# eClinicalWorks

# **DOCUMENT TYPE: ADVISORY**

# **Topic: Patient Safety**

November 4, 2016

# **Revision Log**

Date	Revision
11/04/2016	Revised version posted on 08/29/2016; revisions are highlighted in yellow:
	<ul> <li>Page 5 - Added new Note under Potential Risk.</li> <li>Page 8 - Action Taken by eClinicalWorks undated to Resolved</li> </ul>

This advisory presents a compilation of issues involving the recording, reporting, and/or communication of lab, diagnostic imaging, and procedure orders. These issues could present a potential risk to patient safety. Importantly, these issues do not impact the vast majority of orders, but instead occur **only** when very specific workflows, which are described in detail in this advisory, are followed. For each issue, the current status of efforts by eClinicalWorks<sup>®</sup> to resolve the issue is provided, as well as actions users can take in the interim to avoid the issue or minimize the risk associated with it.

**Note:** The extent to which you experience some or all of the issues described in this advisory will depend on the version of eClinicalWorks software, including eClinicalMobile<sup>®</sup> and eClinicalTouch<sup>®</sup>, that you are using.

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# **Detailed Issue Description**

# Issue: Orders Drop When Adding Future Labs/DI and Transferring Existing Future Labs/DI to Today's Visit

**Note:** This issue occurs when users transfer Future Orders to Today's Orders. Specifically, when some Future Orders are from past visits, and some are entered as Future Orders in today's visit and transferred before saving.

When Future Lab/DI orders are placed, and then pre-existing Future Lab/DI orders are transferred to Today's Visit (in the same encounter) using the workflow described below, the orders drop from the Progress Notes.

The following example illustrates the workflow in which this issue arises:

1. Access the Progress Notes of a patient that has existing Future Orders (*in this example, Basic Metabolic Panel, and CBC*), click *Treatment*, and access the Manage Orders window:

								Prev	vious	;   N	ext
utu	re O	)rd(	ers				Order Date	e 08/29/201	6		
н	т	s	s	F	IH	Description	Dx	Order Date		٥	
	0					Basic Me	E10.10	08/29/2016		٢	
	0					CBC	E10.10	08/29/2016		٥	

2. Add a new Future Lab order, but do not click *OK*. In this example, the new Future Lab is *Lipid Panel*:

								Prev	ious	N	ext
Futu	ıre (	Ord	ers				Order Date	08/29/2016			
н	т	s	s	F	IH	Description	Dx	Order Date		٥	
	0					Basic Me	E10.10	08/29/2016		٢	
	C					CBC	E10.10	08/29/2016		٥	
	٠					Lipid Pa	E10.10	08/29/2016		٢	

- 3. Transfer all of the Future Orders to the current visit by clicking the import icon:
- 4. Click OK.

C

## Potential Risk

Which orders are retained and which orders are dropped depends on the sequence in which the orders are imported and the version of the software being used. Examples of the potential risks related to this issue are set forth below.

### Examples of Potential Risks

# Potential Risk #1 – Importing Sequence: Basic Metabolic Panel, CBC, and Lipid Panel

Only the newly added Future Order (in this illustration, only the Lipid Panel) is transferred to the current Progress Notes. The pre-existing Future Orders are dropped from the current Progress Notes and the patient record, and removed from the previous Progress Notes if those Progress Notes were not locked. As a best practice, leaving Progress Notes unlocked is not recommended.

Note: The same concept applies to Standing Orders, using the same workflow as in Step 2 above.

Plan:

Treatment: Others Lab:LIPID PANEL Procedures: ▼ Immunizations:

### Where are the orders?

- The pre-existing Future Orders (Basic Metabolic Panel and CBC) are not part of the patient record any longer.
- The print/fax copies of the Progress Notes will not include the pre-existing Future Orders, but will display the newly placed Future Order.
- If the previous Progress Notes were locked, the pre-existing Future Orders are dropped from the patient record, but continue to display in the locked Progress Notes from the past encounter.

# Potential Risk #2 – Importing Sequence: Lipid Panel, CBC, and Basic Metabolic Panel:

The pre-existing Future Orders (CBC and Basic Metabolic Panel) display in the current Progress Notes. The newly added Future Order (Lipid Panel) is dropped from the current Progress Notes:

Plan: <u>Treatment:</u> <u>Others</u> <u>Lab:BASIC METAB PANEL W/O CA</u> <u>Lab:CBC (INCLUDES DIFF/PLT)</u> <u>Procedures:</u> ♥ <u>Immunizations:</u> <u>Therapeutic Injections:</u>

### Where are the orders?

- The newly ordered Future Order (in this illustration, Lipid Panel) is not part of the patient record.
- The print/fax copies of the Progress Notes will not include the newly added Future Order, but will display the pre-existing Future Orders.

### Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks. The resolution will prevent the orders from being dropped from the Progress Notes and the patient record.

### Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

## **Recommended Workflows**

The workflow in which this issue arises is an uncommon one. As a best practice, the *Today's Orders* tab should be used for placing current orders. Additionally, the recommendation is to save the newly placed orders before transferring orders by clicking *OK*. However, if the uncommon workflow is followed, eClinicalWorks recommends that users click *OK* after Step 2 to close the Manage Orders window, then access the Manage Orders window again to transfer the Future Orders to the current visit.

# Issue: Order with an Associated Diagnosis Code Does Not Display When Copying or Merging a Template with the Assessment Option Unchecked

The following example illustrates the workflow in which this issue arises:

1. Access a template that has orders associated with a diagnosis.

In this example, a Lipid Panel associated with E11.9, and a CBC without a diagnosis, are ordered:

Assessment:	
Assessment	
Comp	rehensive diabetic foot examination, type 2 DM, encounter for - E11.9 (Primary
Plan:	
Treatment:	
Comprehensi	ve diabetic foot examination, type 2 DM, encounter for
Lab:Lipid	Panel
Others	
Lab:CBC	

- 2. Open the Progress Notes, and from the *Template* drop-down list, select *Copy and Merge from Templates*.
- 3. In the Copy and Merge Templates window, select the template, uncheck the *Assessment* box, and then merge or copy the templates:

Patien	te For st  test, test	Encounter Date August 26, 2016
Choose	Template	
(° ⊊e (∩ gat	neric Category All Sent Specific test, test	Sel Relation Medication
Find Facility	lab (Starts All molate b Template	With
		Charles Street

# Potential Risk

The order associated with a diagnosis code does not display in the Progress Notes. Specifically, in this example, the Lipid Panel does not display in the second set of Progress Notes:

🛿 Progress Notes	Scribe	i 🔳 Or
ASSessment:		
Assessment: 🔻	•	
Plan:		
Treatment:		
Others		
Lab:CBC		
Procedures:	~	

