

Epic FAQs

Category	Question	Answer	Log Date	Hyperlinks
**Epic FAQ's	Where can I find the Epic Tips, Tricks and FAQ's?	Tips, Tricks and FAQs located on The Point.	4-May	Tips, Tricks and FAQ's
**Epic FAQ's	Where can I find Clinical Applications Support	Epic e-Learning Modules located on The Point.	4-May	Epic e-Learning Modules
**Epic FAQ's	If Desktop Computer Support is needed during the implementation of Epic, who should we contact?	<p>During the Go-Live period staff are asked to please call the HCIS Help Desk at 356-0001 for ALL support requests. Help Desk staff will triage your problem and dispatch to appropriate group. As always, critical requests will be given priority. Every effort will be made to resolve problems as quickly as possible but please expect some delay in response time for non-critical issues. For those departments that have a Department Resource Person (DRP), please continue to contact your DRP for your first-line computer support.</p> <p>The NEW HCIS Solution Center website is available 24 hours a day (offsite and onsite) for additional support and self-help information.</p>	4-May	HCIS Technology Solution
**Epic FAQ's	How do I clear frozen sessions?	In the event that Epic freezes while being used it is important to terminate the application correctly so that your session does not stay active out on the Citrix servers. If Epic is not closed correctly it is possible for others to launch Epic and re-enter your session if the machine is simply restarted after freezing. Also, not terminating a frozen Epic session can result in the current patient record being locked out for others.	25-Sep	Cleaning Frozen Session
**Epic FAQ's	What steps do I use to release and print the Epic requisition for "Next Visit" lab orders?	Clinic staff continues to have difficulty deciding which future order should be released to an outpatient visit. There is also continued confusion when there are orders from multiple providers from different services. This confusion is resulting in missed orders, missed collections, and the patient having to be drawn more than once or return for additional sample collection.	21-Sep	"Next Visit" lab orders
Blood Bank/Blood Administration	If a patient has a transfusion reaction with blood, how are nurses suppose to document on that?	Nursing will document on the MAR	27-Apr	
Blood Bank/Blood Administration	Will a different requisition print for each unit of blood? How will we notify the blood bank that we need another unit of blood? Currently nurses are sending the requisitions down to the blood bank when they need blood.	Yes, a different requisition will print for each unit of blood. Nursing "releases" the units as needed from the previously entered orders.	27-Apr	
Blood Bank/Blood Administration	How do I get a blood product from the Blood Bank?	When you are ready to transfuse the blood product, release the Epic blood product order, which causes a requisition to print in the Blood Bank. Blood Bank will prepare the product and send it to the patient care area via pneumatic tube.	5-May	

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Blood Bank/Blood Administration	How do I request blood products in mL's instead of units?	Open the blood product order. At Frequency, click on the magnifying glass and select the option "dispense in ml" from the drop down list. To enter the number of ml needed, for RBC orders, answer question #5 in the Blood Product Red Blood Cell order. For other blood products, the number of ml will be entered as a comment. To enter a comment, move to the Comment section below the Processing Instructions and click on the "Click to add text hyperlink". DO NOT enter the number of ml in the field under the Frequency section. Entering a number other than 1 in this field will create multiple blood product releases, when one release is needed.	5-May	
Blood Bank/Blood Administration	How do I order a Type and Screen and Red Blood Cells in Epic? Do I use IPR for scanning and when do I use Epic for documentation?	Epic Order Entry will be used to order a Type and Screen which is composed of an ABO and Rh plus a RBC Antibody Screen. The Blood Product Panels for RBC, platelets, plasma, etc. are composed of panels which include both the product order (for the Blood Bank) and the transfuse order (for nursing). All of the current scanning steps (Collection through Blood Bank/Blood Administration) must be completed in IPR. The O.R. will continue using its current paper requisition ordering process as well as using IPR for all scanning functions.	5-May	Order Set: Blood Products
Blood Bank/Blood Administration	Why isn't Leukocyte-reduced listed as a requirement for Blood Product Red Blood Cells?	The Epic blood product orders were deliberately designed without an option to order products that are leukocytes-reduced or Cytomegalovirus (CMV) negative. DeGowin Blood Center uses only leukocytes-reduced products, which are also considered to be CMV low risk. Granulocytes are the only exception; appropriate CMV status of the product is determined per DeGowin Blood Center protocol.	1-May	
Blood Bank/Blood Administration	Where can I find information about a blood transfusion in Epic?	With the current system configuration, one would need to review the G-9 form that is to be scanned into EPIC. The transfused product chart copy label is placed on the G-9 form. On the label there is a section that indicates the component. If the word "auto" is seen in conjunction with the product name, for example RBC_Auto, then this is an autologous product. If the patient had an autologous product drawn at DeGowin, there will be a DeGowin Blood Center encounter. If necessary the procedure note can be used to verify that an autologous collection was done.	30-Apr	
Blood Bank/Blood Administration	Why are blood orders in order sets?	Blood orders should always be ordered using order sets because it contains all the order groups that may be needed (e.g. Type and Screen and Blood Products)	6-May	Example of Order Set: Blo
Blood Bank/Blood Administration	For blood product orders, what should I enter in the "for occurrence" box?	The 'for occurrence' box of the blood product orders is automatically filled in on the order and drives the number of units that nursing can release and that blood bank can dispense. The physician should not change this field.	4-May	

