/24/2015 13:10	WTEGP	15-175-000052		In-Lab	6038342000	6/24/2015 13:08	TEST, VON TESTINGSTON	
6/24/2015 13:11	WTEGP	15-175-000056		In-Lab	6038342000	6/24/2015 13:07	TEST, VON TESTINGSTON	
7/17/2015 19:42	TEGPLT	15-198-000018		In-Lab	6038342000	7/17/2015 19:42	TEST, VON TESTINGSTON	
7/17/2015 19:51	TEGPLT	15-198-000019		In-Lab	6038342000	7/17/2015 19:51	TEST, VON TESTINGSTON	
7/22/2015 11:38	TEGPLT	15-203-000027		In-Lab	6038342000	7/22/2015 11:38	TEST, VON TESTINGSTON	
7/22/2015 11:40	TEGPLT	15-203-000028		In-Lab	6038342000	7/22/2015 11:38	TEST, VON TESTINGSTON	
7/23/2015 9:42	TEGPLT	15-204-000026		In-Lab	6038342000	7/23/2015 9:42	TEST, VON TESTINGSTON	
7/28/2015 10:18	CBC	15-209-000024		In-Lab	6038342000	7/28/2015 10:18	TEST, VON TESTINGSTON	
7/31/2015 11:06	CDSF	15-212-000023		In-Lab	6038342000	7/31/2015 11:06	TEST, VON TESTINGSTON	
8/25/2015 12:03	WTEGP	15-237-000034		In-Lab	6038342000	8/25/2015 11:00	TEST, VON TESTINGSTON	
10/8/2015 17:17	PLDIF	15-281-000137	O	In-Lab	1016927	10/8/2015 17:06	ZZTEST, SMCASUNQUESTINP	
10/10/2015 20:40	ADIFF	15-268-000019	O	In-Lab	6038342000	10/9/2015 21:21	TEST, VON TESTINGSTON	
10/10/2015 20:40	CBC	15-268-000019		In-Lab	6038342000	10/9/2015 21:21	TEST, VON TESTINGSTON	
10/15/2015 14:12	PLFDIF	15-288-000108		In-Lab	6038342000	10/15/2015 14:12	TEST, VON TESTINGSTON	
10/15/2015 14:14	PLFDIF	15-288-000109		In-Lab	6038342000	10/15/2015 14:12	TEST, VON TESTINGSTON	
10/15/2015 14:16	PLFDIF	15-288-000110		In-Lab	6038342000	10/15/2015 14:12	TEST, VON TESTINGSTON	
10/15/2015 14:20	PLFDIF	15-288-000112		In-Lab	6038342000	10/15/2015 14:12	TEST, VON TESTINGSTON	
10/15/2015 15:23	BALDIF	15-288-000117	O	In-Lab	1016798	10/15/2015 15:20	ZZTEST, SMCASCEN8	
10/15/2015 23:55	SED	15-268-000019		In-Lab	6038342000	10/15/2015 19:01	TEST, VON TESTINGSTON	
10/16/2015 14:36	ADIFF	15-289-000072	O	In-Lab	1018744	10/16/2015 14:33	ZZTEST, MAINED1	
10/16/2015 14:36	CBC	15-289-000072		In-Lab	1018744	10/16/2015 14:33	ZZTEST, MAINED1	
10/20/2015 11:20	ADIFF	15-293-000042	O	In-Lab	6038342000	10/20/2015 11:19	TEST, VON TESTINGSTON	
10/20/2015 11:20	CBC	15-293-000042		In-Lab	6038342000	10/20/2015 11:19	TEST, VON TESTINGSTON	
10/28/2015 20:18	ADIFF	15-301-000235	O	In-Lab	6038342000	10/28/2015 20:18	TEST, VON TESTINGSTON	
10/28/2015 20:18	CBC	15-301-000235		In-Lab	6038342000	10/28/2015 20:18	TEST, VON TESTINGSTON	
10/28/2015 20:41	CDPERI	15-301-000236		In-Lab	6038342000	10/28/2015 20:18	TEST, VON TESTINGSTON	
10/29/2015 11:25	ADIFF	15-302-000016	O	In-Lab	6038342000	10/29/2015 11:21	TEST, VON TESTINGSTON	
10/29/2015 11:25	CBC	15-302-000016		In-Lab	6038342000	10/29/2015 11:21	TEST, VON TESTINGSTON	
10/29/2015 11:33	CBC	15-302-000017		In-Lab	6038342000	10/29/2015 10:00	TEST, VON TESTINGSTON	
10/29/2015 11:33	MDIFF	15-302-000017	O	In-Lab	6038342000	10/29/2015 10:00	TEST, VON TESTINGSTON	
10/29/2015 11:36	PERDIF	15-302-000018	O	In-Lab	6038342000	10/29/2015 10:00	TEST, VON TESTINGSTON	
10/29/2015 11:53	PLFDIF	15-302-000019	O	In-Lab	6038342000	10/29/2015 10:00	TEST, VON TESTINGSTON	
11/2/2015 12:23	BT	15-306-000033		In-Lab	5027957	11/2/2015 10:56	ZZTESTGENLAB, BHFP2Y	

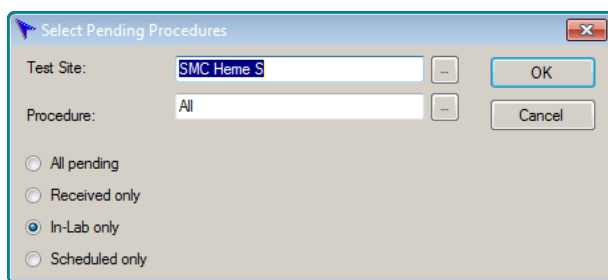
1 Item(s) Selected 42 Item(s) as of 11/3/2015 11:55 | A3291 | TPERR005 | 11/3/2015 | 12:27 ...

Refreshing the Pending List

It is useful to periodically refresh PENDING INQUIRY. This will remove any orders that have been VALIDATED, or CANCELED and add new orders which have been LOGGED-IN,



THIS WILL RE-OPEN the SELECT PENDING PROCEDURES window.




Click  ¹²

¹² OPTIONALLY: Update any information.

Sorting Pending Inquiry

The Pending List can be sorted by any of the columns displayed.



Click on the **COLUMN HEADER**.¹³



Received In-Lab	Procedure	Accession	Comment	Status	MRN	Collected	Name
6/24/2015 13:10	WTEGP	15-175-000052		In-Lab	6038342000	6/24/2015 13:08	TEST, VON TESTINGSTON
6/24/2015 13:11	WTEGP	15-175-000056		In-Lab	6038342000	6/24/2015 13:07	TEST, VON TESTINGSTON
7/17/2015 19:42	TEGP LT	15-198-000018		In-Lab	6038342000	7/17/2015 19:42	TEST, VON TESTINGSTON
7/17/2015 19:51	TEGP LT	15-198-000019		In-Lab	6038342000	7/17/2015 19:51	TEST, VON TESTINGSTON

¹³ The current Sorting column will appear in **BOLD** text.

info: Clicking a header multiple times will toggle the sort order.¹⁴

¹⁴ Sort  or 


Printing the Pending Log

The pending log can be printed in its entirety or a portion of the pending log can be printed.