### Where are the orders?

- The orders remain in the patient's Current Orders, as illustrated below:
  - From the Patient Hub, click the *Lab* or *DI* tab:

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tabs DI	Procedures	•	lmm/1	(Jnj	Re	lerra	a Allergi	- cos	is Alerts	Notes	Overview	DRTLA
Diagnostic Imaging (Ahlg	ren, Adam) In	nagir	ng Cate	gory	-All	HA	mo:			-	Press.	-
IMAGING CATEGORIES	Show	• CC	list	sh	ow Ca	ncel	ed Orders					New   Dele
ALL	1	۵	√ н	15	0	2	Order Dt	Coll Dt	Result Dt Ima	ging	Reason	Result
ANGIO/ARTERIO	* 🗆				с		08/27/2016		MRI :	Ankle, left		
α					с		08/27/2016		Echo	cardiogram		
DIAGNOSTIC RADI	* 🗆				с		08/27/2016		Vasc	dar Reacti		
MAMMOGRAPHY					с		08/27/2016		Stres	s Cardiolite		
MRI	ж <b>П</b>				с		08/27/2016		EKG			

• From the L Quick-Launch button, click the *Outstanding Orders* tab:

Lab		1110										
Lau	5					-				_		
L	ab	s/DI/Pi	roced	lures 📥	Outstanding	To be reviewed	Reviewed	Future	By patient	All	Cancelled	Copies
Prov	der	Al	1	V   Assgr	ed to Al	M un Facility Al		M	Set Default	120	tFacility	
Lab				. Or 101		Or Procedures		Or				
1 De	abs	I 🗹 Imaging	Proces	Ares   Elect	tonic   🔲 Future   🗹	In-house   Send-Out	High Priority		18	ew •	View All Reports	More Actions -
:0	0	S Order Date	Coll Date	Result Date	Patient.	Labs/Imaging/Procedures			Reason	Result	Assi	gnedTo
	с	08/27/2016			Ahigren, Adam	Vascular Reactivity VENDYS					Cin	e, Erin
	с	08/27/2016			Ahlgren, Adam	Stress Cardolite					Cin	t, Erin
	с	08/27/2016			Ahlgren, Adam	EXG					Clin	e, Erin
	с	08/27/2016			Ahlgren, Adam	CBC					Cin	t, Erin
	с	08/27/2016			Ahlgren, Adam	Echocardogram					Clin	e, Erin
	с	01/16/2009			McTigue, Patrick	CT Scan : Shoulder						
	с	01/14/2009			Jones, Raul	Upper gastrointestinal (UGI)	) series					

- The order displays in the Common Send window and can be printed or faxed.
- The order does *not* display in the print or fax copies of the Progress Notes.

## Action Taken by eClinicalWorks

This issue has been resolved in Version 10.0.80 SP1-C20.8.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

## **Recommended Workflows**

Until the resolution is in effect for your practice, eClinicalWorks recommends that when merging or copying templates with orders, users **not** uncheck the *Assessments* box in the Copy and Merge Templates window, if there is an associated order, or orders, attached to that template.

Issue: DI Attributes and Orders Not Linked to Assessments in Multiple DI Ordering Scenario Do Not Display in Locked Progress Notes

### Notes:

- This issue applies only to diagnostic imaging orders. It does not apply to lab orders.
- This issue affects DI orders where multiple DI orders are placed after the first order (and resulted in the same note), where the first order contains an attribute. The attributes for any subsequent DI orders after the first ordering position will not be displayed on the Progress Notes.
- In addition, any DI orders after the second ordering position will not display on the Progress Notes.

The following example illustrates the workflow in which this issue arises:

 Access a patient's Progress Notes, and add three diagnostic imaging orders not associated with an assessment, of which the second order placed is assigned an attribute.

In this example, the three diagnostic imaging orders are EKG, Vascular Reactivity, and Stress Cardiolite. The Vascular Reactivity has a VENDYS attribute.

2. Add a value to the attribute.

In this example, the attribute, VENDYS, has an attribute value of 1.23:

Plan	:
Trea	atment:
Pro	cedures:
Im	nunizations;
The	rapeutic Injections:
Dia	pnostic Imaging:
	Imaging:EKG
	Imaging Vascular Reactivity VENDYS VENDYS -
	Imaging:Stress Cardiolite

1.23

3. Lock the Progress Notes.

### Potential Risk

The locked Progress Notes and the print/fax copy of the Progress Notes will not display the related attribute value (VENDYS = 1.23) or the third order (*Stress Cardiolite*), as shown below.

Plan: Imaging: Imaging: EKG Imaging: Vascular Reactivity VENDYS Preventive:

### Where are the orders?

- The attribute value and the third order remain in the patient's Current Orders, as illustrated below:
  - From the Patient Hub, click the Lab or DI tab:

NC cabs DI	Procedures	Imm/T.Inj	Referrais dias	coss Alerts	Notes Over	view DRTLA
Ablaren Adam		Sal Into	Home			
Diagnostic Imaging (Ahlg	ren, Adam) Ima	ging Category-A	H man			
IMAGING CATEGORIES	Show (	CC List 🔳 Show	v Cancelled Orders			New   Delete
ALL	1 6	√ HM 5 0	d d Order Dt	Coll Dt Result Dt Ima	ging Reason	Result
ANGIO/ARTERIO	*	c	08/27/2016	MRI	: Ankle, left	
σ		c	08/27/2016	Echo	cardiogram	
DIAGNOSTIC RADI	* 🗆	c	08/27/2016	Vasc	ular Reacti	
MAMMOGRAPHY		c	08/27/2016	Stres	s Cardiolite	
MRI		c	08/27/2016	EKG		

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Lab	s											
La	Labs/DI/Procedures 🍐 🛛 Outstanding				g To be reviewed	Reviewed	Future	By patient	All	Cancelled	Copies	
Provi	der	AJ			ed to Al	V Facility Al		×	Set Default	1 🗹 P	Facility	
Lab				Or 101		Or Procedures		Or 1				
12u	abs	I 🗹 Imaging I	Proced	tures   Elect	ronic   🔲 Future	In-house   Send-Out	High Priority	here day	1N	ew 🕶 🛛	View All Reports	•   More Actions
:	0	S Order Date	Coll Date	Result Date	Patient	Labs/Imaging/Procedures			Reason	Result	Ass	ignedTo
	c	08/27/2016			Ahigren, Adam	Vascular Reactivity VENDIS	k.				Cin	e, Erin
	c	08/27/2016			Ahlgren, Adam	Stress Cardolite					Cin	e, Erin
	с	08/27/2016			Ahlgren, Adam	EXG					Clin	e, Erin
	c	08/27/2016			Ahlgren, Adam	CBC					Cin	e, Brin
	с	08/27/2016			Ahigren, Adam	Echocardogram					Clin	e, Erin
	c	01/16/2009			McTigue, Patrick	CT Scan : Shoulder						
	с	01/14/2009			Jones, Raul	Upper gastrointestinal (UGI	) series					
-												

• The order displays in the Common Send window and can be printed or faxed.

## Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

### Recommended Workflows

eClinicalWorks recommends linking the orders to an Assessment. The orders will display in the Print/Fax/Lock views of the Progress Notes:

#### Assessment:

Assessment: 🔻

• Other chest pain - R07.89

#### Plan:

Treatment: Other chest pain Imaging:EKG Imaging:Vascular Reactivity VENDYS VENDYS Imaging:Stress Cardiolite Procedures: Immunizations: Therapeutic Injections:

1.23

### Progress Notes Print view:

#### 08/29/2016

Progress Notes: Sam Willis M.D. 🖍

Current Medications	Assessments
None	1. Other chest pain - Ro7.89
	Treatment
	1. Other chest pain
	IMAGING: EKG
	IMAGING: Vascular Reactivity VENDYS
	VENDYS 1.23
	IMAGING: Stress Cardiolite

### Locked Progress Notes view:



# Issue: Orders Placed from Order Sets That Are Not Associated with a Diagnosis Code Do Not Display in Progress Notes

This issue occurs only when the *Show Lab Results on Progress Notes* Practice Default is enabled, and the *Show result values only once* option is selected:

3 Practice Defaults					
Default values set here will be applied to all computers in all offices across	the practice. Please make	sure to choos	e prope	defaults.	
Front Office   Mid Office   Interface   General Labs   Styles   Perform All orders must be associated with assessment(s) while ordering Change appointment provider to ordering provider when transferring from future to current visit Allow ONLY selection of specimen source and description in lab revie Show ONLY solution of specimen source and description in lab revie Show ONLY solution of specimen source and description in lab revie Show ONLY solution of specimen source and description in lab revie Show ONLY solution of specimen source and description in lab revie Show ONLY solution of specimen source and description in lab revie Show ONLY solution for current labs while transmitting Ob not Markin House lab as received if results are entered manually Do not Show C Markin Show C Markin Solution Show C Markin Solution Show C Markin Solution	ance Portal Options 3 plab m on Di Company abs from User level above sele lottes notes notes notes notes	icenning/Printi ault Company ny default will evi ction.	ng   	] ] he	
P is a show electronic radiology	Lookup Date Range F	or Viewing	-	-	
T Show electronic radiology results	Lab Cumulative Reports	100 C 400	160	days	
Lab Results Assign results to referring provider - Assigns to ordering provider if referring provider is an external provider - Enable "Result Based Billion" interface (MUST be enabled for the	View All Reports by Pati Maximum number of rep same test in Cumulative - Web View of Cum	180 S must be	enabled		
Endote xesut based billing interface (MUSI be endoted for the interfaces as well)     - CPTs and diagnosis codes are associated with lab codes upon arrival of the result.	Default ABN folder: ABN				
Send copies of lab results to providers in the 'CC list' (internal providers ONLY) - Option must be enabled for the supporting lab interface.	C Do not select In Hou	se labs in Com	mon Ser	• nd screen	

The *Show Lab Results on Progress Notes* setting enables the display of lab or DI results directly in the Progress Notes. Checking the *Show result values only once* option displays the order in the Treatment section of the Progress Notes, however the results display only in the Diagnostic Imaging or Lab Reports sections:

Plan:
Treatment: Hypertension affecting pregnancy in first trimester Lab:CBC (INCLUDES DIFF/PLT)
Imaging:Bone Density
Procedures:
Immunizations:
Therapeutic Injections:
Diagnostic Imaging:
Imaging:Bone Density
Bone Density Value - 12
Lab Reports:
Lab:CBC (INCLUDES DIFF/PLT)
WBC - 1.1
Preventive Medicine: 😎

This issue arises when an order is placed using an Order Set that is not linked to a diagnosis code, or when an order is placed from the CDSS Alerts windows using a Quick Order Set that is not linked to a diagnosis code. Currently, the software is designed not to display these orders on the Progress Notes when using this workflow:

5. Order Sets								×
ORDER SET DESCRIPTION:	Mammogram Screening							
ORDER SET MEASURE:	711-CM							
DIAGNOSES (TRIGGER):	A04							
DIAGNOSES (LINKED):	Add	Same as trigger						
AGE (TRIGGER):		Apply to all age						
GENDER (TRIGGER):	ORALE @FEMALE	UNKNOWN						
QUICK ORDER SET:	O NO SYES OK	Cancel .						
Q	Sea	ch for Order Seta						
ORDER SET: Mammogram S	creening		Miner Copy	Update Delete	MEASURE: 711-CH	QUICK ORDER SET	T YES	\$
DIAGNOSES (TRIGGER):	0	Display La	Display LaborDI based on					OR
DIAGNOSES (LINKED):		O Show Fa	vorite Lab Companies Dely					
AGE (TRIGGER): At Age								
GENDER (TRIGGER): Fame	le le							
Ra							Growne	
Name	Strength Tak	e Freq	Duration	Refills St	ute Fo	rmulation Dispe	inse D	el
Diagnostic imaging							Browse	
and the first second	Description		DI Cor	npany		Delete	3	
<ul> <li>Mammogram</li> </ul>								

The following example illustrates the workflow in which this issue arises:

- 1. Access a patient's Progress Notes.
- 2. Access an Order Set (not associated with a diagnosis code) and place an order.

### OR

Click the CDSS link in the Patient Dashboard, and place an order from a Quick Order Set (not associated with a diagnosis code) in the CDSS Alerts window:

Test, Test , 51 Y, F Info Hub	Allergies Billing Alert		_	SECURE NO	TES			_
Westborough, MA H:201-855-9561 DOB:02/02/1965	PCP: Willis Sam Acc Bal: \$0.00	Willis Sam Acc Bal: \$0.00				D Enable	<u>د</u>	1
eHX Status:	Classic alerta 🛛 🕹	Test Test	(	Ignare Offi	ce Visits	Show All Alerts		~
Medical Summary CDSS   Alerts	Measure Name	Last Done	Fq	Due Date	Status	Orders		100
SF -	Alcohol use screening		12 M	08/19/2016	10	B Audit-C	0	
-	Body Mass Index		24 M	08/19/2016	0	B8MI	0	
Progress Notes Scribe	O Breast cancer screening		24 M	08/19/2016	0	🛛 🌃 Mammog 🦉	0	1
POST NOSUIS.	Cervical cancer screening		36 M	08/19/2016	0	CA screen - P/	0	
Examination:	Cholesterol screen (geni pop)		60 M	08/19/2016	lo	B Banel	0	6 1
Physical Examination;	Depression screening		12 M	08/19/2016	0	B TPHQ2	0	
Assessment:		Generic Practi	ce Ale	rts				
Accossment	Bone Scan	06/19/2016	24	06/19/2018	10	G	0	

# Potential Risk

Immunizations:

The order does not display in the Progress Notes:

### Plan: <u>Treatment:</u> <u>Abnormal findings on diagnostic imaging of heart and coronary circulation</u> <u>Imaging:Echocardiogram</u> <u>Procedures:</u>

The print and fax copies of the Progress Notes do not display the order either.

