

eClinicalWorks

DOCUMENT TYPE: ADVISORY

Topic: Patient Safety

November 4, 2016

Revision Log

Date	Revision
11/04/2016	<p>Revised version posted on 08/29/2016; revisions are highlighted in yellow:</p> <ul style="list-style-type: none">▪ Page 5 - Added new Note under Potential Risk.▪ Page 8 - Action Taken by eClinicalWorks updated to Resolved.

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® 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® and eClinicalTouch®, that you are using.

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Detailed Issue Description

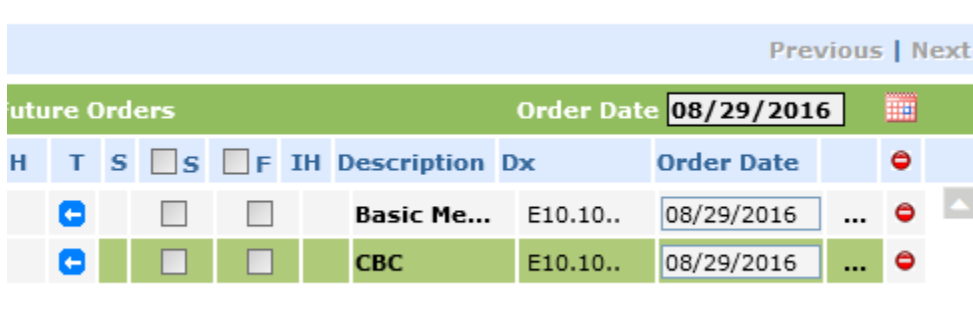
Issue: Orders Drop When Adding Future Labs/DI and Transferring Existing Future Labs/DI to Today's Visit

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.

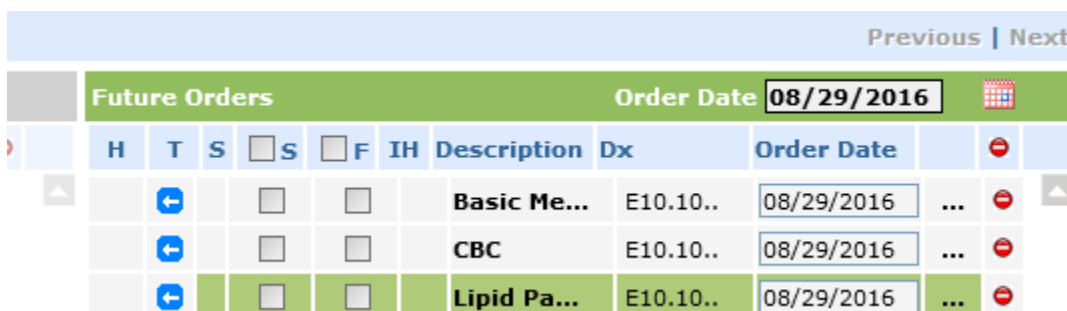
The following example illustrates the workflow in which this issue arises:

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:




Previous Next									
Future Orders						Order Date	08/29/2016		
H	T	S	S	F	IH	Description	Dx	Order Date	
						Basic Me...	E10.10..	08/29/2016	...
						CBC	E10.10..	08/29/2016	...

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



Previous Next									
Future Orders						Order Date	08/29/2016		
H	T	S	S	F	IH	Description	Dx	Order Date	
						Basic Me...	E10.10..	08/29/2016	...
						CBC	E10.10..	08/29/2016	...
						Lipid Pa...	E10.10..	08/29/2016	...

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

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:

Treatment:

Others

Lab:BASIC METAB PANEL W/O CA

Lab:CBC (INCLUDES DIFF/PLT)

Procedures: ▼

Immunizations:

Therapeutic Injections:

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: ▼

- Comprehensive diabetic foot examination, type 2 DM, encounter for - E11.9 (Primary)

Plan:

Treatment:

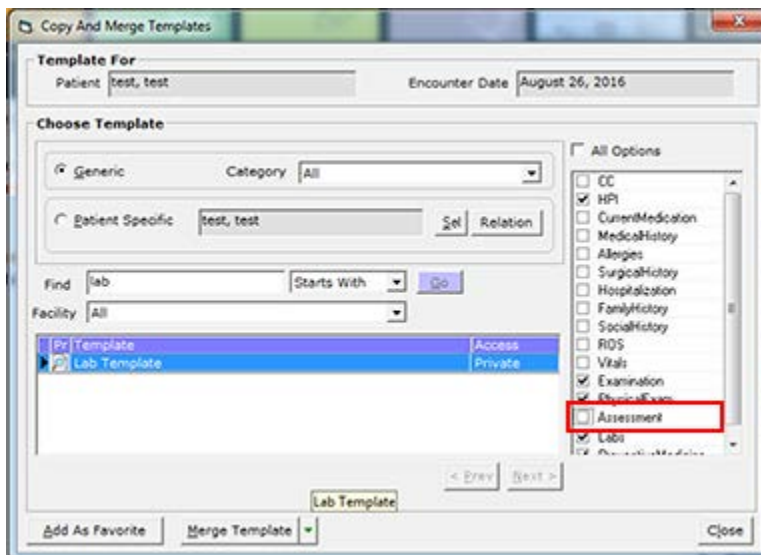
Comprehensive diabetic foot examination, type 2 DM, encounter for

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:



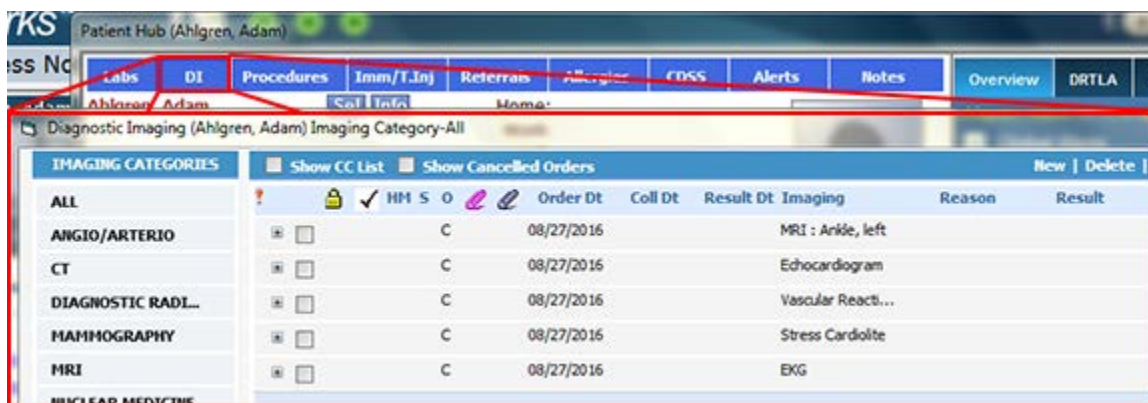
Potential Risk

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:

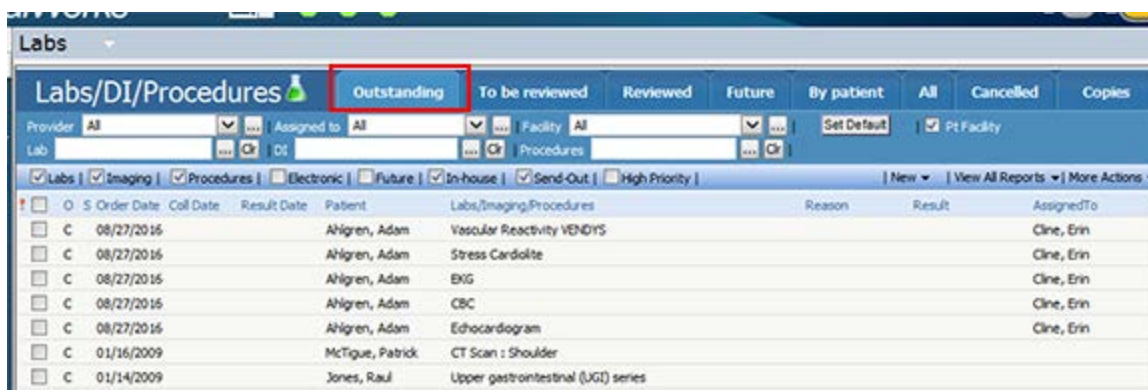


Where are the orders?

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



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



- 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:

1. 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:

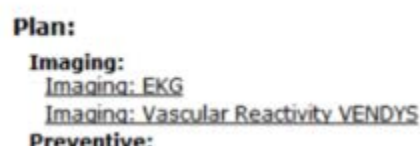


Plan:
Treatment:
Procedures:
Immunizations:
Therapeutic Injections:
Diagnostic Imaging:
Imaging:EKG
Imaging:Vascular Reactivity VENDYS
VENDYS = 1.23
Imaging:Stress Cardiolite

3. Lock the Progress Notes.

Potential Risk

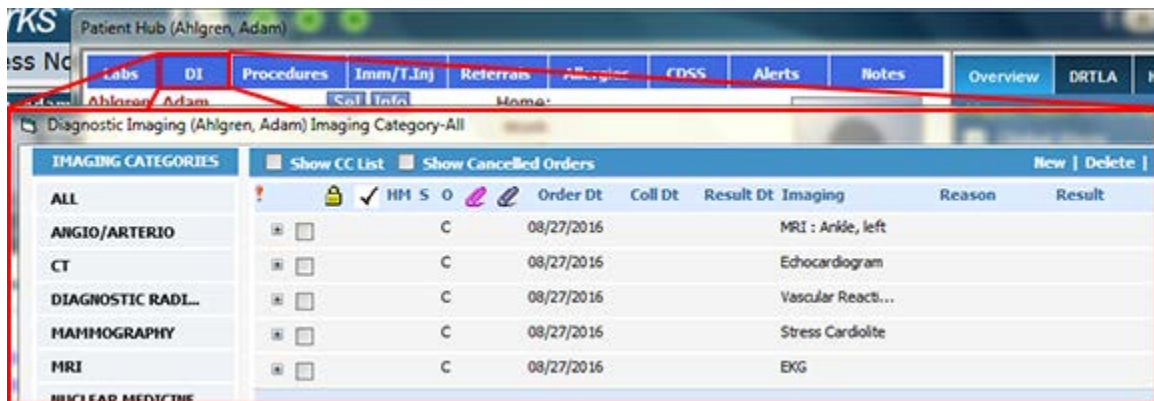
The locked Progress Notes and the print/fax copy of the Progress Notes will not display the related attribute value (*VENDYS = 1.23*) or the third order (*Stress Cardiolite*), as shown below.



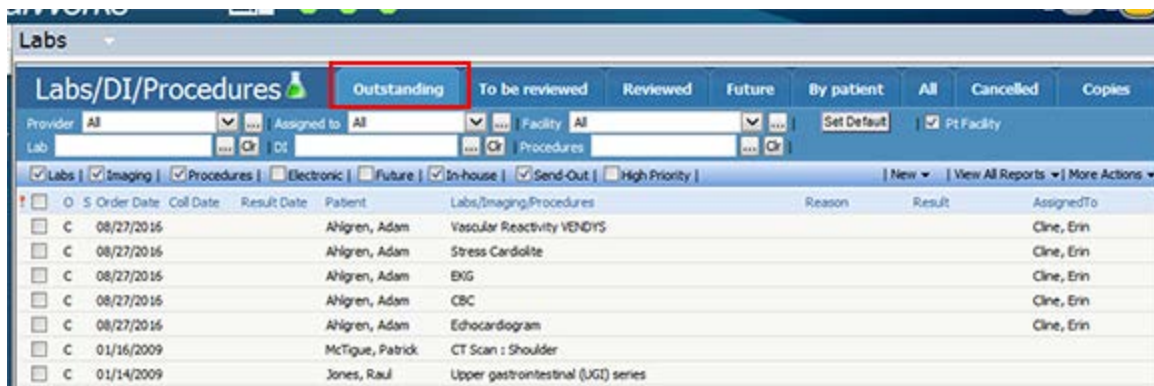
Plan:
Imaging:
Imaging: EKG
Imaging: Vascular Reactivity VENDYS
Preventive:

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:



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



- 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

1.23

Imaging:Stress Cardiolite

Procedures:

Immunizations:

Therapeutic Injections:

Progress Notes Print view:

08/29/2016

Progress Notes: Sam Willis M.D.

Current Medications

None

Assessments

1. Other chest pain - R07.89

Treatment

1. Other chest pain

IMAGING: EKG

IMAGING: Vascular Reactivity VENDYS

VENDYS

1.23

IMAGING: Stress Cardiolite

Locked Progress Notes view:

08/29/2016

Progress Notes: Sam Willis M.D.

Current Medications

None

Assessments

1. Other chest pain - R07.89

Treatment

1. Other chest pain

IMAGING: EKG

IMAGING: Vascular Reactivity VENDYS

VENDYS

1.23

IMAGING: Stress Cardiolite



Electronically signed by Sam Willis on 08/29/2016 at 02:54 PM EDT

Sign off status: Completed

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:

Practice Defaults

Default values set here will be applied to all computers in all offices across the practice. Please make sure to choose proper defaults.