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Blood Bank/Blood Administration	Is there a BPA (Best Practice Alert) for Type & Screen?	When entering the Blood Product Order, it is important to pay attention to any Best Practice Alert and/or the Last Resulted LabTest Results because it will alert you to whether there is a current resulted type and screen. If the result is pending, you will need to go the pending order screen to see if the type and screen has been drawn but awaiting the final results (or "resulted"). If the type and screen happens to be current and another type and screen is not necessary, then the check mark before the order group can be removed.	6-May	Example of Order Set: Blo
Blood Bank/Blood Administration	The Type & Screen is not completed. How may I get the RBC's?	Red Blood Cells and Granulocytes cannot be released until the type and screen is completed or "resulted" as final, except in emergencies.	6-May	Example of Order Set: Blo
Blood Bank/Blood Administration	What do I do if I cannot release a blood product which was already ordered and released?	If blood is released either by accident, without a resulted type and screen, or subsequently needs to be returned to the Blood Bank (e.g. patient had to go to a test or the IV access became unavailable)-then when the nurse is ready to administer the blood product, a paper A-1a blood order requisition needs to be filled out as before when ordering blood (e.g. including the number of products and product type(s)). Place a patient bar code label in the upper right hand corner of the requisition. Write the RN name, contact number, and that the blood could not be released in EPIC on the requisition.	6-May	Example of Order Set: Blo
Blood Bank/Blood Administration	I work in the main OR and ASC, what do I do to order blood products?	Blood Product Orders will remain on paper A-1a requisitions. Follow the pre-Epic process that is in place.		
Blood Bank/Blood Administration	Do I need to write the collection date/time on the Type & Screen requisition?	Yes, when collecting a sample for the blood bank, e.g. type and screen, the collection date/time and phlebotomist's initials must be written on the Epic requisition.	9-May	
Blood Bank/Blood Administration	Do I still use IPR Blood Transfusion Tracing to screen Type & Screen collection?	Yes, all blood bank samples should be collected in IPR.	9-May	
Blood Bank/Blood Administration	Where is Type and Cross Order in Epic?	There is no Type and Cross order in EPIC. DeGowin Blood Center performs a Type and Screen panel which is composed of an ABO Rh and a Red Blood Cell Antibody Screen. In Epic, the order is named: TYPE AND SCREEN PANEL. The Blood Center performs the crossmatch immediately upon notification that Red Blood Cells (RBC's) are required. For patients with known antibodies, the blood bank will contact/inform the physician to insure that the required RBC's are prepared in a timely manner. The terminology "Type and Cross" is no longer valid since real-time crossmatching is performed.	9-May	

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Blood Bank/Blood Administration	My patient has RBC antibodies. Blood Bank need another pink top tube. What do I do?	<p>If the Blood Bank requests another pink top tube of blood to complete serology testing, the physician does not need to write an additional order.</p> <ol style="list-style-type: none"> 1. Send the sample with a paper requisition (reprint of the RBC ANTIBODY SCREEN order or A1-a requisition). 2. Log onto Epic 3. Go to the Order Review screen 4. Reprint the RBC ANTIBODY SCREEN order. 5. Write on the requisition "additional specimen requested by blood bank". 6. Take patient identification labels to bedside. 7. Log onto IPR. 8. Scan the patient wristband, the order requisition and the specimen label. 9. Submit the requisition and labeled tube to Blood Bank. 	9-May	
Blood Bank/Blood Administration	Why don't I see CMV negative as an option for Blood Products?	The Epic blood product orders were deliberately designed without an option to order products that are leukocytes-reduced or Cytomegalovirus (CMV) negative . DeGowin Blood Center uses only leukocytes-reduced products, which are also considered to be CMV low risk. Granulocytes are the only exception; appropriate CMV status of the product is determined per DeGowin Blood Center protocol.	9-May	
Blood Bank/Blood Administration	How do I order a Tissue Bank order?	<p>When using the Tissue Bank: Master Order, there is a link at the bottom of the order that takes you to a spreadsheet that contains the tissues routinely kept in the Tissue Bank inventory. You can use the copy and paste function to move the name of the tissue desired from the spreadsheet to the Epic order. Using the link allows you to see what tissues are available in inventory and also what naming convention is used by the Tissue Bank for the tissue.</p> <p>Alternatively if you are in Order Entry and use the Search function, you can search for Tissue Bank and then the desired tissue.</p>	26-Jun	
Enter/Edit Results	If I accidentally enter an extra order for an external order, how do I delete it?	Cancel / discontinue it in Order Review or from the Enter/Edit Results screen	28-Apr	
Enter/Edit Results	On the Point of Care Testing to Enter/Edit Results, can the quality check be added to online documentation? It would be beneficial to be able to use the data to generate a report from Epic to monitor the QC.	Quality Checks are not part of the medical record and not part of the Epic go-live. They are currently documented on paper.	27-Apr	
Lab Orders: General Questions	For morning lab draws – If the LIP is late in ordering a lab test and doesn't order it until the morning, what is the cut-off time that he must enter the order so that it will be part of the lab am draw?	At 0300 the orders are released and sent to the laboratory for processing and set-up prior to the a.m. phlebotomy team leaving the laboratory. Any additional orders can be added until 0500 with the frequency of AM Draw. After 0500, the requisition will print on the patient care area and have to be given to the phlebotomist for collection.	27-Apr	
Lab Orders: General Questions	How do I order labs to be drawn at an outside lab?	For labs to be drawn at an outside, order the 'external lab' as an after visit order. All external orders start with the word 'External'. When you sign the orders, lab requisitions print immediately. The lab requisitions will print to the same printer as they do in IPR.	5-May	

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Lab Orders: General Questions	If there is a note attached to a lab requisition that we are entering in epic, how do we attach that message to the lab order?	Each order has a comment section that you can enter notes.	5-May	
Lab Orders: General Questions	A patient arrives for a clinic visit. There are future lab orders that need to be drawn during this clinic visit. How do I release these lab orders so that a requisition prints?	Select your patient from the clinic schedule. In Order Review, from the Views dropdown, select the Future Labs option. Select all of the orders that you wish to release and select release from the toolbar. You can select multiple rows by using the Shift key. You <u>must</u> select multiple rows <u>before</u> release in order to get more than one lab order to print on a requisition page. Selecting individual rows and releasing them one at a time will print <u>one</u> lab order on <u>each</u> page of the requisition. The requisition will print to the designated printer in your area.	5-May	
Lab Orders: General Questions	Explanation of Lab Ordering Frequency	<p>ONCE = defaults to current clock time unless ordering LIP selects another time. If the LIP wants to schedule a.m. draw, DO NOT select ONCE and then 'tomorrow,' as this will release the order at midnight. ONCE AM = releases at 0300 with a scheduled time of 6:00 am (so if LIP places order at 2:00 a.m. it will release in 1 hour. If order is placed at 2:00 p.m., it will release at 3:00 a.m. the following morning for a scheduled time of 0600)</p> <p>ONCE PM = releases at 5:30 p.m. for a scheduled time of 6:00 pm</p> <p>DAILY AM = every am (be cautious: if you select including NOW, one will release NOW and the others will release according to the schedule in the order composer)</p> <p>DAILY PM = every pm (be cautious: if you select including NOW, one will release NOW and the others will release according to the schedule in the order composer)</p> <p>If you click on the magnifying glass, there are other predetermined options like every 48 hours. Select PRN if you want a lab to be drawn for specific parameters (e.g., ABGs for O2 sats below a certain level and PTTs for Heparin drip patients)</p> <p>Explanation of ADD-ON Priority: this button sends a req to the lab to add on the ordered test to a sample already received. If the sample is not adequate, the lab will contact the patient care area and enter a cancellation reason for the ADD-ON. This will flow to the ordering LIP In-Basket.</p> <p>All lab reqs for ICU patients will print on the unit. Labs with a frequency of ONCE AM or DAILY AM will print in phlebotomy on general service units IF nurses select 'lab' in the blood draw row or leaves it blank. If nurses select 'nurse draw,' all lab reqs will print on the unit.</p> <p>NEW FUNCTIONALITY: Nurses will only need to release PRN lab orders, which will appear in a separate print group. Nurses will not need to release lab orders with other frequencies.</p>	5-May	

