

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 (i.e. SQL, QNI, Viracor, etc.) ▪ 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 System Support Distribution List (System Revenue Specialist) Team and indicate linked test routing may be incorrect. Please include screenshots 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 reorder 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 reorder on a new accession using correct testing information <p>Note: Be sure when testing has “alpha” to capitalize the alpha (37018x vs 37018X) if you fail 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"> ○ Quantum troubleshooting ○ 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 ○ MAYO Not Batched <ul style="list-style-type: none"> ▪ Review MAYO Access – was testing electronically batched to MAYO
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 respective reference lab to notify that linked code incorrect and see why testing was manually accessioned, please cc in email TM Management Support (TMSupport@bannerhealth.com) Team for investigation. Manually scan results and verify in AOE as “See Report” to complete test accession in Cerner. ○ Partial results received <ul style="list-style-type: none"> ○ Testing completed at reference lab (ANAPNL2 not completed but ANASLE is on same accession- duplicate test) <ul style="list-style-type: none"> ▪ Print results (SQL in Quantum) or request copy of results from referral lab. ▪ 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 TM Management Support (TMSupport@bannerhealth.com) 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

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	<ul style="list-style-type: none"> ○ Testing Remains “In Process” in ORV <ul style="list-style-type: none"> ○ QNI FLEXI - Are results posted from QNI <ul style="list-style-type: none"> ▪ Review A.R.E verify test code/name for completion ▪ If billing is not noted as completed, reach out to RSS team for assistance ○ Other reference labs <ul style="list-style-type: none"> ▪ Review A.R.E for missing test components (i.e. Source, Total Volume, duplicate testing) ▪ Verification of results for completion of testing. Email TM support for assistance.
3	<p>Test still “In Transit” in Cerner</p> <ul style="list-style-type: none"> ○ Not logged into final location for correct lab <ul style="list-style-type: none"> ○ Log into reference lab interface in Cerner appropriately ○ Billing will now drop for patients ○ Verify charges are appropriate in Charge Viewer ○ Logged into wrong lab “I/F Process” <ul style="list-style-type: none"> ○ Sample will need to follow step 1 above
4	<p>Sample sent to wrong reference lab (SQL vs QNI)</p> <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/email copy of packing list with the appropriate testing referral lab to ref lab which has sample ○ Ref lab will forward on your behalf to correct lab ○ In some cases, referral lab may request a Fed Ex Air bill to send sample to correct reference lab ○ Do not request sample returned to site as this may create additional delays in testing or stability concerns
5	<p>SQL or QNI unable to locate sending account of specimen received in lab</p> <ul style="list-style-type: none"> ○ Verify account number <ul style="list-style-type: none"> ○ What account number is included on packing list ○ Request referral lab internal investigation for location of specimen <p>Note: Reference labs use account numbers, when you refer to SQL 17022 to QNI it means nothing and vice versa</p>