Front Office | Mid Office | Interface | General | Labs | Styles | Performance | Portal | Options | Scanning/Printing |

☐ All orders must be associated with assessment(s) while ordering

☒ Change appointment provider to ordering provider when transferring lab from future to current visit

☐ Allow ONLY selection of specimen source and description in lab review

☒ Show ONLY outstanding and unreviewed future Orders in order screen

☒ Select "Specimen Collection" for current labs while transmitting
Option must be enabled for the supporting lab interface.

☒ Select the logged in provider as the default provider while ordering labs from virtual visits

☒ Mark In House lab as received if results are entered manually

☐ Do not

☐ Show

☐ Show

☐ Show C

☐ Maxim

☒ Select

☒ Show Lab Results on Progress Notes

☒ Show Labs/DI/Procedures notes

☐ Show only In-House labs results

☒ Show result values only once

☐ Show electronic radiology results

☐ Show only In-House lab results

☒ Show result values only once

☐ Show electronic radiology results

Lab Results

☐ Assign results to referring provider
Assigns to ordering provider if referring provider is an external provider.

☐ Enable "Result Based Billing" interface (MUST be enabled for the interfaces as well)
CPTs and diagnosis codes are associated with lab codes upon arrival of the result.

☒ Send copies of lab results to providers in the "CC list" (internal providers ONLY)
Option must be enabled for the supporting lab interface.

Lab/DI Default Company

Lab Company
None

DI Company
None

User level default will overwrite the above selection.

Lookup Date Range For Viewing

Lab Cumulative Report: 100 days

View All Reports by Patient: 180 days

Maximum number of reports for the same test in Cumulative Report: 5

Web View of Cumulative Report must be enabled

Default ABN folder: ABN

☐ Do not select In House labs in Common Send screen

OK Cancel

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:

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:

Measure Name	Last Done	Fq	Due Date	Status	Orders
Alcohol use screening	12 M	08/19/2016			Audit-C
Body Mass Index	24 M	08/19/2016			BMI
Breast cancer screening	24 M	08/19/2016			Mammog
Cervical cancer screening	36 M	08/19/2016			CA screen - P
Cholesterol screen (genl pop)	60 M	08/19/2016			Lipid Panel
Depression screening	12 M	08/19/2016			PHQ2

Potential Risk

The order does not display in the Progress Notes:

Plan:

Treatment:

Abnormal findings on diagnostic imaging of heart and coronary circulation

Imaging: Echocardiogram

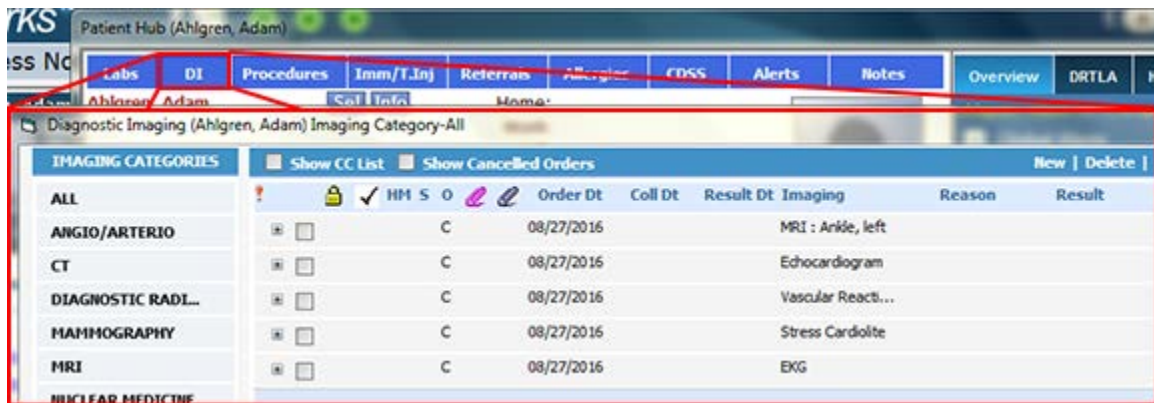
Procedures:

Immunizations:

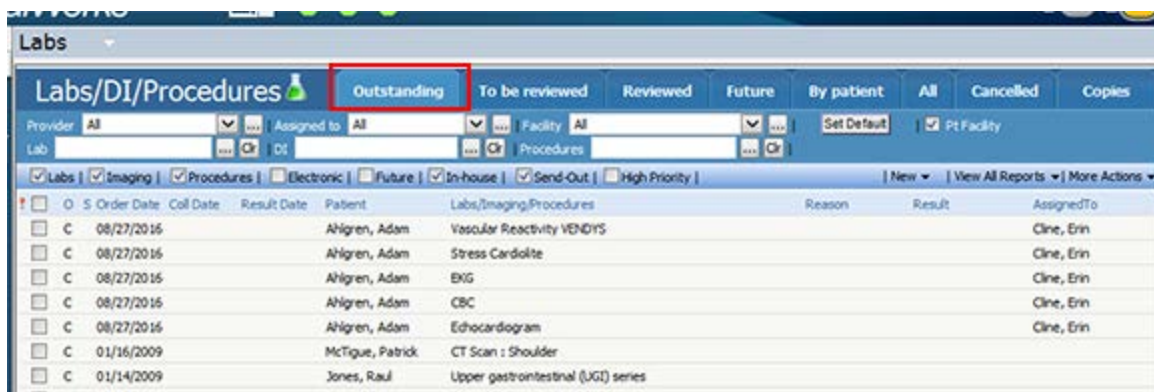
The print and fax copies of the Progress Notes do not display the order either.

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:



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



- 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.

Plan:

Treatment:

Others

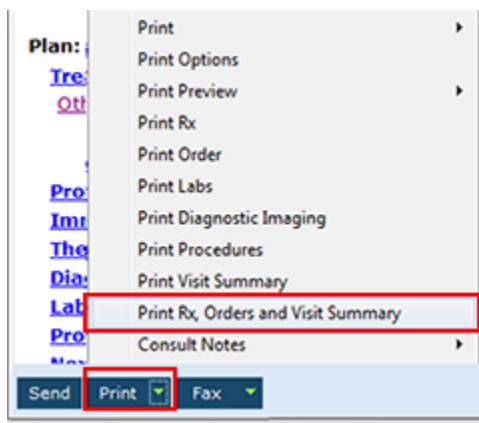
Lab:BASIC METAB PANEL W/O CA

Lab:CBC (INCLUDES DIFF/PLT)