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Lab Orders: General Questions	Why aren't my Lab Orders printing?	<p>If you are not able to release your future lab orders from Epic for the patient's visit today, it is because they have already been released. The print may take a bit or it may be routed to a printer you did not expect.</p> <p>To move forward with patient care while problem solving where a requisition printed, Pathology will accept a paper report as long as it specifies the order, patient name, patient number, physician, and physician CLP. To print the order from Epic, go to Order Review, (View Future Orders) right-click on the actual 'Default Rpt' and select print).</p>	5-May	
Lab Orders: General Questions	What do I do when my lab req doesn't print?	<p>Before sending a sample or specimen to the lab, please check to see if the appropriate orders have been released to the correct visit for your area. At the time an order releases it should print to the designated printer. If you choose an incorrect visit, your requisitions will print to that clinic's defaulted print and will need to be cancelled and reordered. If you are unable to find your original requisition and need to send an alternate report with the patient sample, go to Order Review, find your order, at the bottom of the screen right click on the order report and choose print. A smaller window will open, from there click the Print box next to the Released order #. If you do not see this, verify your order has been released. You will need to do this for each order. Record the collect date and time on the report. It is essential that lab have an accurate list of all active labs showing MRN, the ordering provider's name and CLP#, and the collect date and time. Pathology is dedicated to not delaying patient care, but in order to provide patient care it is necessary that the report accompanying the sample or specimen specifies the order, patient name, patient number, physician, and physician CLP.</p>	5-May	
Lab Orders: General Questions	Temporary Laboratory Change in Policy for Handling Suboptimal Specimens:	<p>All laboratories except Blood Bank: Orders for which the laboratory determines that the specimens are suboptimal (hemolyzed, clotted, wrong container) will continue to be canceled per laboratory protocol.</p> <p>If the patient care area decides to recollect the specimen: reprint the Epic order requisition, write redraw or recollect on the requisition and send the specimen and requisition to the laboratory. For the time being, the laboratory will accession the sample as a Lab Initiated Order (LIO) and perform the testing.</p>	5-May	
Lab Orders: General Questions	All laboratories except Blood Bank: Orders for which the laboratory determines that the specimens are suboptimal (hemolyzed, clotted, wrong container) will continue to be canceled per laboratory protocol.	<p>If the patient care area decides to recollect the specimen: reprint the Epic order requisition, write redraw or recollect on the requisition and send the specimen and requisition to the laboratory. For the time being, the laboratory will accession the sample as a Lab Initiated Order (LIO) and perform the testing.</p>	5-May	

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Lab Orders: General Questions	Should ICU's track labs on their paper kardex at the pt's bedside?	Workflows and process in the patient care areas should be developed to meet clinical needs.	29-Apr	
Lab Orders: General Questions	Stat Lab order – does the lab order need to be acknowledged before it prints on the local printer on the unit?	Requisitions will print whether the order is acknowledged or not.	29-Apr	
Lab Orders: General Questions	For morning lab draws – If the LIP is late in ordering a lab test and doesn't order it until the morning, what is the cut-off time that he must enter the order so that it will be part of the lab am draw?	AM Once or Daily AM draws release at 0300 and print in the lab for areas drawn by Pathology. <ul style="list-style-type: none"> • Between 0300 and 0500 you can add order as AM Once and it will print in the laboratory and will appear on the phlebotomist collection list. • Between 0500 and 0600 an additional order for AM Once will print on the unit. The requisition can be given to the phlebotomist when they arrive on the floor. • After 0600, AM Once or Daily AM will schedule the collection for the next day. • An order placed after 0600, but needed the same day should be placed as Routine, Once. This will print the requisition on the unit. The requisition can be given to the phlebotomist when they arrive on the floor. 	29-Apr	
Lab Orders: General Questions	Can the amount of blood needed for the lab be added to process instructions?	This is not currently in processing instructions. It will be added to the list of items to be considered post go live. In the interim, the user may click on the Lab Handbook hyperlink which is contained in all laboratory orders. The Lab Handbook contains volumes and additional special handling information.	29-Apr	Laboratory Orders Examp
Lab Orders: General Questions	Are all of the mail out orders for genetics added to Epic?	Yes	27-Apr	
Lab Orders: General Questions	FYI about preference lists	The preference list button is your browser to be able to check different orders. The preference list tab allows you to search for orders in that same database	27-Apr	
Lab Orders: General Questions	FYI about smartsets:	If you begin a note but don't finish it within a smartset, you cannot Pend the smartset. You may want to teach your teams not to create their notes in smartsets, but to use the clinic note section instead.	27-Apr	
Lab Orders: General Questions	How can we print orders for the patient to take with them to have performed back home or in most cases somewhere else since they a 4-6 month wait before they can get in here?	Select the orders that have 'External' in their name (during visit mode). These will print and be given to the patient	28-Apr	
Lab Orders: General Questions	How long does an LIP have to sign a verbal order?	By Policy, it must be signed within 2 weeks of the patient's discharge	27-Apr	
Lab Orders: General Questions	Should there be some process where Nursing checks the orders from the prior shift to ensure that they were carried out properly? This isn't redlining, but a double check process to ensure that things don't get missed.	Look at Order Review or the Order HX report for new orders from the last 12H or discontinued/completed orders in the last 12H.	27-Apr	
Lab Orders: General Questions	Some time we have non-UIHC orders that we see the patient since we have a speciality that the patient needs. This is typical for our Iowa Care patients. How will we handle non-UIHC orders in the system for documentation and billing?	Select the orders that have 'External' in their name (during visit mode). These will print and be given to the patient	28-Apr	