### Where are the orders?

- The order remains in the patient's Current Orders, as illustrated below:
  - From the Patient Hub, click the *Lab* or *DI* tab:

tabs DI	Procedures	Imm/T.Inj	Referrais		nss Alerts Notes	Overview	DRTLA
Diagnostic Imaging (Ahlg	ren, Adam) Im	aging Category	All	no.	-	(Carlos	-
IMAGING CATEGORIES	Show	CC List 🔲 Sh	w Cancelle	d Orders			New   Delet
ALL	1 4	9 √ HM S	000	Order Dt Coll Dt	Result Dt Imaging	Reason	Result
ANGIO/ARTERIO	* 🗆		c (	08/27/2016	MRI : Ankle, left		
α			c (	08/27/2016	Echocardiogram		
DIAGNOSTIC RADI	* 🗆		c (	08/27/2016	Vascular Reacti		
MAMMOGRAPHY			c (	08/27/2016	Stress Cardiolite		
MRI	* m			08/27/2016	EKG		

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Lab	s											
La	Labs/DI/Procedures 🍐 🛛 🛛 🗤		Outstandi	g To be reviewed	To be reviewed Reviewed Future			All	Cancelled	Copies		
Provi	der	AJ		Ge Di	d to Al	Cr Procedures			Set Default	1 R	Facility	
Ø	abs	I 🗹 traging	Procedu	res   DEect	onic   EFuture	In-house   Send-Out	High Priority	1000	1N	ew 🛩 👔	New All Reports	More Actions
:	0	S Order Date C	ol Date	Result Date	Patient	Labs/Imaging/Procedures			Reason	Result	Ass	gnedTo
	с	08/27/2016			Ahigren, Adam	Vascular Reactivity VENDYS					Cin	t, Erin
	с	08/27/2016			Ahlgren, Adam	Stress Cardolite					Cin	t, Erin
	с	08/27/2016			Ahigren, Adam	EX6					Cin	t, Erin
	с	08/27/2016			Ahigren, Adam	CBC					Cin	t, Erin
	с	08/27/2016			Ahigren, Adam	Echocardogram					Cin	t, Erin
	с	01/16/2009			McTigue, Patrick	CT Scan : Shoulder						
	c	01/14/2009			Jones, Raul	Upper gastrointestinal (UGI)	series					

The order displays in the Common Send window and can be printed or faxed.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

### Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

## **Recommended Workflows**

Until this resolution is in effect for your practice, eClinicalWorks recommends that users review all Order Sets without diagnosis codes, and **not** place orders using Order Sets that are not associated with diagnosis codes.

Note: eClinicalWorks recommends associating all Order Sets with diagnosis codes.

# Issue: Print Rx, Orders, and Visit Summary Window Lists Only Lab Orders for Printing

The following example illustrates the workflow in which this issue arises:

1. Access a patient's Progress Notes in which lab, DI, and procedure orders have been placed.



2. From the Print drop-down list, click Print Rx, Orders and Visit Summary:

Diama	Print	-							
Plan:	Print Options								
Ott	Print Preview								
~~	Print Rx								
	Print Order								
Pro	Print Labs								
Imr	Print Diagnostic Imaging								
The	Print Procedures								
Dia	Print Visit Summary								
Lat	Print Rx, Orders and Visit Summary								
Pro	Consult Notes	- 1							
Send P	rint 💽 Fax 💌								

# Potential Risk

The Print Rx, Orders, and Visit Summary window opens, listing only the lab orders – not the DI or procedure orders. This window is used for printing only:

ピ Progress Notes 🛛 🚽 Scribe 🛛 🗮	Orders	Q Quick Search	C 7	UpToDate*
<u>ROS:</u> ♥	🔁 Print Rx, Orders and Vi	sit Summary		
Objective: <u>Vitals:</u>	Facility Westborough (	Dinic A	nts All Orders	✓ All (Visit Summary)
Past Results: Examination: V			BASIC METAB PANEL W/O CF CBC (INCLUDES DIFF/PLT)	Medications  Tests Referrals
Assessment: <u>Assessment:</u> ♥				Next Appointment Det     Next Appointment Det     Diagnosis     Immunizations     Problem List     Allergies
Plan: <u>Treatment:</u> <u>Others</u> Lab:BASIC METAB PANEL W// Lab:CEC (INCLUDES DIFE/PL)				Chief Complaints Vitals Therapeutic Injections Procedures Care Team Members Care Plan
Imaging:MRI : Ankle, left Procedure:ECG RECORDING				
Procedures: ♥ Immunizations: Therapeutic Injections:				20001 40 IVIG Tablet: Taking

### Where are the orders?

- The orders remain in the patient's Current Orders, as illustrated below:
  - From the Patient Hub, click the *Lab* or *DI* tab:

Patient Hub (Ahlgren, Ada	m)			_	
Labs DI Pro	cedures Imm/T.Inj	Referrais Allicigica	coss Alerts Notes	Overview	DRTLA History
Labs (Ahlgren, Adam) Lab	Category-All	and the second s	-	and the second second	
LAB CATEGORIES	Show CC List	Show Cancelled Orders			New   Delete   C
ALL	1 🙆 🗸 ни з	S O 🥒 🦧 Order Dt	Coll Dt Result Dt Labs	Reason	Result
ANATOMIC PATH/C	* 🗆	F 10/08/2016	CBC		
BLOOD BANK	*	F 08/30/2016	CBC		
BLOOD GASES	*	F 08/29/2016	CBC		
CHEMISTRY	*	C 08/27/2016	CBC		
COAGULATION					

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Lab	s	-										
L	Labs/DI/Procedures				Outstandin	g To be reviewed	Reviewed	Future	By patient	A	Cancelled	Copies
Prov	der	AJ		✓ Assyn	sto Al	M on Facility Al		₩ 01	Set Default	1 🗹 Pi	Fadity	
	abs	I animative	Proces	tures   Elect	ronic   🔲 Future   🛛	In-house   Send-Out	High Priority	10000000	18	ew 🕶 🛛 🕅	New All Reports	More Actions +
: 🗆	0	S Order Date	Coll Date	Result Date	Patient.	Labs/Imaging/Procedures			Reason	Result	Ass	gnedTo
	с	08/27/2016			Ahigren, Adam	Vascular Reactivity VENDY	s				Cin	e, Erin
	c	08/27/2016			Ahlgren, Adam	Stress Cardolite					Cin	e, Erin
	с	08/27/2016			Ahigren, Adam	ENG					Cin	e, Erin
	с	08/27/2016			Ahlgren, Adam	CBC					Cin	e, Erin
	с	08/27/2016			Ahigren, Adam	Echocardogram					Cin	e, Erin
	с	01/16/2009			McTigue, Patrick	CT Scan : Shoulder						
	с	01/14/2009			Jones, Raul	Upper gastrointestinal (UG	I) series					

- The order displays in the Common Send window and can be printed or faxed.
- The order displays in the print or fax copies of the Progress Notes.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks. Version 10.0.80 SP1-C20.8 will include all orders for printing in the *Print Rx*, *Orders*, *and Visit Summary* window.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

## **Recommended Workflows**

Until the resolution is in effect for your practice, eClinicalWorks recommends that users print diagnostic imaging and procedure orders by selecting the *Print Diagnostic Imaging* or *Print Procedures* from the Print drop-down list in the Progress Notes.