Imaging:MRI : Ankle, left

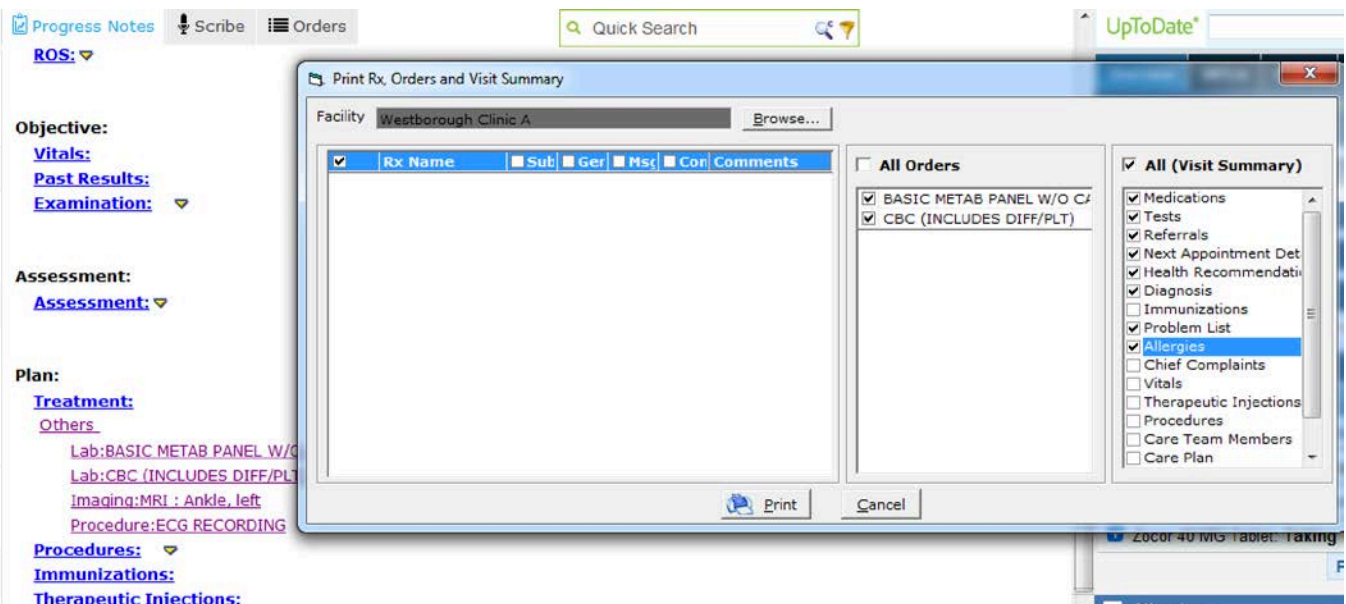
Procedure:ECG RECORDING

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



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:



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, Adam)

[Labs](#)
[DI](#)
[Procedures](#)
[Imm/T.Inj](#)
[Referrals](#)
[Allergies](#)
[CBC](#)
[Alerts](#)
[Notes](#)
[Overview](#)
[DRTL](#)
[History](#)

Labs (Ahlgren, Adam) Lab Category-All

LAB CATEGORIES	Show CC List	Show Cancelled Orders	Order Dt	Coll Dt	Result Dt	Labs	Reason	Result
ALL	<input type="checkbox"/>	<input type="checkbox"/>						
ANATOMIC PATH/C...	<input type="checkbox"/>	<input type="checkbox"/>	10/08/2016			CBC		
BLOOD BANK	<input type="checkbox"/>	<input type="checkbox"/>	08/30/2016			CBC		
BLOOD GASES	<input type="checkbox"/>	<input type="checkbox"/>	08/29/2016			CBC		
CHEMISTRY	<input type="checkbox"/>	<input type="checkbox"/>	08/27/2016			CBC		
COAGULATION	<input type="checkbox"/>	<input type="checkbox"/>						

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

Labs

Labs/DI/Procedures

[Outstanding](#)
[To be reviewed](#)
[Reviewed](#)
[Future](#)
[By patient](#)
[All](#)
[Cancelled](#)
[Copies](#)

Provider: All Assigned to: All Facility: All Set Default ☐ Pt Facility

☒ Labs ☒ Imaging ☒ Procedures ☐ Electronic ☐ Future ☒ In-house ☒ Send-Out ☐ High Priority

O	S	Order Date	Coll Date	Result Date	Patient	Labs/Imaging/Procedures	Reason	Result	AssignedTo
<input type="checkbox"/>	C	08/27/2016			Ahlgren, Adam	Vascular Reactivity VENDOR			Cline, Erin
<input type="checkbox"/>	C	08/27/2016			Ahlgren, Adam	Stress Cardiolite			Cline, Erin
<input type="checkbox"/>	C	08/27/2016			Ahlgren, Adam	BKG			Cline, Erin
<input type="checkbox"/>	C	08/27/2016			Ahlgren, Adam	CBC			Cline, Erin
<input type="checkbox"/>	C	08/27/2016			Ahlgren, Adam	Echocardiogram			Cline, Erin
<input type="checkbox"/>	C	01/16/2009			McTigue, Patrick	CT Scan : Shoulder			
<input type="checkbox"/>	C	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 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.

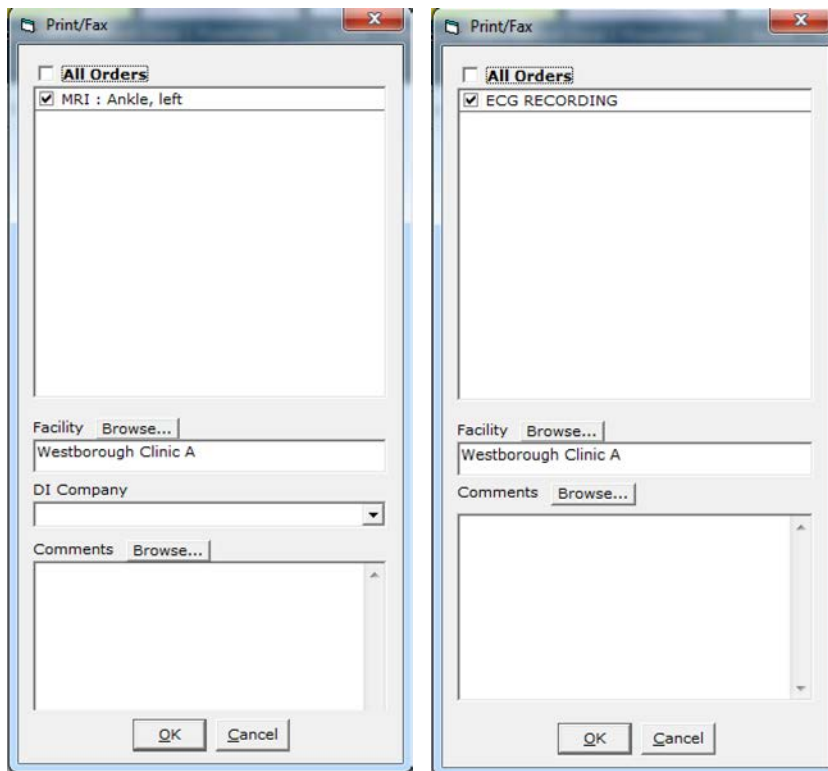
Recommended User Action

- ❑ 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:



Orders also display in the Common Send window.