Cerner will use the DEFAULT PRINTER for your computer.¹⁵

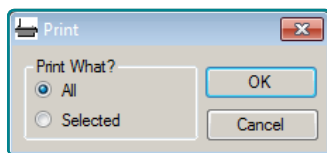
¹⁵ To view the installed printers:

Printing the Entire Pending Log

Hit the  key on the keyboard.
Select **DEVICES AND PRINTERS**.

Click the PRINT icon  from the TOOL BAR.¹⁶

¹⁶ **Hotkey:** *Ctrl+P* will also work.




Select **ALL**.

Printing selected procedures:

Select the orders to print.¹⁷

¹⁷ This can be done by clicking and dragging down the list.

 *Click* the PRINT icon  from the TOOL BAR.¹⁸

 *Select* **SELECTED.**

 *Click* 


¹⁸  **Hotkey:** *Ctrl+P* will also work.

BRANCHING FROM PENDING INQUIRY

From Pending Inquiry, 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.¹⁹

¹⁹ **info:** Hovering over the icons will display their name.

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



PATIENT PRODUCT INQUIRY: allows us to view the BLOOD BANK PRODUCTS the patient has been given.²⁰

²⁰ This is very helpful when there are Hgb deltas.



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.




ORDER RESULT VIEWER (ORV): allows us to view all of the orders on an accession number.



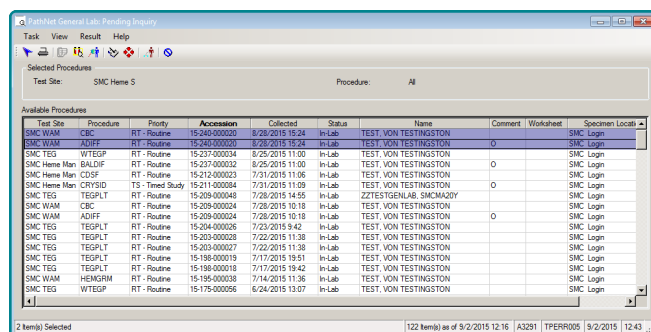
CANCELING

WITH PENDING INQUIRY, we have the ability to cancel multiple orders at the same time.

This can be useful in cases where all the orders on a container need to be canceled (I.e. a CBC and ADIFF are clotted.)

 **Select** the orders which need to be canceled.²¹

²¹ To select multiple orders hold down the Ctrl key while clicking additional orders.




 **Click** the  CANCEL ICON from the TOOL BAR.²²

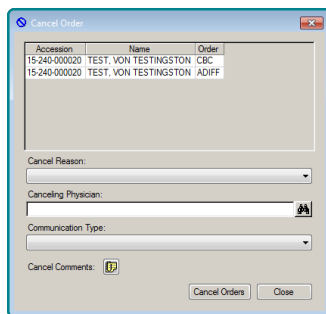


²² **🔧 TROUBLESHOOTING:** If part of the order has been resulted, Cerner will display a message saying: "The selected Order Cannot be Canceled"

The rest of the order must be resulted with a FREETEXT result and the test must be credited.

 **Review** the information to ensure the right order has been selected.²³

²³ Check that the Order(s) and Patient's name are correct.




Cancel Order


Accession	Name	Order
15-240-000020	TEST, VON TESTINGSTON	CBC
15-240-000020	TEST, VON TESTINGSTON	ADIFF

Cancel Reason:

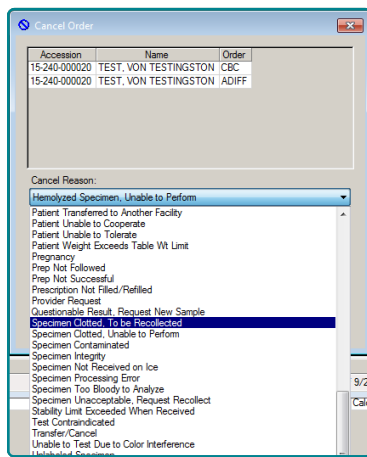
Cancelling Physician:

Communication Type:

Cancel Comments: 

 *Select* the appropriate Cancel Reason from the drop-down menu.²⁴

²⁴ In this case we will choose: "Specimen Clotted. To be recollected."





Cancel Order

Accession	Name	Order
15-240-000020	TEST, VON TESTINGSTON	CBC
15-240-000020	TEST, VON TESTINGSTON	ADIFF

Cancel Reason:


Patient Transferred to Another Facility
 Patient Unable to Cooperate
 Patient Unable to Tolerate
 Patient Weight Exceeds Table Wt Limit
 Pregnancy
 Prep Not Followed
 Prep Not Successful
 Prescription Not Filled/Refilled
 Provider Request
 Questionable Result, Request New Sample
Specimen Clotted, To be Recollected
 Specimen Clotted, Unable to Perform
 Specimen Contaminated
 Specimen Integrity
 Specimen Not Received on Ice
 Specimen Processing Error
 Specimen Too Bloody to Analyze
 Specimen Unacceptable, Request Recollect
 Stability Limit Exceeded When Received
 Test Contraindicated
 Transfer/Cancel
 Unable to Test Due to Color Interference
 Unlabeled Specimens


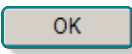
 *Click* the  icon to open the CANCEL COMMENT WINDOW.²⁵

²⁵ The CANCEL COMMENT WINDOW will open.

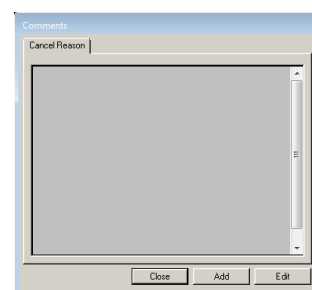
ENTER ANY REQUIRED comments:

 *Click* the  button.

 *Enter* any required comments.


 *Click*  when finished.


 *Click*  to close the Comments dialog.



Comments

Cancel Reason

 *Review* the information, ensuring everything is correct.

For more information on entering comments:  Refer to the **COMMENTS** documentation.

Accession	Name	Order
15-240-000020	TEST, VON TESTINGSTON	ADIFF
15-240-000020	TEST, VON TESTINGSTON	CBC

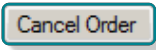
Cancel Reason: Specimen Clotted, To be Recollected

Canceling Physician: [Text Field]

Communication Type: [Dropdown Menu]

Cancel Comments: [Text Area]

Cancel Orders Close

Click  when finished.

PENDING INQUIRY WILL refresh, and the canceled tests will no long be visible.

TRANSFER SAMPLES

In the event that a laboratory is temporally unable to perform certain tests,²⁶ samples can be routed to another laboratory.