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Lab Orders: General Questions	What do I do if I add a verbal order to the wrong patient?	Discontinue the order as quickly as possible. Enter a reason as ERROR or enter this in the comments of the Ordering Provider window. Discontinuing the order will send the order to the LIP In basket. Consider PSN report if needed.	27-Apr	
Lab Orders: General Questions	What happens if you accidentally discontinue or complete an order (I.e. VS) and accept the action before you realize what you've done? Is there a way to "reactivate" an order? Will the LIP have to reorder the procedure/protocol/intervention?	There is not a way to undo an accidental discontinue or complete of an order. The LIP will have to reorder. *Underway is a policy, that if this is done, you can put it back out as 'by protocol' and the LIP will be cued to sign it again.	27-Apr	
Lab Orders: General Questions	What if I enter the wrong order mode, e.g., RBAV when I should have entered Per Protocol? How can I fix it?	You will need to cancel the order and re-enter it. Creating orders within your navigator will help you to avoid this problem	27-Apr	
Lab Orders: General Questions	What is the RN's responsibility to view / release Signed & Held orders? Should they always release them? When should they release them...if ever? Is it all based on their clinical knowledge of the situation? They were wondering if there was any hard and fast rule.	<p>There is not a hard and fast rule. They should not release med student orders (pended orders) unless they receive a verbal order from a physician. Pended orders HAVE NOT been signed and must be signed before they can be acted on/released so in order to release them the nurse must sign them as verbal (or per protocol), then they will be routed to the physician for cosign.</p> <p>Signed and Held orders should be released based on phase of care if the patient is having a procedure done in the clinic or OR. Now, just like today, if the patient remains in the PACU for a long time because a bed is not ready, they might need to release (act on) some of the surgeon's floor orders, in that case they might be releasing orders with a phase of care different than normal (if they are in the PACU – they normally release Postop PACU/Recovery Only phase of care orders, but they might also release Postop phase of care orders).</p> <p>When a patient arrives on the floor the FIRST thing a nurse should do is release signed and held orders (note: orders WILL NOT be active until they release them). Thus, if they have a question for the physician regarding one of their orders or an order was not reviewed by the physician prior to the transfer, they should contact the physician (just like they do today).</p> <p>Those are the common situations I can think of where a nurse would release signed and held orders – that said, during the first few weeks physicians might be struggling so they should always use their clinical judgment and contact the physician if they think a held order should be active.</p>	27-Apr	
Lab Orders: General Questions	When do I release what orders?	When the patient presents, release all orders that will take place during the visit in your clinic plus all unscheduled radiology and pathology related to your clinic that is to be carried out today.	27-Apr	
Lab Orders: General Questions	When entering a provider to add a new order, can I enter the LIP's CLP number as a shortcut?	Yes	27-Apr	

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Lab Orders: General Questions	When I am adding a new order, what do I do if I enter the wrong order mode? E.g., I entered Verbal with Readback when I should have entered Per protocol	It does not change the action the order takes, as the mode is documentation.	27-Apr	
Lab Orders: General Questions	When signing off on an order, if a person adds a comment, is that part of the permanent medical record? Where can it later be found?	Yes, comments added to the order stay with the order and are part of the medical record	27-Apr	
Lab Orders: General Questions	Where are my order sets?	In the inpatient navigators (admission, discharge, and transfer) use the Order Reconciliation section to review current orders and place new orders or order sets.	27-Apr	
Lab Orders: General Questions	Where are the orders for this patient?	The closed view (F9 to close navigator sections) of the orders section shows orders placed during this visit. To see different kinds of orders, use the Order Review activity and show them they can change what they see by clicking the Views button and selecting what they want.	27-Apr	
Lab Orders: General Questions	Will orders sheets completely go away? If so, how will downtime be handled?	Order sheets will be used only during downtime.	27-Apr	
Lab Orders: General Questions	How do my orders (i.e. CT scan, consults) get scheduled?	For orders that need to be scheduled (i.e., CT scan, consults), a message is atomically routed to your scheduling pool. When the patient checks out at the scheduler's desk, the scheduler will see the order message in their Epic In Basket to be scheduled (no paper necessary).	5-May	
Lab Orders: General Questions	How do I reprint an order requisition?	If you need to reprint an order requisition, go to "Order Review", highlight the order to be printed and select 'Reprint' Button.	5-May	
Lab Orders: General Questions	How do my order requisitions get printed in Epic?	Order requisitions are paperless with the exception of lab and other pathology orders. Lab order requisitions will print to the same printer that they do today in IPR unless your department has requested an alternative. 'During Visit' outpatient lab orders print as soon as they are signed. 'After Visit' lab orders print upon being released on that future visit (after the patient has checked in to that future visit). Exception: Outside labs are ordered as an 'After Visit' order. All external orders start with the word 'External.' Any 'External' orders print immediately upon being signed so that the paper can be given to the patient to take with them.	5-May	
Lab Orders: General Questions	In IPR, when an order is cancelled a sheet of paper prints off indicating that. Does a sheet of paper print when an order is cancelled in Epic?	No, nothing prints.	5-May	
Lab Orders: General Questions	If I am ordering 'After Visit' labs for a patient coming in next week, do I "sign" the orders or "sign and hold?"	'After Visit' orders are future orders and will automatically hold and need to be released when the patient presents the following week. This allows you to create and sign your 'During Visit' and 'After Visit' orders all at the same time. The future orders will automatically be held and waiting to be released for the future visit when the patient presents. You would place the order in the 'After Visit' order section and then sign the order.	5-May	