Common Send window:

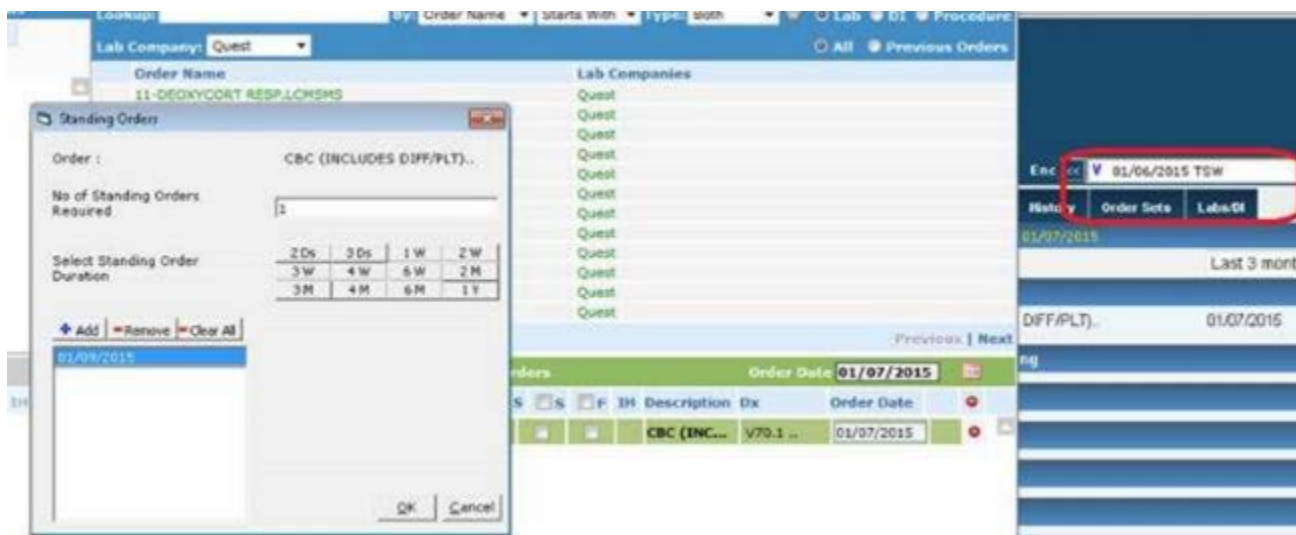
Issue: Standing Orders Created from Future Orders Display in the Manage Orders Window in Progress Notes Without the Linked Assessment

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

The screenshot shows the 'Manage Orders' application interface. The 'Assessments' section is active, displaying a list of assessments. The 'V79.1 General psychiatrist' assessment is selected. The 'Order Name' field is set to 'CNC (INCLUDES DIFF/PLT)'. The 'Lab Company' is 'Quest'. The 'Order Date' is '01/07/2015'. The 'Order Date' field is highlighted with a red box. The 'Order Date' field is also highlighted with a red box.

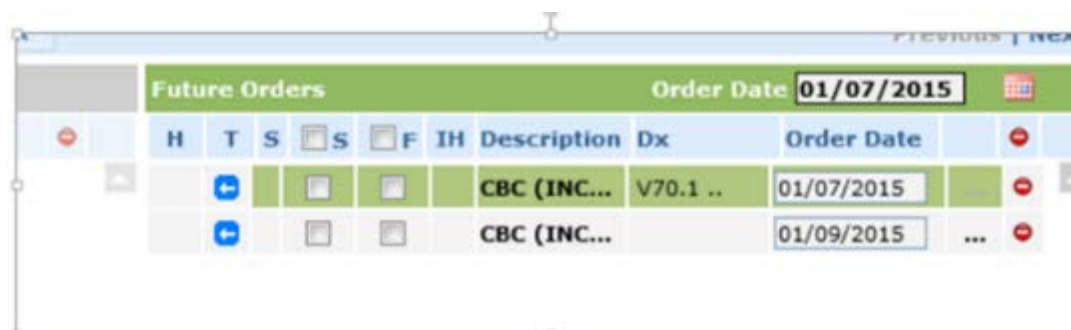
2. Access the Progress Notes of a new encounter for the same patient in which the assessment associated with the previously ordered Future Order has not been selected in the Assessment window.
3. Create a standing order for the Future Order placed in Step 1.

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:



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.

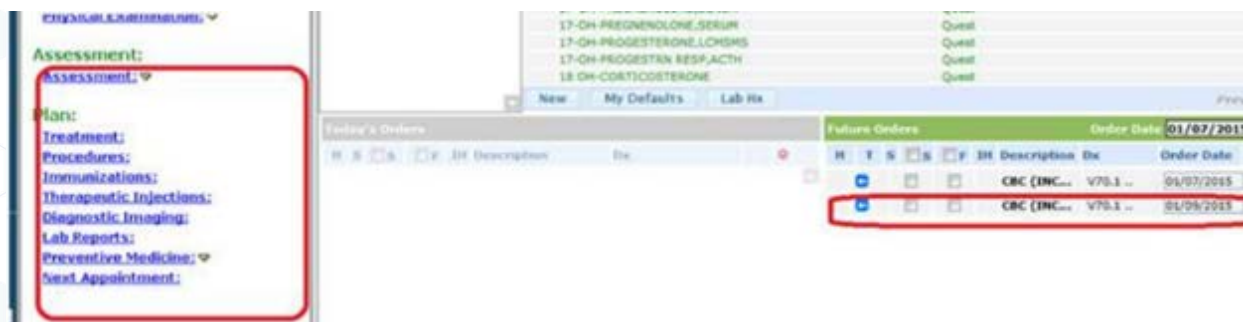
In the following example, the V70.1 diagnosis code does not display next to the standing order CBC lab, while it does display for the original CBC:



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

Potential Risk

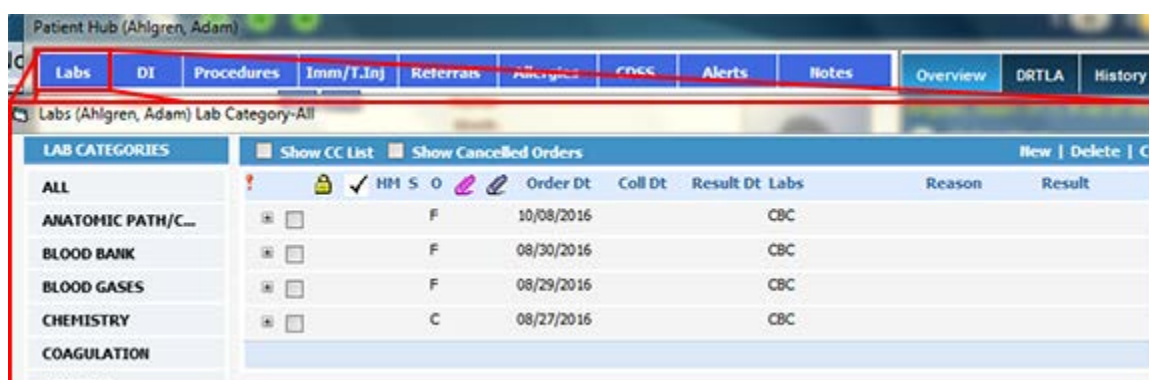
The standing order (e.g., CBC) displays with the linked diagnosis code (e.g., V70.1) in the Manage Orders window, but the standing order does not display in the current Progress Notes.



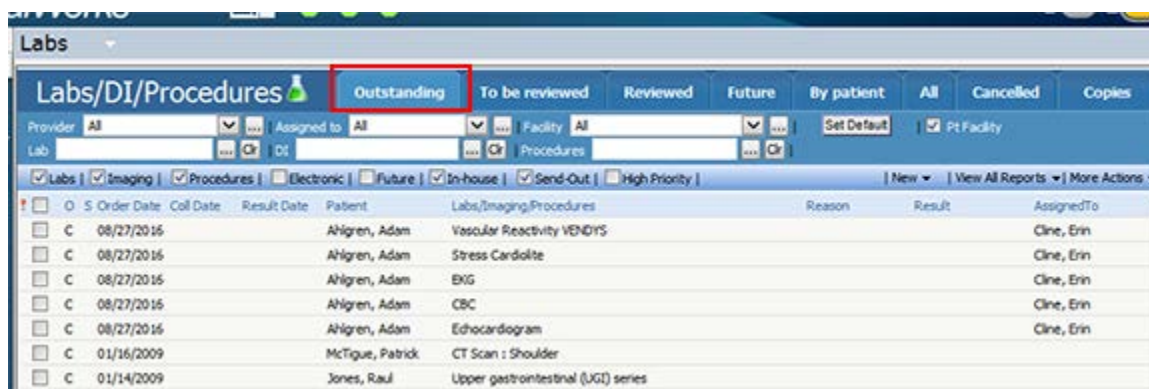
The print and fax copies of the Progress Notes do not display the standing order either.

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:



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



- 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:



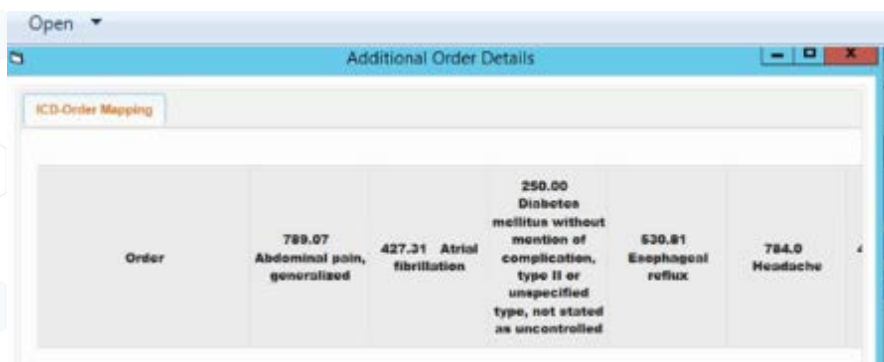
The screenshot shows a window titled "Additional Order Details" with a tab labeled "ICD-Order Mapping". It displays a grid with 6 columns: "Order", "755.07 Abdominal pain, generalized", "427.31 Atrial fibrillation", "250.00 Diabetes mellitus without mention of complication, type II or unspecified type, not stated as uncontrolled", "784.9 Headache", and "424.1 Aortic valve disorders". The grid lists several orders with checkboxes indicating their association with each diagnosis code.

Order	755.07 Abdominal pain, generalized	427.31 Atrial fibrillation	250.00 Diabetes mellitus without mention of complication, type II or unspecified type, not stated as uncontrolled	784.9 Headache	424.1 Aortic valve disorders
Rx Tylenol 8 Hour 325 MG Tablet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rx Aspirin 810 MG Tablet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rx Oral Hemoccult Liquid	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rx P.A. Cyclobenzaprine Pyridoxine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lab 11-Orthydro Thrombocytopenia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lab 11-Platelets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lab 11-DE DVT/PE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lab 11-Desmoteplase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Add a 20th 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:



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 20th 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.

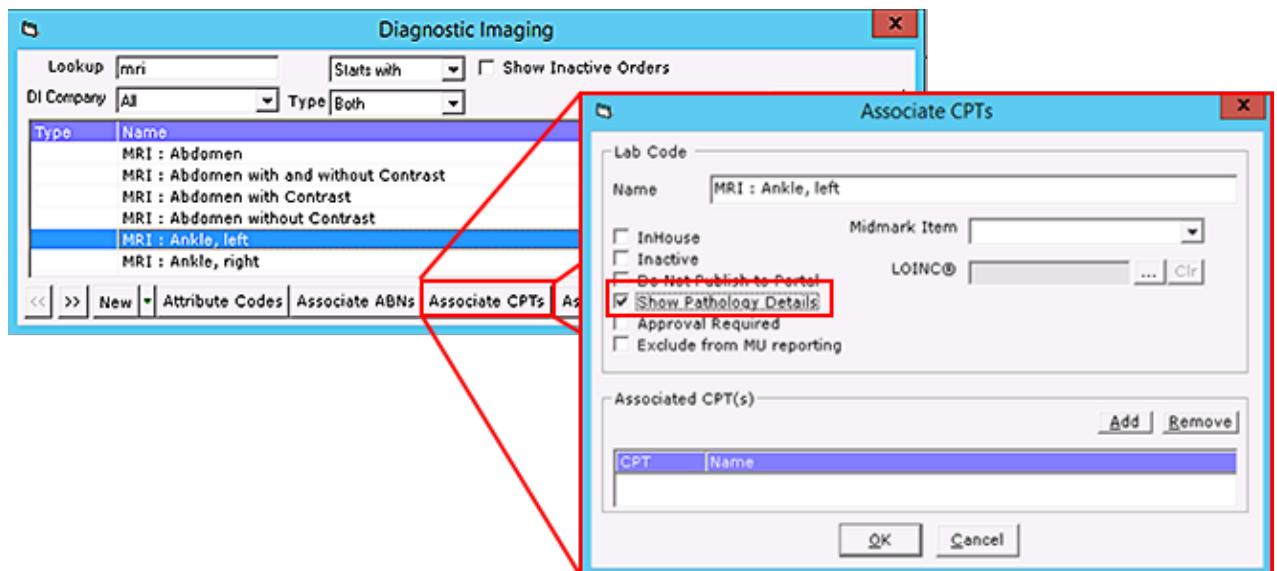
Issue: DI and Procedure Orders Placed with the *Show Pathology Details* Box Checked Duplicate the Order as a Lab