Diagnostic Imaging and Procedure Print/Fax:

MRI : Ankle, left	CG RECORDING
Facility Browse	Facility Browse
Facility Browse ] Westborough Clinic A DI Company Comments Browse ]	Facility Browse

Orders also display in the Common Send window.

Common Send window:

Clinical Info	12:12 AM				2	
Aci 🗸 🔲 06/29/2011	12:12 AM					
				App	bly To Sel	ected
Configured For	Send	To Col	lection Date/Time	SP	IH đơ	
Quest	Ques	ŧ				🖸
Quest, LabcorpOG	Ques	ist				
Configured For		Send To	Collection Date/Ti	me	SP IH	
		LabcorpOG				
		Fax Num	ber			
		Fax To		App	ply To Sel	lected
Fa	x Number	Fax To				
	Quest Quest, LabcorpOG Clinical Info Configured For	Quest	Quest         Quest <t< td=""><td>Quest         Quest           Quest, LabcorpOG         Quest           Clinical info         08/29/201 (11)           08/29/201 (11)         12/12/AM           Configured For         Send To         Collection Date/Till           Configured For         LabcorpOG         Collection Date/Till           Fax Number        </td><td>Quest     Quest     Quest       Quest, LabcorpOG     Quest     Quest       Clinical Info     I2:12 AM       Obs/297201     12:12 AM       Configured For     Send To       Configured For     Send To       Configured For     Send To       Configured For     Fax Number</td><td>Quest     Quest     Quest</td></t<>	Quest         Quest           Quest, LabcorpOG         Quest           Clinical info         08/29/201 (11)           08/29/201 (11)         12/12/AM           Configured For         Send To         Collection Date/Till           Configured For         LabcorpOG         Collection Date/Till           Fax Number	Quest     Quest     Quest       Quest, LabcorpOG     Quest     Quest       Clinical Info     I2:12 AM       Obs/297201     12:12 AM       Configured For     Send To       Configured For     Send To       Configured For     Send To       Configured For     Fax Number	Quest     Quest

Issue: Standing Orders Created from Future Orders Display in the Manage Orders Window in Progress Notes Without the Linked Assessment

The following example illustrates the workflow in which this issue arises:

1. Access the Progress Notes for an existing encounter and place a Future Order.

In the following example, a CBC lab is placed as a Future Order in the Progress Notes, associated with V70.1:

Manage Orders				DOD ROD IOLOD M
Medication Summary	Add New Rs	Add New Order		
Assessments	Lackap 2	Dry Order Name * Starts With * Type: Both	· · · · · · · · · · · · · · · · · · ·	
Prev Dx Add	Lat Conserve Quest +		O All O Pressoon Orders	
Select Al	Order Name	Lab Companies		
¥78.1 General psychiatr	ORC (MCLUDES DRV/W.T. CBC(M/KRBC,IND/WBC/ALT)	Quest Quest		
				En LE V ALABACHES THE Recey Order Lette Laborth
				Last 3 mon
5	New My Defaults Lab	WK.	Prevenue 1 March	e
		Future Onliens	Order Date 01/07/2015	1
8 S 25 1 10 10 1000	pline De	C I I S I'S I'F DI Description	De Order Date •	

- 2. Access the Progress Notes of a new encounter for the same patient in which the assessment associated with the previously ordered Future Order has not been selected in the Assessment window.
- 3. Create a standing order for the Future Order placed in Step 1.

In the following example, a standing order is placed for the CBC lab, which is associated with V70.1. However, the diagnosis code V70.1 has not been selected in the Assessments window for the current Progress Notes:

	Lookup	Over Name	· Starts With · Type: bloch	• • • • Lab • DI • Pr	ocedure		
	Lab Company: Quest	•		() All () Previous	Orders		
	Order Name	and the second	Lab Companies				
100	11-DEOXYCOAT A	ESPLCHSMS	Quest				
9	Standing Orders	(m.m)	Quest				
	Order :	CBC (INCLUDES DIFF/PLT).	Quest Quest			Enc . V 01/06/2015	TSW
1	No of Standing Orders Required	1	Quest Quest			History Order Sets	Labsel
		206 306 1 10 20 1	Quest			01/07/2015	
	Select Standing Order Duration	3W 4W 5W 2M	Quest				Last 3 mont
		3M 4M 6M IY	Quest				
	+ Add =Remove = Olear Al			Provio	I Next	DFF/PLT)_	01.07/2015
	01/09/2015		rdera	Order Date 01/07/2015		ng	
114			S TS F IN Description I	Dx Order Date	0		
			CBC (INC	V70.1 01/07/2015	0		
			Contraction interesting many contract with Property of	services statement in a service statement		-	
						i	
		QK Gencel				The second s	
						<b>C</b>	

The diagnosis code associated with the Future Order placed in Step 1 is associated with the standing order, but is not displayed in the Manage Orders window.

In the following example, the V70.1 diagnosis code does not display next to the standing order CBC lab, while it does display for the original CBC:

		Futu	uture Orders Order Date 01/07				ate 01/07/201	015				
4	>	н	т	s	<b>s</b>	F	IH	Description	Dx	Order Date		۰
			0					CBC (INC	V70.1	01/07/2015	-	•
			C					CBC (INC		01/09/2015		•

- 4. Click OK to close the Manage Orders window.
- 5. Access the Manage Orders window again.

### Potential Risk

The standing order (*e.g.*, *CBC*) displays with the linked diagnosis code (*e.g.*, *V70.1*) in the Manage Orders window, but the standing order does not display in the current Progress Notes.