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Lab Orders: General Questions	To best manage your orders, it is important that you ALWAYS use your navigators:	<p>Upon admission: 'Admit from ETC', 'Admit from Clinic' or for direct admission 'Admission'</p> <p>When rounding: 'Rounding' (Click on the word 'Orders' within 'Rounding' to open up a view of the current orders)</p> <p>Upon transferring out a patient: 'Transfer'</p> <p>On Consult: 'Consult' (Click on the word 'Orders' within 'Rounding' to open up a view of the current orders)</p> <p>At the END of a procedure: 'Procedure' (2-steps of Procedure and then 'Post-op Admit' or 'Post-Op Discharge')</p> <p>When transferring the patient out: 'Transfer'</p> <p>To discharge the patient: 'Discharge'</p> <p>Doing the steps of the navigator will help you see ALL current orders and make it easier to decide what new order activity is needed.</p>	5-May	
Lab Orders: General Questions	How do I sign Pended Orders?	Select your Navigator (ie. Office Visit, Rounding), select the 'Pended Orders' button. A display will present. Chose which orders you wish to sign and click the 'Select Pended Orders' button. Those orders will then be ready for you to edit (if needed) and signed.	5-May	Select Pended Orders Ex
Lab Orders: General Questions	Order Entry Activity update - May 5	There are large numbers of providers who are inappropriately using the 'Order Entry' Activity tab vs. using the appropriate Navigators. This has caused many order problems for both providers and nursing staff. To remedy this, the 'Order Entry' activity is being removed from the 'Activity Bar' (the column on the left side of the screen). For the rare occurrences where you need to add an order without reviewing the current patient orders, you will find the 'Order Entry' Activity under the 'Action' menu.	5-May	
Lab Orders: General Questions	I'm ordering labs for a patient coming in next week for a lab-only visit to the clinic. Do I "sign" orders or "sign and hold"? If I sign now, will the front desk personnel be able to release them when the patient comes in?	Future orders will automatically hold and need to be released when the patient presents the following week. This allows you to create and 'Sign' during visit and after visit orders all at the same time. The future orders will automatically be held and waiting to be released on the future visit when the patient presents.	29-Apr	
Lab Orders: General Questions	A patient arrives for a clinic visit. There are future lab orders that need to be drawn during this clinic visit. How do I release these lab orders so that a requisition prints?	<ol style="list-style-type: none"> 1) Select your patient <u>from the clinic schedule</u>. Orders released onto a discharged visit from the past or onto a un-checked-in future visit will not be able to be processed by the laboratory computer system. 2) Once selecting the patient from the schedule, select the 'Order Review' activity, dropdown/button view option of 'Future Labs' 3) Select all of the orders that you wish to release 4) Click "Release" from the toolbar. <p>NOTE: You may select multiple rows by using the Shift key. You <u>must</u> select multiple rows <u>before</u> clicking "Release" in order to get more than one lab order to print on a requisition page. Selecting individual rows and releasing them one at a time will print <u>one</u> lab order on <u>each</u> page of the requisition. The requisition will print to the designated printer in your area.</p>	20-May	

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Lab Orders: General Questions	How do I order a CBC and WBC Differential?	Order the CBC WITH AUTOMATED DIFFERENTIAL <u>PANEL</u> . An Automated Differential cannot be performed without a CBC order. Only one lavender top tube needs to be drawn for both the CBC and Automated Differential.	20-May	CBC and WBC Differential
Lab Orders: General Questions	How do I order a microscopic exam on urine?	Order the URINALYSIS + MICROSCOPIC <u>PANEL</u> . A Urine Microscopic cannot be performed without a Urinalysis order. Only one urine sample needs to be collected for both the Urinalysis and Urine Microscopic.	20-May	Urinalysis with Microscopic
Lab Orders: General Questions	We already collected a blood specimen and sent it to the Core Laboratories. How do I add additional tests to the specimen that is in the laboratory?	Place the order in Epic and select the "Add On" button. Once this order is signed and released, it will print the requisition in the laboratory. The laboratory staff will determine whether the specimens in the laboratory are adequate for the new order and add the new order to the appropriate specimen. <u>A phone call is not necessary</u> if the add-on order is placed in Epic. If a specific laboratory cannot accept add-ons, the add-on button will not be available as an option in the Epic order composer.	20-May	Add On Laboratory Tests
Lab Orders: General Questions	When are "During Visit" lab orders printed?	<p>If lab orders are added as 'during visit' orders, they print as soon as they are signed at the same printer they did on in IPR. (unless you have requested otherwise)</p> <p>If a lab order is added as an 'after visit order', it does not print until it is released. To release an order, select the patient from the clinic schedule, then go into 'Order Review' and highlight all the orders that are to be released and then select release.</p> <p>If the order does not print within a few minutes, call 6-0001 and share with them your workstation ID, the patient number and order. They can tell you where it printed. If workstation/printer matches are not configured as you wish for lab paper requisitions, we will work with an administrator in your area to re-map.</p>	4-May	

Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: General Questions	Please explain the Lab Ordering Frequencies.	<ul style="list-style-type: none"> • ONCE = defaults to current clock time unless ordering LIP selects another time. If the LIP wants to schedule a.m. draw, DO NOT select ONCE and then 'tomorrow,' as this will release the order at midnight. • ONCE AM = releases at 0300 with a scheduled time of 6:00 am (so if LIP places order at 2:00 a.m. it will release in 1 hour. If order is placed at 2:00 p.m., it will release at 3:00 a.m. the following morning for a scheduled time of 0600) • ONCE PM = releases at 5:30 p.m. for a scheduled time of 6:00 pm • DAILY AM = every am (be cautious: if you select including NOW, one will release NOW and the others will release according to the schedule in the order composer) • DAILY PM = every pm (be cautious: if you select including NOW, one will release NOW and the others will release according to the schedule in the order composer) <p>NOTES:</p> <ol style="list-style-type: none"> 1. If you click on the magnifying glass, there are other predetermined options like every 48 hours. Select PRN if you want a lab to be drawn for specific parameters (e.g., ABGs for O2 sats below a certain level and PTTs for Heparin drip patients) 2. All lab reqs for ICU patients will print on the unit. Labs with a frequency of ONCE AM or DAILY AM will print in phlebotomy on general service units IF nurses select 'lab' in the blood draw row or leaves it blank. If nurses select 'nurse draw,' all lab reqs will print on the unit. 3. NEW FUNCTIONALITY: Nurses will only need to release PRN lab orders, which will appear in a separate print group. Nurses will not need to release lab orders with other frequencies. 	2-May	
Lab Orders: General Questions	What happens when a lab specimen is suboptimal, i.e. insufficient quantity, hemolyzed, or otherwise unusable?	<p>When a lab specimen is insufficient quantity, hemolyzed, or otherwise unusable, the lab may call the unit/clinic to inform them that the lab test cannot be performed. The lab also cancels the order on Epic, which routes the cancellation to the Cancellation folder in the LIP InBasket.</p> <p>When a lab is canceled, the nurse needs to call the LIP to ask if the lab test still needs to be performed.</p> <ul style="list-style-type: none"> • If the lab test is no longer needed, document the LIP communication in Epic. No further action is needed. • If the lab test still needs to be performed, the nurse needs to add the lab order into Epic again with an order mode of Per previous lab order. Review the hyperlink for more details. 	14-May	Reordering Lab Orders th
Lab Orders: General Questions	What do I do if I can't find an order?	For lab order types, select the order 'Help I can't find my order' and the order team will address.	4-May	Help I can't find my order
Lab Orders: General Questions	Should After Visit Orders default to future?	When ordering 'After Visit Orders,' the status of the order is not always defaulting to 'Future'. Please monitor that the status is set appropriately for your orders. HCIS is working on this issue.	4-May	After Visit Orders Example

