

Sendout Troubleshooting 101

1	<p>Test not linked to reference lab</p> <ul style="list-style-type: none"> • Interfaced <ul style="list-style-type: none"> ○ Not transferred correctly <ul style="list-style-type: none"> ▪ Log accession back into home location (xxCentral) ▪ Transfer to reference lab (SQL or QNI) ▪ Log accession back into appropriate reference lab <p>Note: if transferred correctly using the above directions and still are experiencing issues, cancel and reorder on a new accession. Followed by an email to the RSS (System Revenue Specialist) Team and indicate linked test routing may be incorrect. Please include screen shots of cancelled accession.</p> <ul style="list-style-type: none"> • QNI-Flexi testing <ul style="list-style-type: none"> ○ If testing has the potential to reflex <ul style="list-style-type: none"> ▪ STOP and order as ESOT in Cerner and place order in Quantum ○ If testing transferred before QNI test code and test name was “performed” in AOE <ul style="list-style-type: none"> ▪ Cancel and reordered on a new accession and perform before transferring ○ If the AOE (ask order entry) info is inaccurate (i.e., Test code/name) <ul style="list-style-type: none"> ▪ Cancel and reordered on a new accession using correct testing information <p>Note: be sure when testing has and “alpha” to capitalize the alpha (37018x vs 37018X) if you failed to capitalize the alpha cancel Flexi and reorder on new accession with correction.</p> <ul style="list-style-type: none"> • Non-Interfaced <ul style="list-style-type: none"> ○ Not batched to QNI or call from QNI that order was not received <ul style="list-style-type: none"> ▪ Send the batch to QNI from Quantum
2	<p>Interfaced results not crossing/completing in Cerner</p> <ul style="list-style-type: none"> • Was testing transferred correctly <ul style="list-style-type: none"> ○ No ► follow steps under “interfaced” in step 1 above ○ Yes ► Contact QNI notify that linked code incorrect and see why testing was manually accessioned. Email RSS (System Revenue Specialist) Team for investigation. Manually scan results and verify in AOE as see report to complete testing accession in Cerner. • Partial results received <ul style="list-style-type: none"> ○ Testing completed at reference lab (IFE interpretation not completed but ANA is on same accession- duplicate test) <ul style="list-style-type: none"> ▪ Print results (SQL in Quantum) or request copy of results (QNI) ▪ Follow site process for completion of testing <ul style="list-style-type: none"> • See Note- (Gen Lab tech) accession for completion • Credit incomplete portion of testing in Charge Viewer ○ Reference lab missed test <ul style="list-style-type: none"> ▪ Verify test was on packing list that was sent with specimen <ul style="list-style-type: none"> • Reach out to TMSS rep and RSS team via email ▪ Document and have testing completed (if within stability) ▪ Notify physician of cancellation if unable to complete testing <ul style="list-style-type: none"> • Document in Cerner • QNI Flexi testing <ul style="list-style-type: none"> ○ Are results posted from QNI (Test is “in-process”) ○ If billing noted and completed, go into A.R.E. and verify test code/name for completion
3	<p>Test still “In Transit” in Cerner</p> <ul style="list-style-type: none"> • Not logged into final location for correct lab



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	<ul style="list-style-type: none">○ Log into referenced lab interface in Cerner appropriately○ Billing will now drop for patient● Logged into wrong lab “I/F Process”<ul style="list-style-type: none">○ Sample will need to follow step 1 above
4	Sample sent to wrong reference lab (SQL vs QNI) <ul style="list-style-type: none">● Contact reference lab<ul style="list-style-type: none">○ verify sample received by incorrect reference lab● Complete transfer to correct reference lab<ul style="list-style-type: none">○ Fax copy of packing list with the appropriate testing referral labs stamps to ref lab which has sample○ Ref lab will forward on your behalf to correct lab
5	SQL or QNI unable to located specimen <ul style="list-style-type: none">● Verify account number<ul style="list-style-type: none">○ What account number was stamped on packing list <p>Note: Reference labs use account numbers, when you refer to SQL17022 to QNI it means nothing and vice versa</p>