Assessment:	_	17-0 17-0 17-0 18-0	04 PRECIMENDLONE 04 PROGESTERONE 04 PROGESTRN RES 04 COBTICOSTERON	serum Lonsms P.acth R				0000			
Anna -	0	New	My Defaults	Lab Hx.							Prev
Treatment	Forlag's Orders				Fuller	e Grið				Order D	01/07/2015
Procedures:	H & TA TA Dr. Dr. Descra	deuri .	De.		н	1.5	125	101	III Descriptio	in Dic	Order Date
Iromunizations:					0	1.1	11	1	CBC (INC.	. v70.1	01/07/2015
Therapeutic Injections:					-	-	0	-	COC (INC.	v70.1	01/09/2015
Lab Reports:					_	-		-			
Preventive Medicine: 🎔											
Next Appointment:											

The print and fax copies of the Progress Notes do not display the standing order either.

### Where are the orders?

- The order remains in the patient's medical record, as illustrated below:
  - From the Patient Hub, click the *Lab* or *DI* tab:

Patient Hub (Ahlgren, Ada	Patient Hub (Ahlgren, Adam)								
Labs DI Pro	cedures Imm/1	f.Inj Referrais	Allengies coss	Alerts Notes	Overview	DRTLA History			
Labs (Ahlgren, Adam) Lab	Category-All	and a second		-	Margare Long				
LAB CATEGORIES	Show CC L	ist 🔲 Show Cance	Bed Orders			New   Delete   C			
ALL	1 4 .	/ HM S O 🧶 👌	Order Dt Coll I	Ot Result Dt Labs	Reason	Result			
ANATOMIC PATH/C	* 🗆	F	10/08/2016	CBC					
BLOOD BANK	*	F	08/30/2016	CBC					
BLOOD GASES	*	F	08/29/2016	CBC					
CHEMISTRY	* 🗆	c	08/27/2016	CBC					
COAGULATION									

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Lab	s											
Li	ab	s/DI/Pr	oced	ures 👗	Outstandir	g To be reviewed	Reviewed	Future	By patient	All	Cancelled	Copies
Prov	der	AJ	2	V I Assgra	d to Al	M Facility Al		₩ 01	Set Default	120	t Facility	
12L	abs	I 🗹 traging I	Proced	Ares   DEect	ronic   🗍 Future	In-house   Send-Out	High Priority	100.000	IN	ev - 1	View All Reports	•  More Actions •
:0	0	S Order Date	Coll Date	Result Date	Patient.	Labs/Imaging/Procedures			Reason	Result	A55	ignedTo
	c	08/27/2016			Ahigren, Adam	Vascular Reactivity VENDYS					Cin	e, Erin
	c	08/27/2016			Ahlgren, Adam	Stress Cardolite					Cin	e, Erin
	с	08/27/2016			Ahlgren, Adam	ENG					Cin	e, Erin
	c	08/27/2016			Ahlgren, Adam	CBC					Cin	e, Erin
	с	08/27/2016			Ahigren, Adam	Echocardogram					Cin	e, Erin
	с	01/16/2009			McTigue, Patrick	CT Scan : Shoulder						
	с	01/14/2009			Jones, Raul	Upper gastrointestinal (UGI)	) series					

The standing order and diagnosis code display in the Common Send window and can be printed or faxed.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

### Recommended Workflows

Until the resolution is in effect for your practice, eClinicalWorks recommends that users select the assessment with which the Future Order is associated from the Assessments window in the current Progress Notes, before placing the order.

# Issue: ICD-Order Mapping Window Only Supports the Display of Orders for 19 Assessments or Fewer

The following example illustrates the workflow in which this issue arises:

- 1. Access a patient's Progress Notes for which 19 diagnosis codes have been documented in the same visit, including treatment plans and orders for the assessments.
- 2. Click the Orders tab, click Manage Orders, and then click ICD-Order Mapping.

The list of diagnosis codes and orders displays in a grid with the defined associations:

	Ad	ditional Order I	Details		×
KCD Gross Mapping					
Broker	785.67 Bidemind pais, generalized	427.31 Atrial Mediction	250.00 Diabetes medites without mention of complexities your it without type, not stated to anoasticated	764.0 Headache	ADA.1 Avertice Native disamiliers
Ry Tylenci & Haur 853 MG Tallant	12				
Rg: Aspirio 500 MID Tabled	0	2			0
Ry Setel Herrecord Uspat		10	10	0	0
R <sub>2</sub> FA-Cyanacododinas.Pyrałośne					
A Lab 11-Dobydio Throntonaet	91		D		0
A Lab 17-abhr-	10		13	0	22
A Lak 11-DEDKYDDRT	12	- 11		13	12
A Lab 11-Descryosted	0	-11		(3)	

- 3. Add a 20<sup>th</sup> diagnosis code in the *Assessments* section of the Progress Notes.
- 4. Access the ICD-Order Mapping window again.

## Potential Risk

The ICD-Order Mapping window no longer displays any orders in the grid:

1	Ad	Additional Order Details					
ICD-Order Mapping							
Order	789.07 Abdominal pain, generalized	427.31 Atrial fibrillation	250.00 Diabetes meilitus without mention of complication, type II or unspecified type, net stated as uncontrolled	530.81 Esephageal reflux	784.0 Headache		

### Where are the orders?

The orders are not removed from the patient's current Progress Notes; rather, they still display in the current Progress Notes and in the print/fax copies of the Progress Notes. Thus, this issue is limited to the ICD-Order Mapping window.

Removing the 20<sup>th</sup> assessment and accessing the ICD-Order Mapping window again displays the orders correctly.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

## Recommended User Action

- □ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.
- □ To link orders for more than 19 assessments, please use the Treatment window.

# Recommended Workflows

eClinicalWorks recommends that users only use the Manage Orders window from the *Treatment* section of the Progress Notes to link orders to assessments for Progress Notes with more than 19 diagnosis codes.

# Issue: DI and Procedure Orders Placed with the *Show Pathology Details* Box Checked Duplicate the Order as a Lab

**Note:** The issue applies only if diagnostic imaging and procedures are configured during system setup to use the Show Pathology Details check box.

The following example illustrates the workflow in which this issue arises:

- 1. Configure a DI or procedure to show pathology details:
  - a. From the EMR menu, select Labs, DI & Procedures, and click Diagnostic Imaging.

- b. In the Diagnostic Imaging window, search for and select a DI or procedure order, and click *Associate CPTs*.
- c. In the Associate CPTs window, check the Show Pathology Details box:

C Diagnostic Imaging	×
Lookup [mri Stats with 🔽 Show Inac	active Orders
U Company Al Type Both	🗅 🗅 Associate CPTs
Type       Name         MRI : Abdomen       MRI : Abdomen with and without Contrast         MRI : Abdomen with Contrast       MRI : Abdomen without Contrast         MRI : Abdomen without Contrast       MRI : Ankle, left         MRI : Ankle, right       MRI : Ankle, right         V       >> New + Attribute Codes       Associate ABNs	Lab Code Name MRI : Ankle, left InHouse Midmark Item Inactive LOINC® CI Show Patholoay Details I. Approval Required Exclude from MU reporting Associated CPT(s) <u>Add Remove</u> <u>QK Cancel</u>

- 2. Access the patient's Progress Notes.
- 3. Order the DI or procedure for which the *Show Pathology Details* box has been checked in the *Associate CPTs* window.