This is a two-step processes:

- **REROUTE:** This is done through Pending Inquiry.
- **TRANSFER SPECIMEN:** This is done through Transfer Specimens.


²⁶ i.e. An instrument has gone down indefinitely.

Reroute Samples

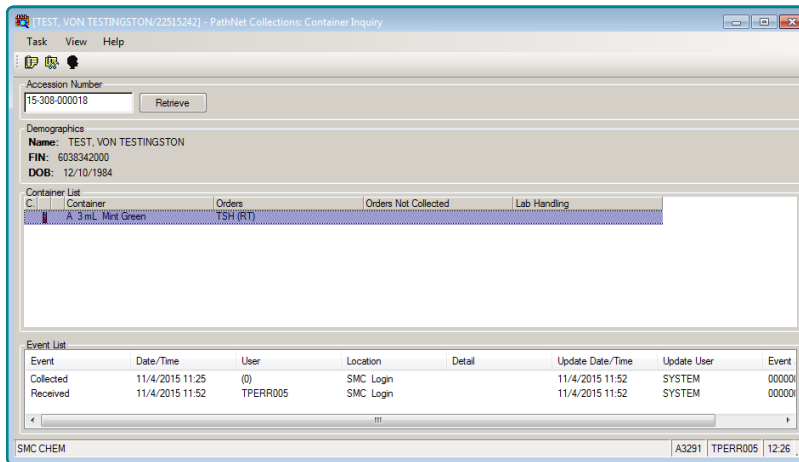
Before samples can be transferred, the ROUTING location needs to be known.

Checking Routing

 *Open*  Container Inquiry.

 *Enter* the accession number.

 *Click* 



TEST, VON TESTINGSTON/22515242] - PathNet Collections: Container Inquiry

Task View Help

Accession Number
15-308-000018 Retrieve

Demographics
Name: TEST, VON TESTINGSTON
FIN: 6038342000
DOB: 12/10/1984


Container List


C	Container	Orders	Orders Not Collected	Lab Handling
A	3 mL Mint Green	TSH (RT)		

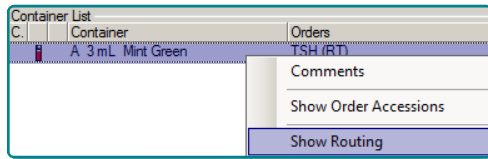
Event List

Event	Date/Time	User	Location	Detail	Update Date/Time	Update User	Event
Collected	11/4/2015 11:25	(0)	SMC Login		11/4/2015 11:52	SYSTEM	000001
Received	11/4/2015 11:52	TPERR005	SMC Login		11/4/2015 11:52	SYSTEM	000001

SMC CHEM A3291 TPERR005 12:26

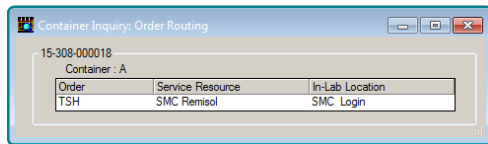
 *Right Click* on the container that will be transferred.

 *Select* **SHOW ROUTING**.



 *Note* the **SERVICE RESOURCE**.²⁷

²⁷ In this case it's SMC REMISOL



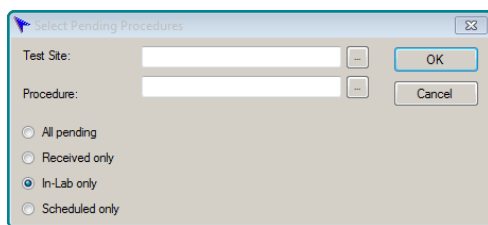
 *Close* CONTAINER INQUIRY.

Transfer Samples


 *Open*  Pending Inquiry.

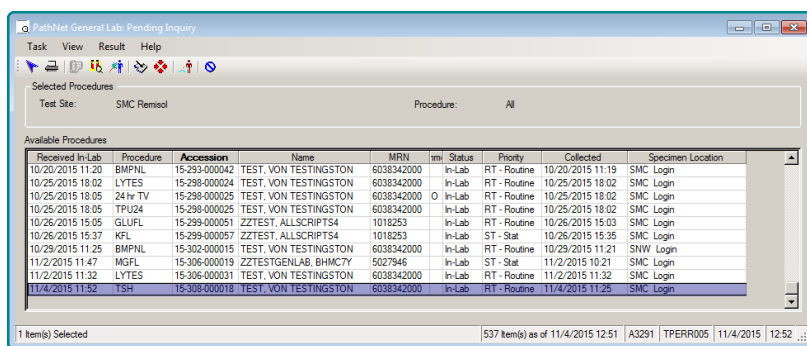
 *Enter* the **SERVICE RESOURCE** into the **TEST SITE** field.²⁸

²⁸ Remember? It's SMC Remisol.



 *Click* 

 *Select* the order to **TRANSFER**.

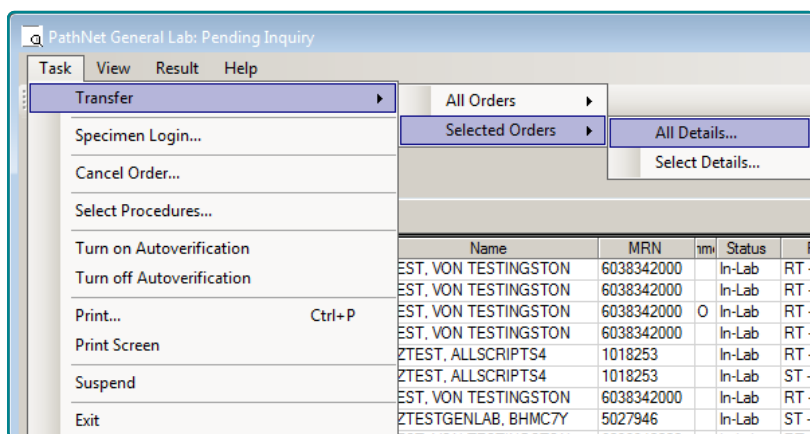


Click **TASK** from the MENU BAR.

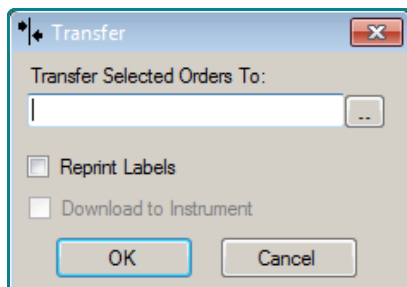
Select **TRANSFER**.

Select **SELECTED ORDERS**.

Click **ALL DETAILS...**



Enter the **SERVICE RESOURCE** destination.

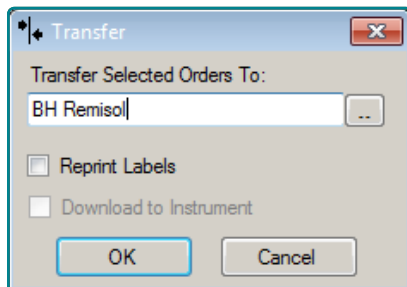


info: In most cases, you can simply replace the hospital abbreviation²⁹ with the destination hospital abbreviation.³⁰

²⁹ SMC in this case

³⁰ BH in this case.