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:



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: ▼

- Other specified arthritis, left ankle and foot - M13.872

Plan:

Treatment:

Other specified arthritis, left ankle and foot

Imaging: MRI : Ankle, left

Procedures:

Immunizations:

Therapeutic Injections:

Diagnostic Imaging:

Lab Reports:

Lab: MRI : Ankle, left

Preventive Medicine: ▼

Assessment:

Assessment: ▼

Plan:

Treatment:

Procedures:

Immunizations:

Therapeutic Injections:

Diagnostic Imaging:

Imaging: MRI : Ankle, left

Lab Reports:

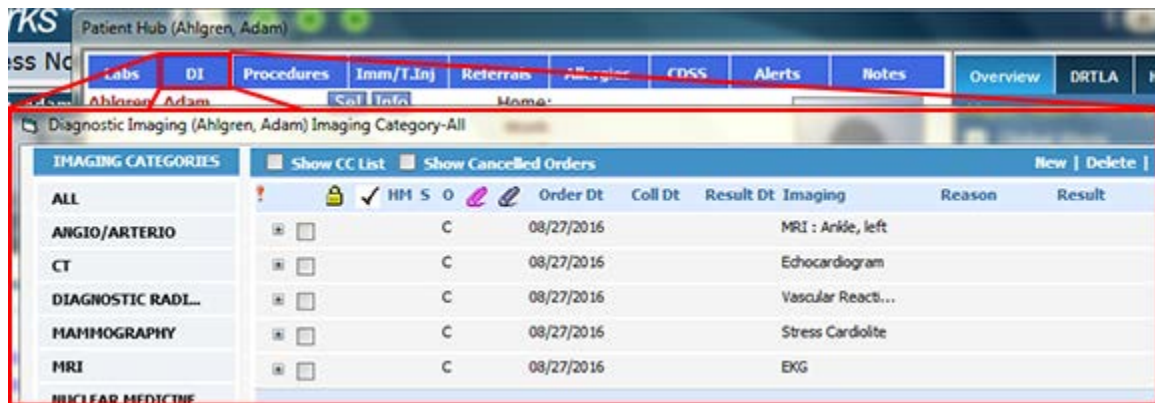
Lab: MRI : Ankle, left

Preventive Medicine: ▼

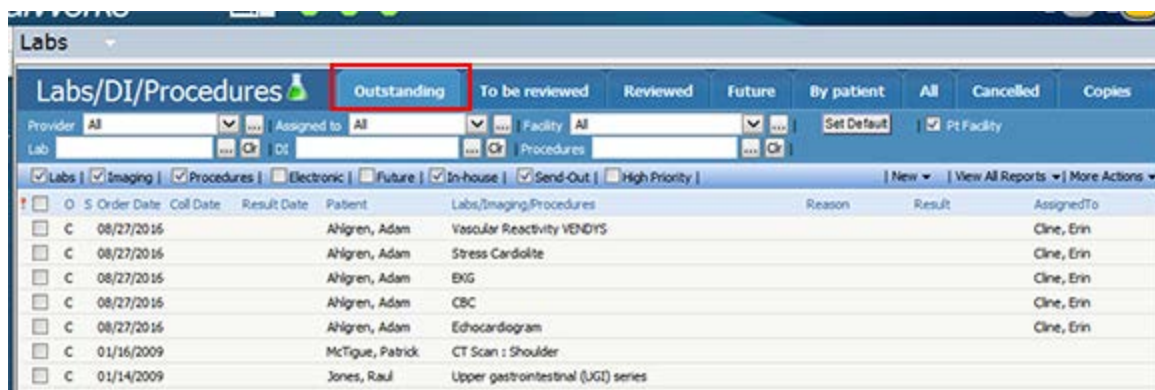
Note: The DI or procedure order is properly placed. Thus, this is not an issue in which an order is lost; instead, it involves the unnecessary duplication of the DI or procedure order as a lab order.

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:



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



- 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.

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:

Assessment:

Assessment: ▼

- Pneumonia and influenza - J11.00

Plan:

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:

Pneumonia and influenza - J11.00

Lab: CBC

Results

Received Date: 08/27/2016 Result:

Order Date	Coll. Date	Result
08/27/2016	08/27/2016	

Assessments: Hide Specify

Notes: Time Stamp Browse Check Spelling

Clinical Info:

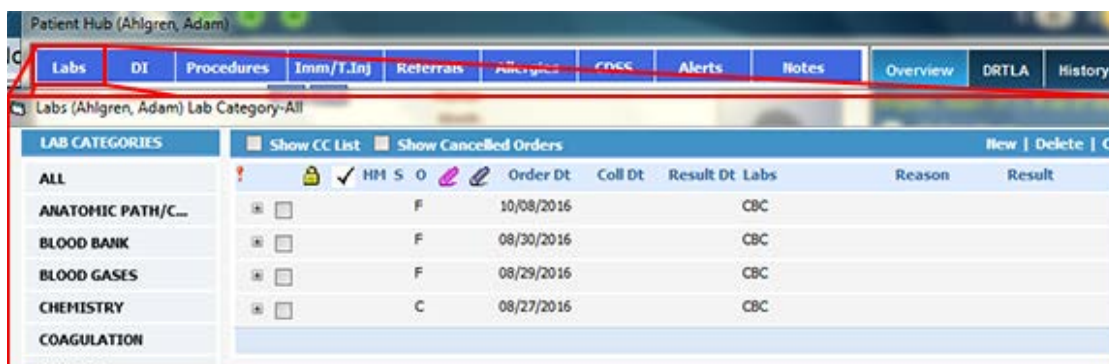
Internal Notes: Add Notes Messenger

Custom Reports Print Midmark ECG Display Graph Options

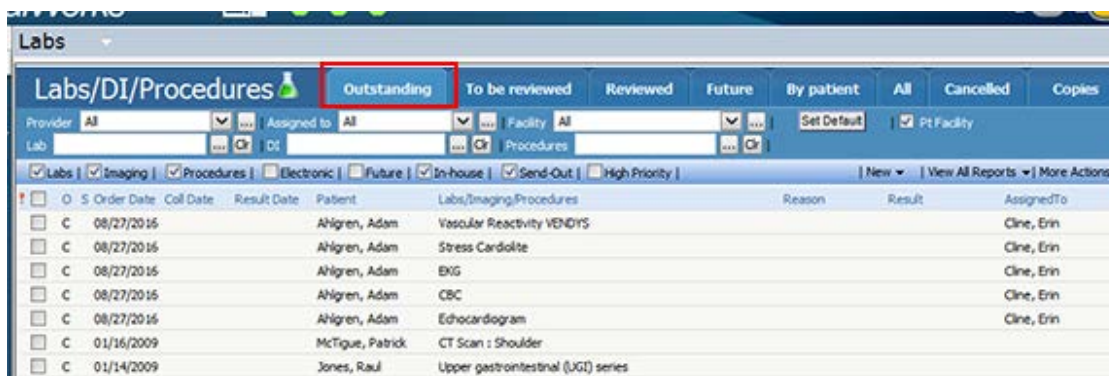
OK Cancel

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:



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



- 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:

UpToDate GO

Overview DRTLA CDSS Order Sets Labs/DI Templates

Test, C20 26 Y, M as of 08/29/2016

Last 3 months

Labs

- Lipid Panel 08/29/2016
- CBC 08/29/2016
- Basic Metabolic Panel (8) 08/29/2016

Diagnostic Imaging

- X ray : Elbow, left 08/23/2016
- X ray : Elbow, left 08/02/2016

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



3. The Results field is documented:

Diagnostic Imaging

Patient: Test, C20 DOB: 1/1/1990 Age: 26Y Sex: M Tel: Acct No: 1013494 Elgb Status:

Status: Open Reviewed

Provider: Willis, Sam, Multi Facility: Medical Centre Assigned To: Willis, Sam, Multi

High Priority InHouse Future Order Cancelled

Diagnostic Imaging Information

Imaging: X ray : Elbow, left Order Date: 8/23/2016 Performed Date: 8/23/2016

Reason: Body Site:

Results

Received Date: 8/29/2016 Result: Normal

Order Date	Performed Date	Result
08/23/2016	08/23/2016	Normal
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:

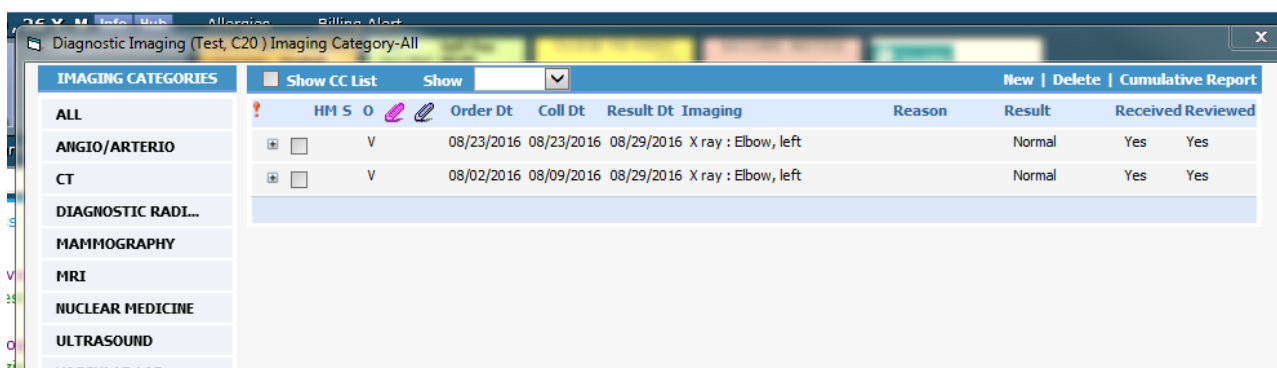
Past Results:

Examination:

Where are the orders?

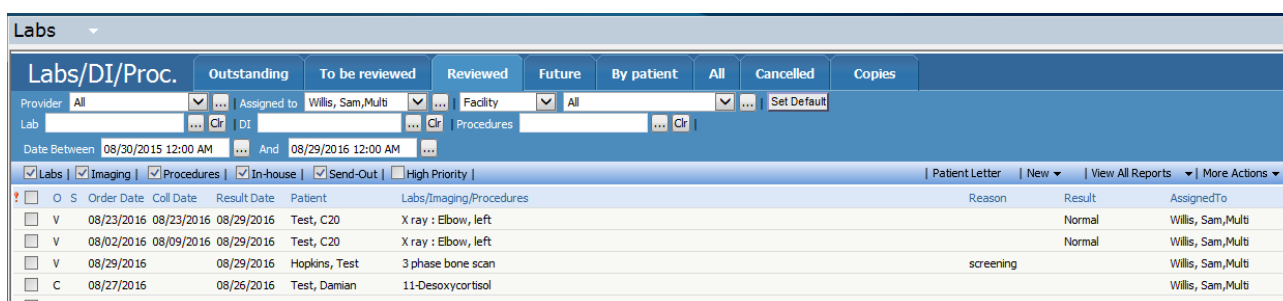
The order results remain in the patient order:

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



IMAGING CATEGORIES	HM	S	O	Order Dt	Coll Dt	Result Dt	Imaging	Reason	Result	Received	Reviewed
ALL											
ANGIO/ARTERIO											
CT											
DIAGNOSTIC RADI...											
MAHMOGRAPHY											
MRI											
NUCLEAR MEDICINE											
ULTRASOUND											
VASCULAR LAB											

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



Labs	Outstanding	To be reviewed	Reviewed	Future	By patient	All	Cancelled	Copies
Provider	All	Assigned to	Wills, Sam,Multi	Facility	All	Set Default		
Lab		DI		Procedures				
Date Between	08/30/2015 12:00 AM	And	08/29/2016 12:00 AM					
Order Date	Coll Date	Result Date	Patient	Labs/Imaging/Procedures	Reason	Result	AssignedTo	
V	08/23/2016	08/23/2016	08/29/2016	Test, C20	X ray : Elbow, left	Normal	Wills, Sam,Multi	
V	08/02/2016	08/09/2016	08/29/2016	Test, C20	X ray : Elbow, left	Normal	Wills, Sam,Multi	
V	08/29/2016	08/29/2016	08/29/2016	Hopkins, Test	3 phase bone scan	screening	Wills, Sam,Multi	
C	08/27/2016	08/26/2016	08/26/2016	Test, Damian	11-Desoxycortisol		Wills, Sam,Multi	

- 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>