### Potential Risk

The order is duplicated in the system as a DI or procedure order *and* a lab order. Even if the DI or procedure order is associated with an assessment, the duplicate lab order is not:

Assessment:	Assessment:
Assessment:	Assessment: ▼
<ul> <li>Other specified arthritis, left ankle and foot - M13.872</li> </ul>	
Plan:	Plan:
Treatment:	Treatment:
Other specified arthritis, left ankle and foot	Procedures:
Imaging:MRI : Ankle, left	Immunizations:
Procedures:	Therapeutic Injections:
Immunizations:	Diagnostic Imaging:
Therapeutic Injections:	Imaging MRI : Ankle left
<u>Diagnostic Imaging:</u>	Inaquiq.inc. Ankie, ier
Lab Reports:	Lab Reports:
Lab:MRI : Ankle, left	Lab:MRI : Ankle, left
Preventive Medicine: 🗢	<u>Preventive Medicine:</u> ▼

**Note:** The DI or procedure order is properly placed. Thus, this is not an issue in which an order is lost; instead, it involves the unnecessary duplication of the DI or procedure order as a lab order.

### Where are the orders?

- The orders are also duplicated in the patient's Current Orders:
  - From the Patient Hub, click the *Lab* or *DI* tab:

tabs DI	Procedures	Imm/T.Inj	Referrais Allergi	🛫 COSS Alerts	Notes Overvie	DRTLA
Diagnostic Imaging (Ahlg	ren, Adam) Imi	aging Category-A	Home:			
IMAGING CATEGORIES	Show	CC List 🔳 Show	v Cancelled Orders			New   Delet
ALL	1 6	} √ HM 5 0	🧶 🧟 Order Dt	Coll Dt Result Dt Imagin	ng Reason	Result
ANGIO/ARTERIO	*	c	08/27/2016	MRI : A	nkle, left	
α		c	08/27/2016	Echocar	dogram	
DIAGNOSTIC RADI	* 🗆	c	08/27/2016	Vascula	r Reacti	
MAMMOGRAPHY		c	08/27/2016	Stress (	Cardiolite	
MRI		c	08/27/2016	EKG		

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Labs										
La	bs/DI/Pr	ocedures 🍐	Outstanding	To be reviewed	Reviewed	Future	By patient	A	Cancelled Cop	pies
Provide	Al		ed to Al	C Procedures		×	Set Default	12 8	Facility	
Clat	s I 🗹 treaging I	Procedures   Elect	tonic   🔲 Future   🗹	In-house   Send-Out	High Priority	10000	18	ew   \	New All Reports +  More A	lctions
	0 S Order Date	Coll Date Result Date	Patient.	Labs/Imaging/Procedures			Reason	Result	AssignedTo	
	C 08/27/2016		Ahigren, Adam	Vascular Reactivity VENDYS					Cline, Erin	
	C 08/27/2016		Ahlgren, Adam	Stress Cardolite					Cine, Erin	
	C 08/27/2016		Ahlgren, Adam	ENG					Cline, Erin	
	C 08/27/2016		Ahlgren, Adam	CBC					Cine, Erin	
	C 08/27/2016		Ahigren, Adam	Echocardogram					Cline, Erin	
	C 01/16/2009		McTigue, Patrick	CT Scan : Shoulder						
	C 01/14/2009		Jones, Raul	Upper gastrointestinal (UGI)	series					

- The orders are duplicated in the Common Send window and can be printed or faxed.
- The orders are also duplicated in the print or fax copies of the Progress Notes.

## Action Taken by eClinicalWorks

In Version 10.0.80 SP1-C20.8, which is expected to be released within the next two weeks, the ability to configure diagnostic imaging and procedures with the Show Pathology Details option will be disabled to prevent this issue.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

## **Recommended Workflows**

eClinicalWorks recommends that during system setup, do not configure diagnostic imaging and procedures with the *Show Pathology Details* box, and only use the *Show Pathology Details* box for lab orders. This functionality was designed to enter pathology specimen details for tissue specimens to be sent to a lab.

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Issue: Diagnosis Code for Future Lab/DI/Procedures Ordered Using an Order Set Does Not Display in Results Window

The following example illustrates the workflow in which this issue arises:

1. Access a patient's Progress Notes and, in the ICW (Right-Chart Panel), click on an Order Set, select an assessment, and place an order:

In this example, a CBC is ordered:

A	ssessment:									
	Assessment: 🗸									
	Pneumonia and influenza - J11.00									
P	lan:									
	Treatment:									
	Pneumonia and influenza									
	Lab:CBC									

2. In the *Treatment* section, click the order (in this example, click the *Lab: CBC*).

## Potential Risk

The associated diagnosis (*Pneumonia and influenza – J11.00*) does not display in the results window:

Plan:	
Treatment:	Results
Pneumonia and	Received Date 08/27/2016 Result
Lab:CBC	Order Date Coll. Date
Procedures.	08/27/2016
Immunizations	
Therapeutic Inj	۲. m ) )
Diagnostic Ima	Assessments: Hide Specify Notes: Time Stamp Browse Check Spelling
Lab Reports:	A A A A A A A A A A A A A A A A A A A
Procedure Orde	
Next Appointme	Chained Material Material Protocol Protocol
	Clinical Into: Internal Notes: Add Notes Messenger
Billing Informatio	Custom Reports Print V Hidmark ECG Display Graph Options V
Visit Code: 😎	QK Cancel
Procedure Code	

### Where are the orders?

- The order remains associated with the assessment in the Progress Note, and displays in the print and fax order. Thus, this issue impacts only the view in the Results window.
- The order also remains associated with the assessment in the patient's Current Orders, and can be viewed in the patient's record, as well as other areas, including:
  - From the Patient Hub, click the *Lab* or *DI* tab:

Labs DI Pro	cedures Imm/	T.Inj Referrats	Allergies cos	Alerts Notes	Overview	DRTLA Histor
Labs (Ahlgren, Adam) Lab	Category-All	-		-	And a local division of	
LAB CATEGORIES	Show CC I	ist 🔲 Show Can	celled Orders			New   Delete
ALL	1 🙆	🗸 нм s о 🧷	@ Order Dt Col	Dt Result Dt Labs	Reason	Result
ANATOMIC PATH/C	*	F	10/08/2016	CBC		
BLOOD BANK	*	F	08/30/2016	CBC		
BLOOD GASES		F	08/29/2016	CBC		
CHEMISTRY	* 🗆	с	08/27/2016	CBC		
COAGULATION						