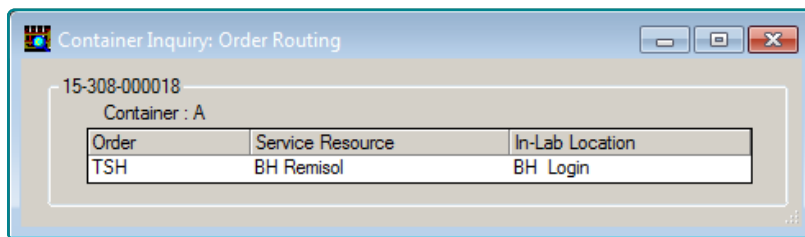
SMC Remisol → BH Remisol



 **Hit**  ENTER on the keyboard.


THE ROUTING of the sample should now be set to **BH REMISOL**. This can be viewed by looking it up in Container Inquiry.³¹

³¹  Refer to: **CHECKING ROUTING** pg. 17



Finishing Up

Finally, the sample needs to be put on a transfer list and sent to the new testing laboratory.

For information of Transferring Specimen:  Refer to the **TRANSFER SPECIMENS** Documentation.

ROUTING

What is Routing?

When Accession Numbers are assigned, Cerner will determine a SERVICE RESOURCE³² for the containers. The SERVICE RESOURCE is based on the PROCEDURE,³³ and COLLECTION LOCATION of the container.

³² Testing location.

³³ e. g. CBC, Basic Panel, HbA_{1c}, etc...

THIS GIVES CERNER the ability to update the status of a sample automatically based on the last place it was LOGGED-IN.

FOR EXAMPLE: Let's say a CBC and a HbA_{1c} are sent to SMCA LABORATORY.

When they're LOGGED-IN to SMC LOGIN the CBC have an IN-LAB status,³⁴ while the HbA_{1c} will have PENDING status.³⁵



³⁴ Meaning, it's available to be tested.

³⁵ Meaning, it's been collected but hasn't been sent yet.

IN ADDITION TO TRACKING, the SERVICE RESOURCES is used in Pending Inquiry as the TEST SITE.

How Does It Work?


Instruments and Benches and Sections oh my!

Every test is **ROUTED** to either an  INSTRUMENT or  BENCH.

 INSTRUMENTS are interfaced instruments.³⁶

³⁶ They can send the results to Cerner.


 BENCHES are where manual tests are performed.

Since there are so many instruments³⁷ and benches we need a way to organize them. To do this we have  SECTIONS and  SUBSECTIONS.

³⁷ We should start a band!

 SECTIONS are departments in the lab.³⁸




³⁸ Heme, Chem, UA, etc...

 SUBSECTIONS are areas of the sections.³⁹

³⁹ Manual Chemistry, Teds, Miscellaneous Micro, etc...

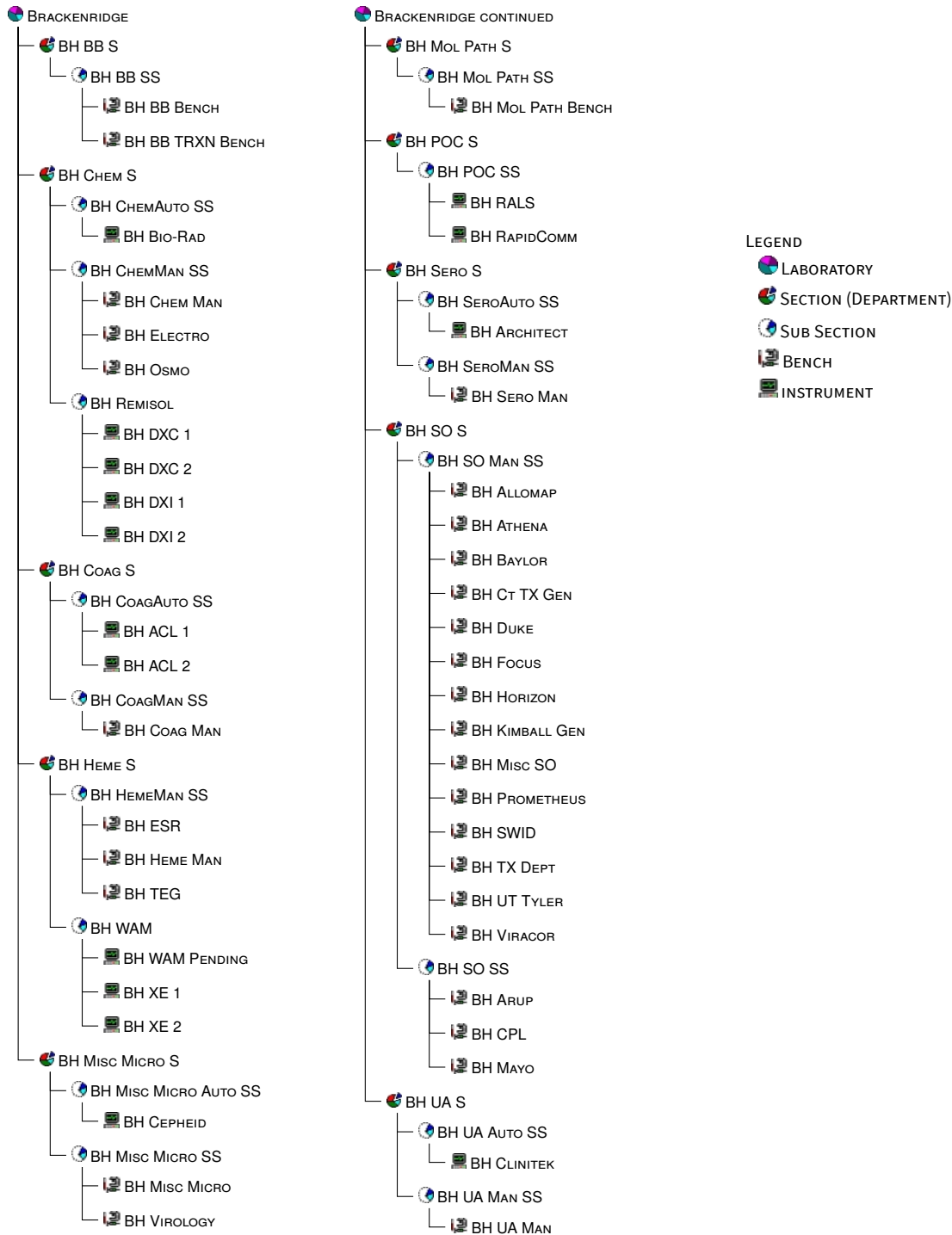
All That To Say:

Tests are routed to a  BENCH or  INSTRUMENT.