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Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: General Questions	What is the purpose of the question requiring staff physician approval?	Per Diagnostic Services Subcommittee policies, a staff physician must review and approve orders for testing which is not performed on-site. Residents may sign the order once approved.	28-May	Staff Physician Approval
Lab Orders: General Questions	How do I order a Surgical Pathology Exam?	All Pathology areas have developed consults for their procedures. See screen prints in the hyperlink which demonstrates the specifics for Bone Marrow, Cytology Gyn, Cytology Non-Gen, Cytology FNA, Dermatopathology Ocular Pathology and Surgical Pathology.	28-May	Pathology Consults Exam
Lab Orders: General Questions	How do I order tests for University Hygienic Lab?	Some tests have pre-set questions for the LIP to answer during order. See Routine O&P with Trichrome Stain. Other tests are under development in Epic. For these tests, click on the hyperlink and fill out the UHL Request Form. Be sure to record UIHC in the footer of these hard-copy forms.	28-May	University Hygienic Labor
Lab Orders: General Questions	Where can I see all of my orders?	<p>A new report called All Orders has been added to the Patient Enc. Summary activity. This view-only report displays all sections in the Active Orders report plus:</p> <ul style="list-style-type: none"> Reviewed Orders to be Released on Transfer Signed Held Orders Pended Orders Future Orders. Future orders will occur after the current visit, i.e., after visit/discharge orders and prescriptions <p>The Held-Pended Orders report has been updated to include a more comprehensive view of orders. This report can be seen in the:</p> <ul style="list-style-type: none"> Navigators for Admission, Shift Care, Transfer, and Discharge. Open the patient's chart, click the navigator, and click Held-Pended Orders in the table of contents (circled on the screen below) Patient Enc. Summary activity as a link from the INDEX report <p>There are three sections in the Held-Pended Orders report:</p> <ol style="list-style-type: none"> Reviewed Orders to be Released on Transfer: The LIP has reviewed these orders in order reconciliation and wants these orders released after transfer. The nurse on the receiving general inpatient unit clicks the Release Transfer Orders section on the table of contents in the navigator to release these orders. In SICU, the physician releases the orders Signed Held Orders: The nurse caring for the patient can look at the Reason column to determine if the orders are appropriate to be released now. To release one or more orders, click the Select/Release Sign and Help Orders button (#4) Pended Orders: Pended orders are not active and not signed. (i.e. medical student orders are pended.) To select one or more pended orders to sign, the LIP (or the Nurse receiving a verbal order) clicks the Select Pended Orders button (#5) 	29-May	Held-Pended Orders
Lab Orders: General Questions	As a LIP, how do I prep orders for a future clinic visit?	Refer to the hyperlink	29-May	Prep Orders for a Future C
Lab Orders: General Questions	As a non-LIP, how do I prep orders for a future clinic visit?	Refer to the hyperlink	29-May	Prep Orders for a Future C

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Lab Orders: General Questions	In the 'Order Review' Activity, how do I see a comprehensive list of my clinic patient's standing, future, and signed and held orders?	Refer to the hyperlink	29-May	Order Review
Lab Orders: General Questions	What are other ways to find 'Pended' and 'Signed & Held Orders' for a patient?	Refer to the hyperlink	29-May	Pended and Signed & He

Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: General Questions	How do I use the "Views" option in "Order Review"?	<p>Effective, June 1, 2009 at 6:00 pm, the 'View' options have been updated in the 'Order Review' activity.</p> <p>New View: 'Pending Orders' Removed Views: 1) 'Phase of Care' and 2) 'Future Other' (<i>preferred replacement: 'Standing/Future and Signed and Held Orders'</i>)</p> <p>The 'Views' button is now available to the front desk/clerk users. The recommended view for these users is the "Standing/Future and Signed and Held Orders" option.</p> <p>How do I make this my Default View? After opening the 'Standing/Future and Signed and Held Orders' view, 1) Select the dropdown arrow next to the 'Views' button 2) Open 'Settings/Print' and 3) In the far right of the pop-up window, select the 'My default report' check box:</p> <p>Which orders display on the different views? Active Meds: All 'during visit' medication orders placed or released across encounters Active Non-meds: All 'during visit' non-med orders placed or released in the current encounter Canceled Orders: All canceled orders in the current encounter Discharge orders: All 'after visit' orders of all types and statuses in the current encounter. Also displays prescriptions placed in the current encounter Discontinued Meds: All canceled, discontinued, and expired medication orders for this encounter Future Imaging: All 'after visit' future and standing imaging orders across encounters Future Labs: All 'after visit' future and standing lab orders across encounters Future Orders: All 'after visit' future and standing orders across encounters Last 72 hours: All orders signed or 'signed & held' on the current encounter within the past 72 hours Orders this Encounter: All 'during visit' orders placed in the current encounter/admission; Includes completed, discontinued and canceled orders Pending Orders: All pending orders across encounters; <i>to access these orders for signing, look to the encounter date column and access that encounter. You will not be able to sign these orders unless they were pended on the encounter you are currently in</i> Standing/Future and Signed & Held Orders: All standing, future and 'signed & held' orders across encounters including orders 'signed & held' with a phase of care; <i>'Signed & held' orders are released via the Pended/Held button in Order Entry - useful for clinic releasing orders workflows</i></p>	1-Jun	Order Review Example