• From the *L* Quick-Launch button, click the *Outstanding Orders* tab:

Labs											
La	bs/DI/P	roced	lures 👗	Outstanding	To be reviewed	Reviewed	Future	By patient	All	Cancelled	Copies
Provid	Al I		✓ I Assgr @ 101	od to Al	win Facility Al			Set Default	120	t Facility	
10 La	bs   🗹 Imaging	Proce	dures   Elect	zonic   🗍 Future   🗹	In-house   Send-Out	High Priority		IN	ev =	View All Reports •	More Actions
	O S Order Dab	e Coll Date	Result Date	Patient	Labs/Imaging/Procedures			Reason	Result	Assi	predTo
	C 08/27/201	6		Ahigren, Adam	Vascular Reactivity VENDYS					Cine	, Erin
	C 08/27/201	6		Ahlgren, Adam	Stress Cardolite					Cine	, Erin
	C 08/27/201	6		Ahlgren, Adam	ENG					Cline	, Erin
	C 08/27/201	6		Ahlgren, Adam	CBC					Cine	, Erin
	C 08/27/201	6		Ahlgren, Adam	Echocardogram					Cine	t, Erin
	C 01/16/200	9		McTigue, Patrick	CT Scan : Shoulder						
	C 01/14/200	9		Jones, Raul	Upper gastrointestinal (UGI)	) series					
Contract of the local division of the local											

The order displays in the print or fax copies of the Progress Notes.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

### **Recommended User Action**

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

### **Recommended Workflows**

The order remains associated with the assessment in the Progress Note, and displays in the print and fax order. Thus, this issue impacts only the view in the Results window.

# Issue: Past Results Do Not Display in Progress Notes When Same Order Results Are Imported

The following example illustrates the workflow in which this issue arises:

1. Access a patient's Progress Notes, and select the DRTLA tab in the Interactive Clinical Wizard (ICW – formerly the Right Chart Panel).

In this example, there are two results associated with the same DI order for X-ray – Elbow, left:

UpioDate	9	GO								
Overview	DRTLA	CDSS	Labs/DI	Templates						
Test, C20 26 Y, M as of 08/29/2016										
	Last 3 mont 🗸									
Labs										
Lipid Pa	anel		08/29/2016							
CBC				08/29/2016						
Basic N	letabolic F	Panel (8)		08/29/2	2016					
A Diagno	etic Imaa	ina			_					
	suc inag	iliy		00/02/	0040					
X ray : E	lidow, left			08/23/2	2016					
🔄 X ray : E	Elbow, left			08/02/2	2016					

2. Import these results into the current Progress Notes by clicking the Import icons:

-	

3. The Results field is documented:

Diagnostic Imaging	
Patient Sel Info Hub	Status: C Open 🖲 Reviewed 🜘 间
Test, C20 DOB:1/1/1990 Age:26Y Sex:M Tel: Acct No:1013494 Elgb Status:	Provider:       Willis, Sam,Multi       Image: High Priority         Facility:       Medical Centre       Image: High Priority         AssignedTo:       Willis, Sam,Multi       Image: High Priority
Diagnostic Imaging Informat Imaging X ray : Elbow, left Reason	Order Date     Performed Date       Set     8 /23/2016       Body Site
Results Received Date 8/29/2016	Result Normal
Order Date         Performed Dat           08/23/2016         08/23/2016	
08/02/2016 08/09/2016	

## Potential Risk

Importing two or more results of the same order in the Progress Notes with no attributes configured will cause the Past Results section to display as blank:

Objective:	
Vitals:	
Past Results:	
Examination.	

### Where are the orders?

The order results remain in the patient order:

From the Patient Hub, click the Lab or DI tab:

THE M M Info Hub Aller	ealaa Billiaa Al	<u>art.</u>						
🖹 Diagnostic Imaging (Test, C	20) Imaging Catego	ry-All			1 200			2
IMAGING CATEGORIES	Show CC List	Show	~			New   Dele	te   Cumul	ative Report
ALL	! HM 5 0	🥖 🥒 🛛 Order D	t Coll Dt	Result Dt Imaging	Reason	Result	Receive	ed Reviewed
ANGIO/ARTERIO	• 🗌 V	08/23/20	16 08/23/201	6 08/29/2016 X ray : Elbow, left		Normal	Yes	Yes
α	• 🗌 V	08/02/20	16 08/09/201	6 08/29/2016 X ray : Elbow, left		Normal	Yes	Yes
DIAGNOSTIC RADI								
MAMMOGRAPHY								
MRI								
NUCLEAR MEDICINE								
ULTRASOUND								
VASCULAR LAB								

From the L Quick-Launch button (jelly bean), under the Reviewed Orders tab:

Labs													
	Labs	/DI/Proc.	Outstandin	g To be revie	wed Reviewed	Future	By patient	All	Cancelled	Copies			
Р	Provider 🔺		🖌 …   Assigned	to Willis, Sam,Multi	🖌   Facility	M Al		$\checkmark$	Set Default				
L	ab		Clr   DI		Clr   Procedures		Clr	1					
Date Between 08/30/2015 12:00 AM And 08/29/2015 12:00 AM													
E	🗸 Labs   🖸	🛛 Imaging   🛛 Proced	ures   🗹 In-hou	ıse   🔽 Send-Out	High Priority						Patient Letter	New 👻 🛛 🛛 V	iew All Reports   ▼   More Actions ▼
?[	o s	Order Date Coll Date	Result Date	Patient	Labs/Imaging/Procedur	es					Reason	Result	AssignedTo
[	V	08/23/2016 08/23/20	16 08/29/2016	Test, C20	X ray : Elbow, left							Normal	Willis, Sam, Multi
[	V	08/02/2016 08/09/20	16 08/29/2016	Test, C20	X ray : Elbow, left							Normal	Willis, Sam, Multi
[	V	08/29/2016	08/29/2016	Hopkins, Test	3 phase bone scan						screening		Willis, Sam, Multi
[	с	08/27/2016	08/26/2016	Test, Damian	11-Desoxycortisol								Willis, Sam,Multi
ſ		00/07/0016	00/06/0016	Toot Domino	CPC								Millio Com Midei

• The past results do not display in the print or fax views of the Progress Notes.

# Action Taken by eClinicalWorks

This issue will be resolved in Version 10.0.80 SP1-C20.8, which is scheduled to be released within the next two weeks.

## Recommended User Action

□ eClinicalWorks recommends that clients upgrade to Version 10.0.80 SP1-C20.8.

# Recommended Workflows

Until the resolution is in effect for your practice, eClinicalWorks recommends that in order to communicate such results, please print/fax the results individually (outside of the Progress Notes).

# Resources

If you have any questions or concerns, please contact your Strategic Account Manager (SAM), or log a case on the eClinicalWorks Customer Portal at https://my.eclinicalworks.com