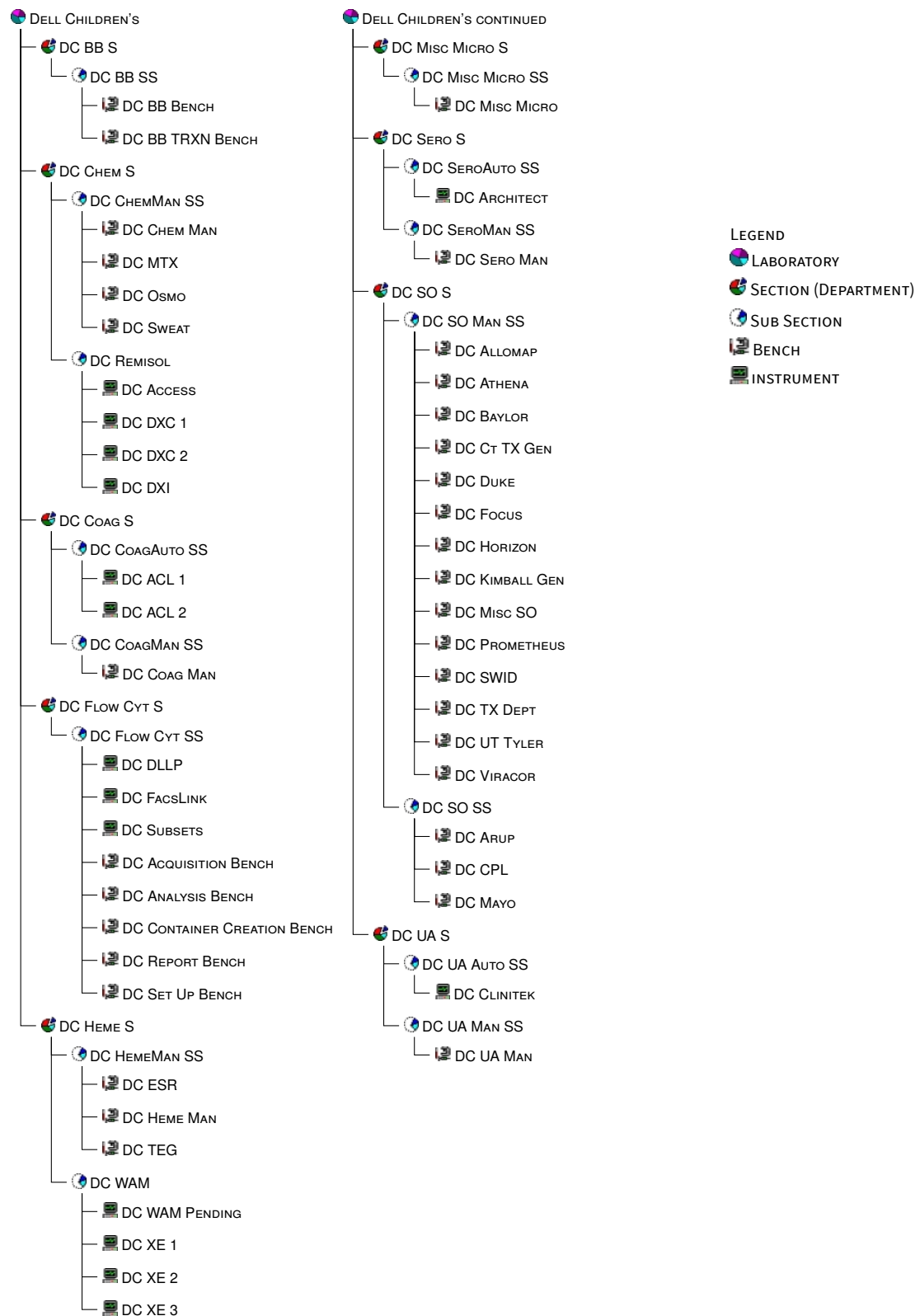
 BENCHES and  INSTRUMENTS belong to a  SUBSECTION.

 SUBSECTIONS belongs to a  SECTION.