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Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: General Questions	A post-op cardiac pt has an order to draw labs every 1h. Can the nurse print multiple lab requisition at the same time or does the nurse have to wait/print the requisition for each hour?	Unit collect specimens will print at 15 minute intervals based on the scheduled collection time. The nurse can release the order prior to the scheduled time which will trigger a print.	28-Apr	
Lab Orders: General Questions	Can the amount of blood needed for the lab be added to the process instructions?	The amount of blood required is available via the Pathology On-Line Services Handbook which is a hyperlink within each laboratory order.	28-Apr	
Lab Orders: General Questions	For AM labs to be drawn by the nurse at 0600, when will the requisitions print on the unit? Sometimes the nurse needs to start drawing these labs at 0400.	Labs with frequency of AM Draws release starting at 0300. If they are from a non-pathology drawn floor or entered as Nurse collect in the Flowsheet row, they will print on the unit printer.	28-Apr	
Lab Orders: General Questions	If the patient has multiple lab tests to be drawn at the same time using the same type of tube, will these tests each print on a separate requisition or will they all print on the same requisition?	If the laboratory orders are scheduled and released at a specific time, the Epic e-transmittal rules will group the orders onto the appropriate lab form (Core lab, Micro etc.). If Epic reprint functionality is used, one order prints per page.	28-Apr	
Lab Orders: General Questions	In general, critical care labs, e.g., check ACT before line pulls, when and where will the requisitions be printed?	Unit collect specimens will print at 15 minute intervals based on the scheduled collection time.	28-Apr	
Lab Orders: General Questions	NICU and PICU have their own critical care labs. Where will reqs print out for blood draws from these labs? When will the lab draw blood? Versus requisitions for RN draws for labs. EXAMPLE: NNS and Gentamicin trough both have very specific times they need to be drawn and the time is not on the order. When and where will the requisitions print?	NICU lab orders will print in the Special Care Nursing Laboratory for collection by laboratory staff. PICU will always print on the patient care area. Laboratory phlebotomists do not collect in PICU.	28-Apr	
Lab Orders: General Questions	On the Heparin nomogram, STAT PTT is drawn 6H after the start of the infusion and 6H after a rate change. Where/when/how will the requisition print? Will these be printed to the Lab or to the unit when the order is entered?	These are lab orders on the Active Order list from the Heparin Weight Based Nomogram	28-Apr	
Lab Orders: General Questions	Patient has transferred to your unit from MICU. Where you to look to see if the labs will be drawn by the Lab in the AM or all labs drawn by Nursing?	Blood Draw row current exists in 2 places: • In the Admission navigator under the Assessments section under the OTHER order group In the Doc flowsheet activity under the VS flowsheet at the top of the flowsheet	28-Apr	
Lab Orders: General Questions	Say that a unit has charted Nurse for the Blood draw row. The phlebotomy team will only draw labs in the AM. If a lab is supposed to be drawn at a different time, will the req print automatically on the unit for the RN to draw?	If the lab is supposed to be drawn at a specific time other than the AM blood draw.... The a.m. phlebotomy team does not collect at scheduled times. If the lab is to be drawn at a non-specified time, e.g., gentamicin peak & trough levels..... Unit collect specimens will print at 15 minute intervals based on the scheduled collection time. The actual collection time must be written on the lab form. Anything listed as Nurse draw will always print on the area.	28-Apr	
Lab Orders: General Questions	Should ICU's track labs on their paper kardex at the pt's bedside?	Each unit will decide where lab requisitions will be stored	28-Apr	
Lab Orders: General Questions	Stat Lab order – does the lab order need to be acknowledged before it prints on the local printer on the unit?	No. The lab order prints based on the signing (or verbal signing by nurse) of the order. If the lab is a ONCE order, it will print immediately.	28-Apr	

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Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: General Questions	When there is a code, labs are drawn and the nurse fills out a paper requisition and runs the specimens to the lab. How will the blood specimens from a code get labeled before being sent to the lab during a code?	A verbal order by the nurse will need to be placed in Epic which will trigger the printing of a requisition. Obtaining PID labels to label specimens is a totally separate, independent function from ordering or printing a requisition.	28-Apr	
Lab Orders: General Questions	The pt is quickly changing condition but code is not yet called. The LIP gives a verbal order to the nurse to give a med that cannot be pulled from override from Pyxis. The LIP needs to keep working with the pt. Can the RN enter a verbal order to get the med?	Yes.	27-Apr	
Lab Orders: General Questions	What do I do if I can't find an order?	For a medication order, select 'Non-Stock Medication', which will go to pharmacy to address. All other order types, select 'Help' and fill out the questions. The order will go to the orders team to address.	27-Apr	
Lab Orders: Requisition Printing	For AM labs to be drawn by the nurse at 0600, when will the requisitions print on the unit? Sometimes the nurse needs to start drawing these labs at 0400.	AM Once or Daily AM labs start to release at 0300, the requisitions will print at that time. <ul style="list-style-type: none"> • If the patient is on a unit that phlebotomy draws and the blood draw flowsheet row is blank or set to lab, the requisition will print in the lab. • If the flow sheet row is set to Nurse, the requisition will print to the unit. • If the patient is on a unit that phlebotomy does not draw, the requisition will print to the unit. 	29-Apr	Daily AM or Once AM Exa
Lab Orders: Requisition Printing	On the Heparin nomogram, STAT PTT is drawn 6H after the start of the infusion and 6H after a rate change. Where/when/how will the requisitions print?	The PTT could be ordered as STAT with a frequency of Now Then Every 6 hours for 2 Occurrences. <ul style="list-style-type: none"> • The first order will release immediately and the requisition will print. • The second order will release ½ hour before the scheduled time and the requisition will print at that time. 	29-Apr	
Lab Orders: Requisition Printing	When there is a code, labs are drawn and the nurse fills out a paper requisition and runs the specimens to the lab. How will the blood specimens from a code get labeled before being sent to the lab during a code?	All specimens must be labeled with a label that contains 2 patient identifiers. IPR or GE-IDX will be used to print labels at Epic go-live.	29-Apr	
Lab Orders: Requisition Printing	In general, critical care labs, e.g., check ACT before line pulls, when and where will the requisitions be printed?	Does this question refer to the lab test ACT (activated clotting time) and other critical care labs? Any labs that are ordered Routine or Stat with a frequency of Once will release and print the requisition immediately. The requisition will be printed to the printer assigned to the workstation or unit.	29-Apr	
Lab Orders: Requisition Printing	If the patient has multiple lab tests to be drawn at the same time using the same type of tube, will these tests each print on a separate requisition or will they all print on the same requisition?	Requisitions will print depending on the category of the labs ordered. Blood tests for Chemistry, Hematology and Coagulation will print on one requisition, other blood samples for other laboratories will also print on their own requisitions. NOTE: these requisitions may be multiple pages. All pages need to accompany the sample to the appropriate lab.	29-Apr	