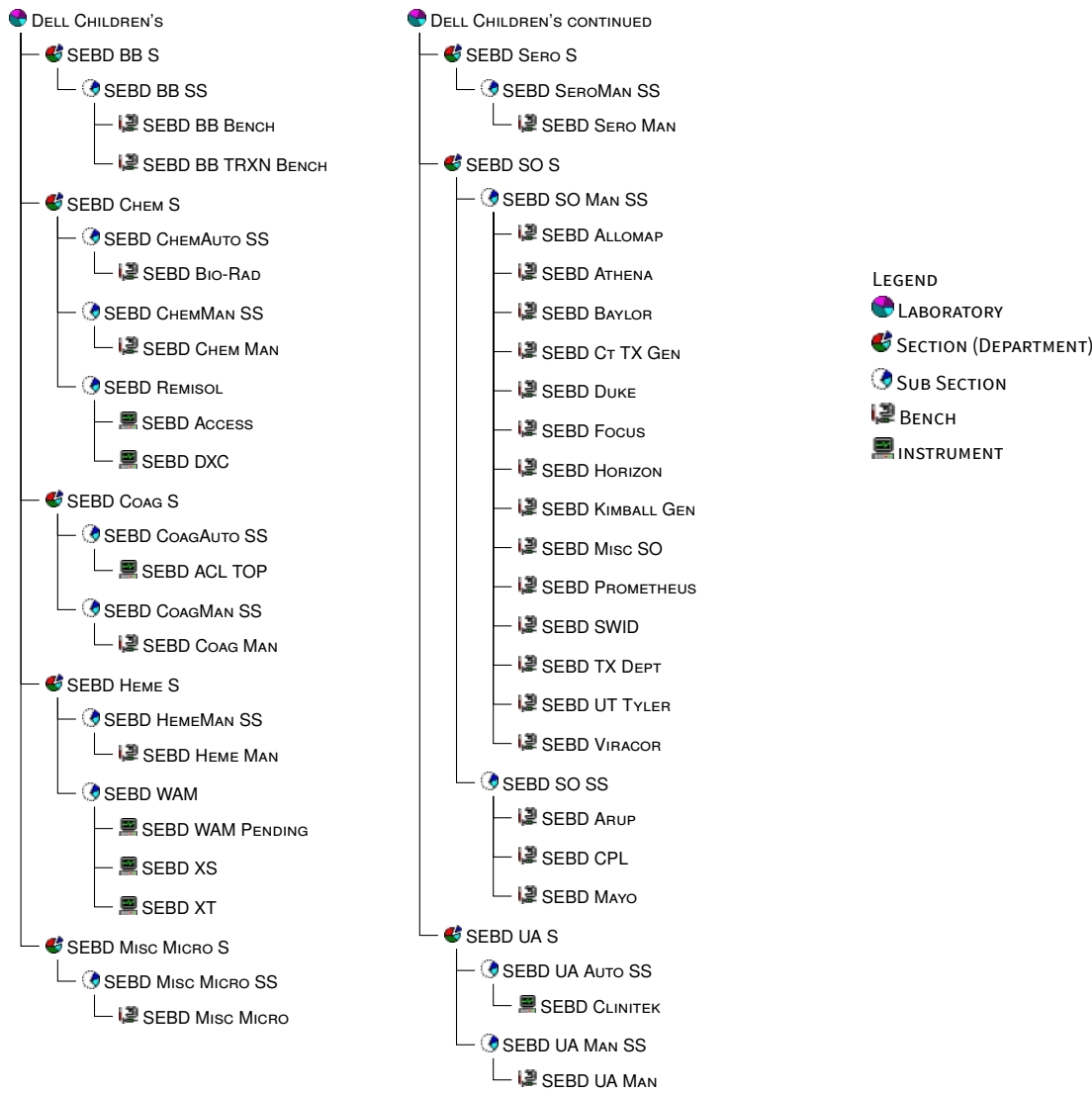
Brackenridge



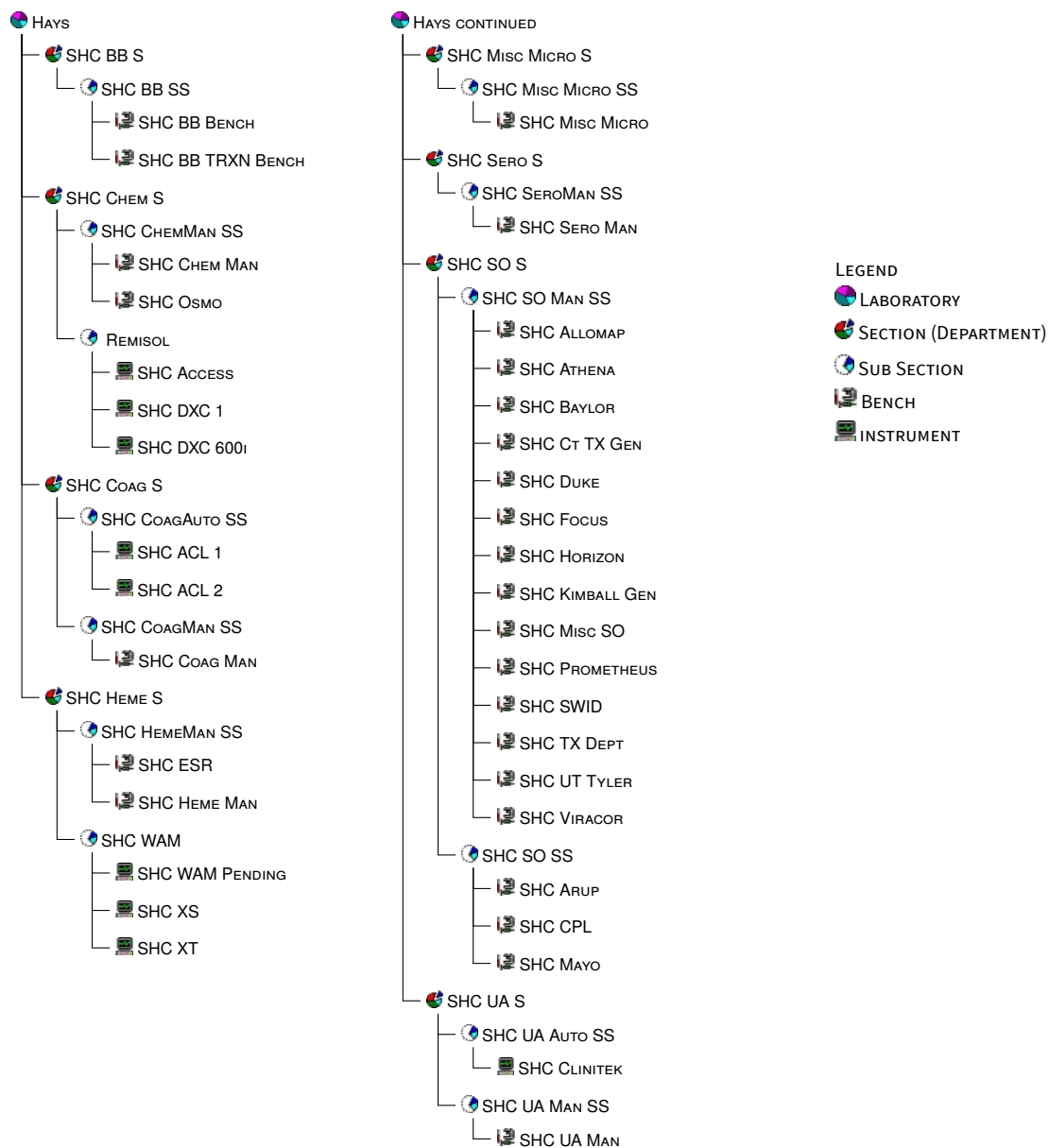
Dell Children's



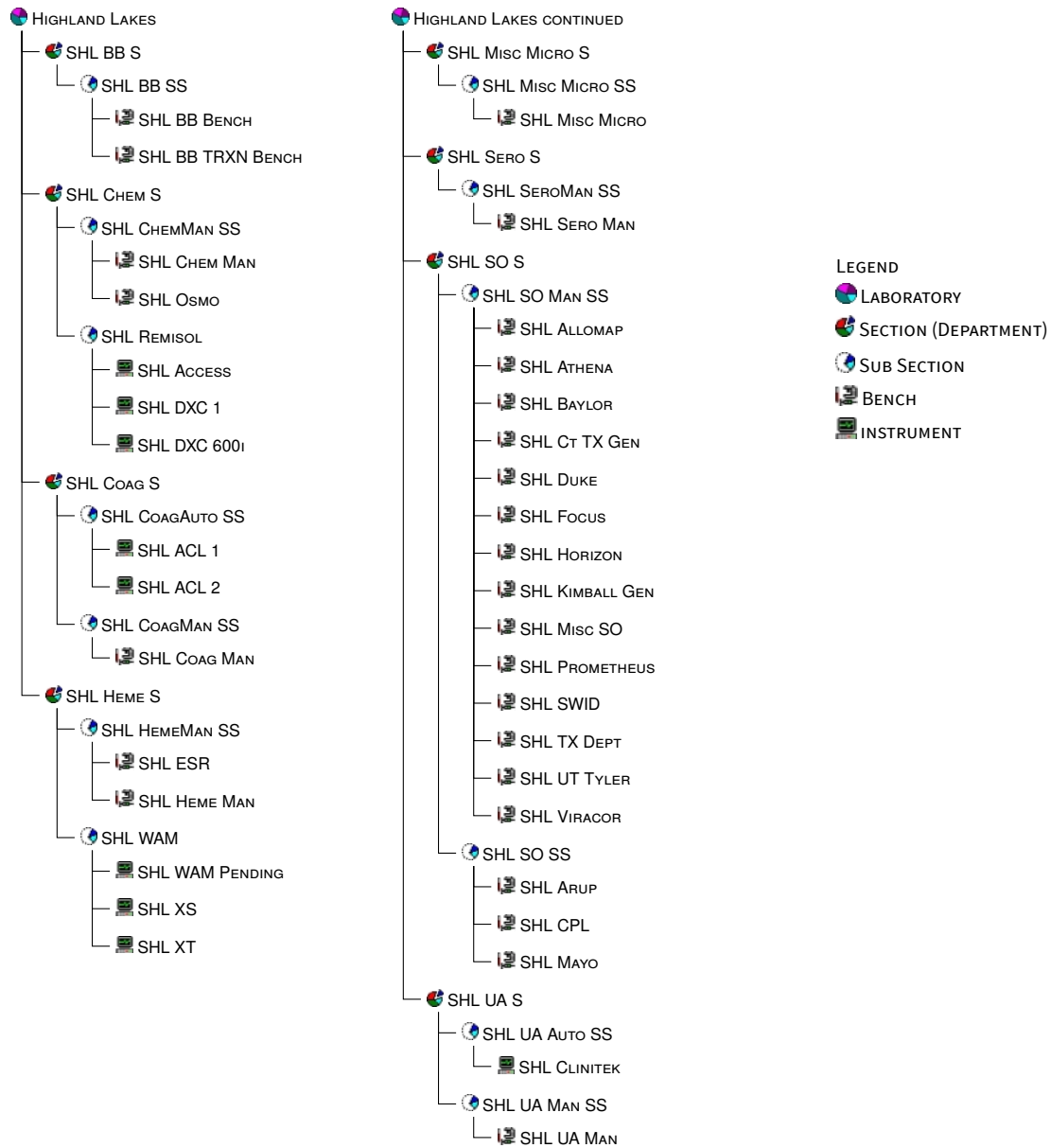
Edgar B. Davis



Hays