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Category	Question	Answer	Log Date	Hyperlinks
Lab Orders: Requisition Printing	A post-op cardiac pt has an order to draw labs every 1h. Can the nurse print multiple lab reqs at the same time or does the nurse have to wait/print the req for each hour?	<p>You can order a lab with a frequency of every hour for the number of occurrences that you need.</p> <ul style="list-style-type: none"> • The order will be released and the requisition will print a half hour before the order is scheduled to be drawn. • You can manually release all of the orders in your active orders report or in order review and have all of the requisitions print. 	29-Apr	
Lab Orders: Requisition Printing	Say that a unit has charted Nurse for the Blood draw row. The phlebotomy team will only draw labs in the AM. If a lab is supposed to be drawn at a different time, will the requisition print automatically on the unit for the RN to draw?	<p>If the unit has charted nurse on the blood draw row, the requisition will <u>always</u> print on the unit, even for AM Once or Daily AM.</p> <ul style="list-style-type: none"> • In order for the lab to draw any labs, the flowsheet row must be charted with Lab. • Only the labs for the AM Once or Daily AM will print in the lab. All other frequencies will print on the unit. 	29-Apr	Daily AM or Once AM Exa

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Category	Question	Answer	Log Date	Hyperlinks
Microbiology	Ordering Microbiology Tests on EPIC: There are two categories of Microbiology test orders.	<p>A. Tests that are always the only test performed on a specimen. Once the test is selected, a specimen source must be selected. Additional information may be entered in the specimen description field.</p> <ol style="list-style-type: none"> 1. Microbiology: Helicobacter CLO test 2. Microbiology: N. gonorrhoeae culture 3. Microbiology: MRSA PCR 4. Microbiology: Blood culture 5. Microbiology: Fungus blood culture 6. Microbiology: AFB blood culture 7. Microbiology: Malaria smear (Giemsa) 8. Microbiology: Pin worm exam 9. Microbiology: Scabies exam <p>B. All other Microbiology tests may be one of multiple tests ordered on a single specimen. Examples of these tests include aerobic culture, anaerobic culture, fungal culture, AFB culture, and viral culture. The specimen type determines how the test is performed and interpreted.</p> <p>The EPIC order system for these Microbiology tests was created to allow multiple test requests on a single specimen. There are 6 generic Microbiology test requests based on specimen categories:</p> <ol style="list-style-type: none"> 1. Microbiology: Genital Tract 2. Microbiology: Respiratory 3. Microbiology: Sterile Body Fluid (including CSF) 4. Microbiology: Stool/GI aspirate 5. Microbiology: Tissue/Wound 6. Microbiology: Urine <p>After selecting the appropriate Microbiology test category, more detailed information regarding the specimen and the test(s) requested is required. The next screen to open requires the same actions that would be needed to complete the Microbiology paper requisition:</p> <ol style="list-style-type: none"> 1. Select the specimen source (a more detailed specimen description is optional). 2. One or more tests must then be selected from the test menu. The tests are listed by category of organisms (as on the paper requisition): Bacteriology, Mycology, Parasitology, Mycobacteriology, and Virology. Click on the magnifying glass next to the organism category to display the test menu. Additional tests other than those on the menu may be requested in the "Other" field. 	5-May	Microbiology: Respiratory
Microbiology	What Blood Cultures Order is recommended?	<p>What Blood Cultures Order is recommended?</p> <p>For adults, the recommended collection is 2 sets and 2 sites now with another set collected in 4 hours and one collection in another 4 hours. AFB cultures are ordered separately.</p>	28-May	Microbiology Blood Cultur
Microbiology	What are the microbiology orders that order a single test with one specimen?	<p>Fungus Blood Culture</p> <p>Helicobacter CLO</p> <p>Malaria Smear (Giemsa stain)</p> <p>MRSA PCR</p> <p>Gonorrhoeae Culture</p> <p>Pin Worm Exam</p> <p>Scabies Exam</p>	28-May	Testing on Single Specime

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Category	Question	Answer	Log Date	Hyperlinks
Microbiology	What are the microbiology orders?	AFB Blood Culture Blood Culture Fungus Blood Culture Genital Tract Helicobacter CLO Test Malaria Smear (Giemsa) MRSA PCR Neisseria Gonorrhoeae Culture Pin Worm Exam – Scotch Tape Prep Respiratory Scabies Exam, Skin Scraping Sterile Body Fluid (including CSF) Stool/GI Aspirate Tissue/Wound Urine	28-May	Microbiology Orders
Microbiology	How do I order microbiology testing on specimens?	1. Select a specimen source and enter a Specimen Description if needed. 2. Select additional tests in the categories of Bacteriology, Mycology, Mycobacteriology (TB), Parasitology or Virology. It is important to select at least one test in one category.	28-May	Microbiology Testing on S
Releasing Orders	Can a message field be added to the releasing of orders?	No	28-Apr	
Releasing Orders	How can you print orders before they happen, if you need them for Pre-authorization or for Charge justification?	You can print the order report from the Review Orders Activity	28-Apr	
Results	Is there anyway to customize the Enter/Edit External Lab list that is specific to the things our clinic uses?	You can add them to your Orders Preference List.	27-Apr	
Results	When do I get notified about results?	For results back from a lab done on a clinic patient, you will receive a result message in your In Basket. If you ordered the lab, you will get both normal and abnormal results. If you are the attending (who the visit was schedule to) but a resident placed the order, you will only get abnormal results.	27-Apr	
Results	How can I tell when my inpatients have new results?	Add the New Results Flag column to your Patient List. By adding this column, an icon will appear once there are new results available for your patient. When you click on the icon, it will take you directly to the Results Review Activity.	7-May	
Results	How do I modify a My List?	1. To modify your My List, select your list in the Patient Lists activity, then click " PROPERTIES ". 2. To add more columns to your Selected Columns, select the columns you want to display in your list from Available Columns, then click " ADD ". You can remove and reorder selected columns using " REMOVE " and " UP " or " DOWN ". 3. Click Accept.	7-May	