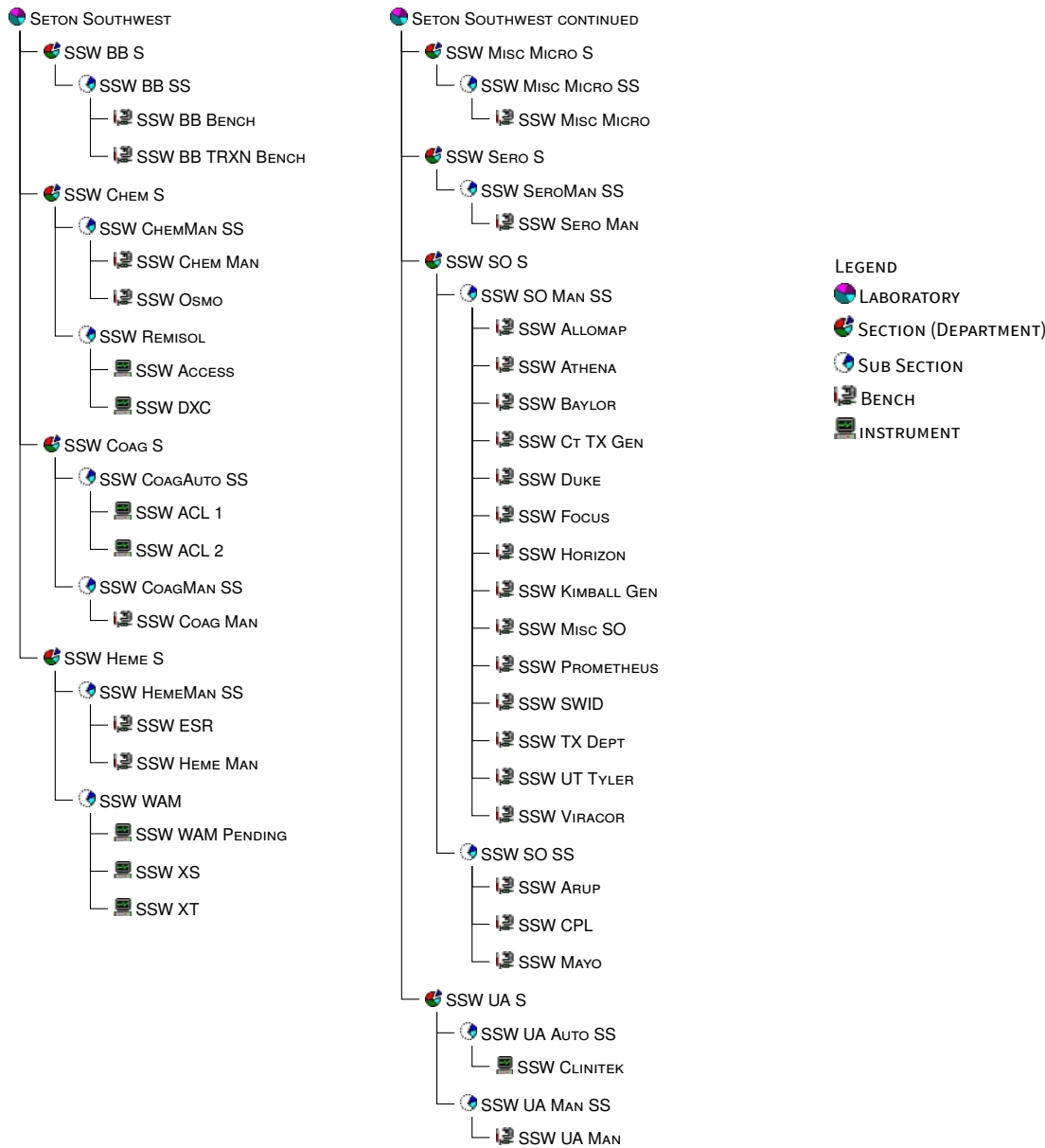
Highland Lakes



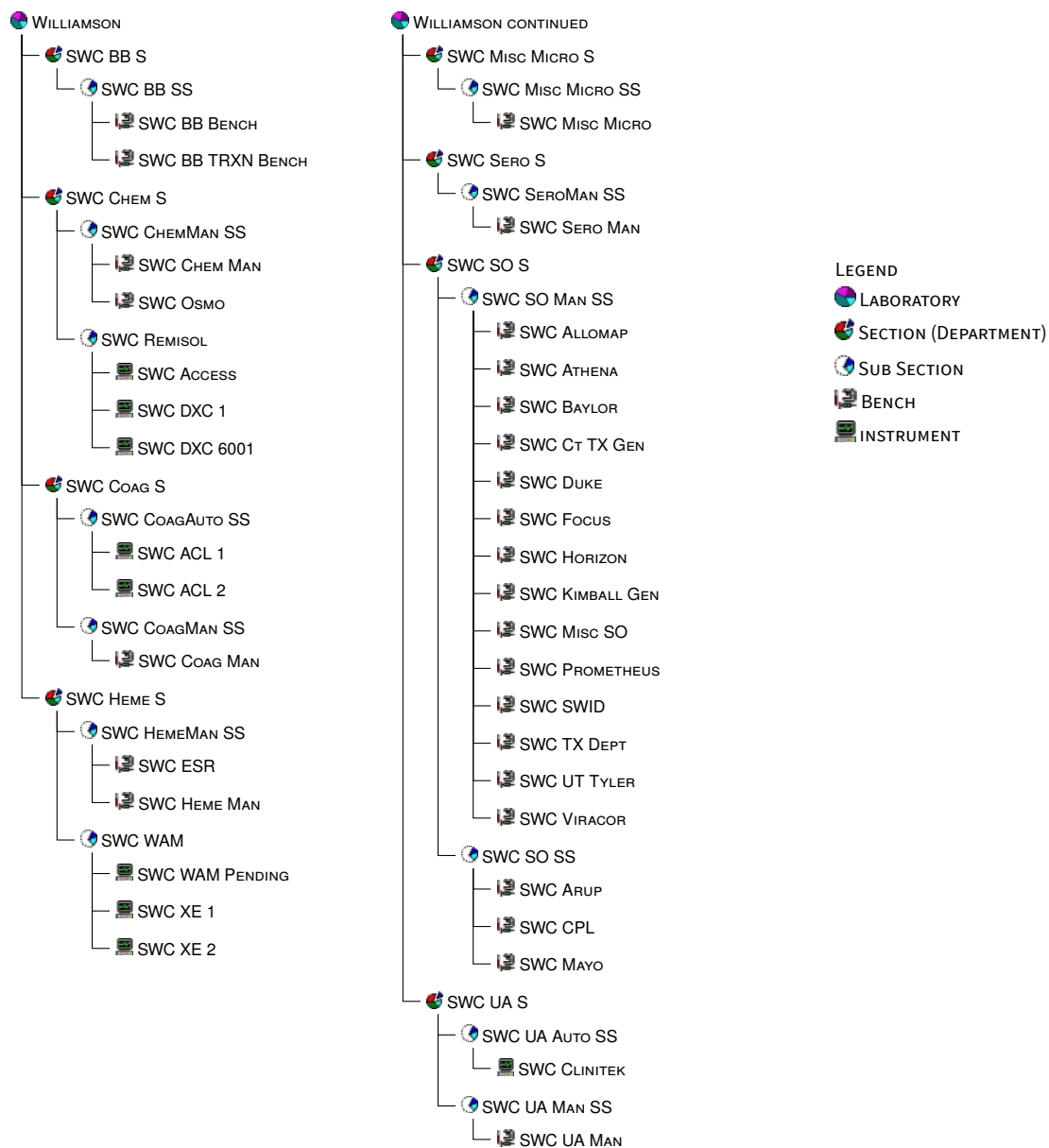
Northwest



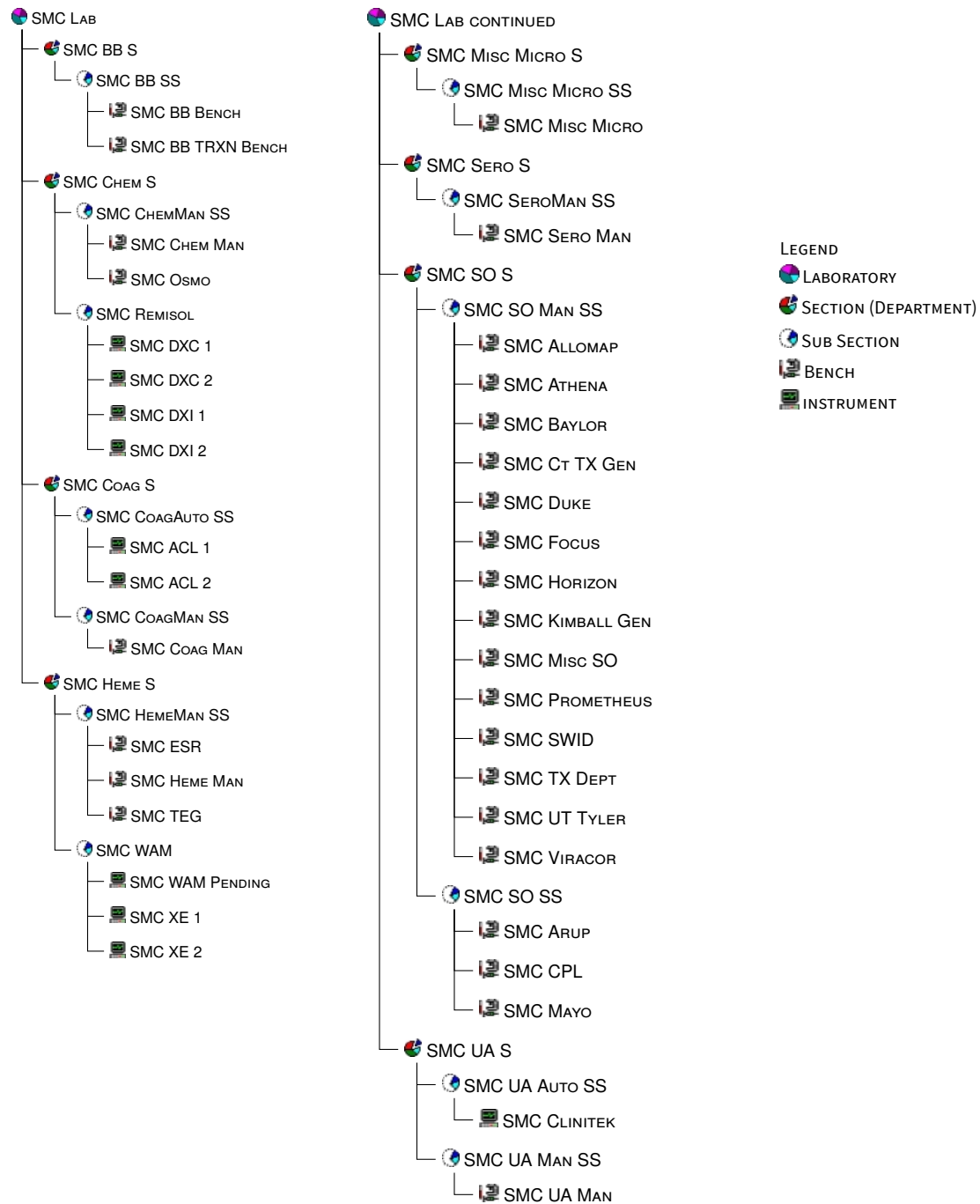
Southwest



Williamson



Seton Medical Center



TIPS AND TRICKS

Keyboard Shortcuts




PENDING INQUIRY KEYBOARD SHORTCUTS	
 CTRL+P	PRINT PENDING LOG
 ALT+R, ENTER	BRANCH TO ACCESSION RESULT ENTRY

Table 2:  Pending Inquiry Shortcuts

