







Result Queues

Last Modified on 09/04/2025 11:42 am EDT

The My Tasks - Results screen has several different queues that are used to organize results. This article will explain these various queues, their purpose, and how a result might get here.

Task Results				
✓	Open - Results Received	88		
	Open - Pending Results	10		
	Closed - Completed	48		
	Closed - No Results	99+		
	Closed - No Findings	99+		
<div><input type="text"/></div> <div>     </div>				
M	Chart	Patient	Ordered	Order
	312062	Winsor, Debora	12/01/2018	CMP

Open - Results Received

This queue represents results that have been sent into the application that has not yet been closed. These results are assigned to either your user or a User Group that your user is a part of. The person that is assigned to the result at any given moment is called the **Processor**. Different types of results may be assigned to different processors based on a number of business rules that the practice may configure.

Default Results Processor

By default, results are returned to the user that was selected in the 'Ordered By' field when the original order was created.


NOTE: The 'Ordered By' field is found here: EMR > Orders > Ordered By. This defaults to the logged-in user. However, there is a User Settings (Default Order By) where this may be set to a specific person automatically.

Normal Results Processor

Some practices may have a process in place where results that are marked as "All Normal" based on the supplied lab values will be automatically routed to a specific user or user group. This can be controlled through the following [Company Setting: Normal Results Processor](#)

To determine "All Normal", the system analyzes the "Flags" supplied for each result value by the lab. If all values are marked as "N" (normal), then the entire result is considered to be normal. If any values are not normal, then the result would not go through this process.

Below, you will see the 'Flag' column. In this example, both a "Low" and "High" value are found as dictated by the lab, therefore this result would not be "All Normal".




LabCorp

Requisition ID: Z595693 Order #: 877

Office/EMR Patient Id 312060	Patient Name Wally, Dino			Sex U	Age 73y	Date Of Birth 05/21/1947	
Requisition Number Z595693	Account Number RN012573	Accession Number/Internal ID 312060		Date and Time Collected 11/06/2018 12:00am		Reported Date 11/07/2018	

Name	Value	Flag	Range	UOM	Status	Date	Lab
CBC With Differential/Platelet Received: (Adkins MD, Stanley)							
Date: Wed Nov 7 00:00:00 2018							
Reported: Wed Nov 7 09:11:00 2018							
WBC	8.1		3.4-10.8	x10E3/uL	F	11/07/18	01
RBC	4.71		3.77-5.28	x10E6/uL	F	11/07/18	01
Hemoglobin	11.5		11.1-15.9	g/dL	F	11/07/18	01
Hematocrit	38.2		34.0-46.6	%	F	11/07/18	01
MCV	81		79-97	fL	F	11/07/18	01
MCH	24.4	L	26.6-33.0	pg	F	11/07/18	01
MCHC	30.1	L	31.5-35.7	g/dL	F	11/07/18	01
RDW	18.5	H	12.3-15.4	%	F	11/07/18	01
Platelets	285		150-379	x10E3/uL	F	11/07/18	01
Neutrophils	72		Not Estab.	%	F	11/07/18	01
Lymphs	19		Not Estab.	%	F	11/07/18	01

Result Findings/Activities

Add Result Findings/Activities 

Abnormal Results Processor

Some practices may have a process in place where results that are marked as "Abnormal" based on the supplied lab values will be automatically routed to a specific user or user group. This can be controlled through the following [Company Setting: Abnormal Results Processor](#)

To determine "Abnormal", the system analyzes the "Flags" supplied for each result value by the lab. If any value is marked as something other than "N" (normal), then the entire result is considered to be abnormal.

Below, you will see the 'Flag' column. In this example, both a "Low" and "High" value are found as dictated by the lab, therefore this result would be "Abnormal"

Requisition ID: Z595693 Order #: 87

LabCorp

OfficeEMR Patient Id 312060	Patient Name Wally, Dino			Sex U	Age 73y	Date Of Birth 05/21/1947
Requisition Number Z595693	Account Number RN012573	Accession Number/Internal ID 312060	Date and Time Collected 11/06/2018 12:00am	Reported Date 11/07/2018		

Name	Value	Flag	Range	UOM	Status	Date	Lab
CBC With Differential/Platelet (Adkins MD, Stanley)							
Received: Date: Wed Nov 7 00:00:00 2018 Reported: Wed Nov 7 09:11:00 2018							
WBC	8.1		3.4-10.8	x10E3/uL	F	11/07/18	01
RBC	4.71		3.77-5.28	x10E6/uL	F	11/07/18	01
Hemoglobin	11.5		11.1-15.9	g/dL	F	11/07/18	01
Hematocrit	38.2		34.0-46.6	%	F	11/07/18	01
MCV	81		79-97	fL	F	11/07/18	01
MCH	24.4		26.6-33.0	pg	F	11/07/18	01
MCHC	30.1		31.5-35.7	g/dL	F	11/07/18	01
RDW	18.5	H	12.3-15.4	%	F	11/07/18	01
Platelets	285		150-379	x10E3/uL	F	11/07/18	01
Neutrophils	72		Not Estab.	%	F	11/07/18	01
Lymphs	19		Not Estab.	%	F	11/07/18	01

Result Findings/Activities

Add Result Findings/Activities

Unsolicited Results Processor

In the event that a result does not automatically connect back to the correct patient/order, then the order will be assigned to the correct Unsolicited Results user group as defined by the corresponding [Company Setting: Unsolicited Results Processor](#). For a more granular workflow, it is possible to change the **Result Processor** for unsolicited results received for a specific provider/user. This is determined by the value of User Setting: Unsolicited Results Processor.

WARNING: When using the User Setting for result processing automation, this will supersede the Company Setting. Additionally, using the User Settings will require a match between the NPI from the HL7 and the provider connected to the user in User Setup > [ID.me Verification](#) (toolbar). Lastly, some labs do not provide the NPI for the Ordering Provider as the identifier. It is possible you need to work with our Support team and/or your lab vendor to ensure the OBR.16.1 value is an NPI.

ID.me Verify

User !chandler

Provider

Select a Provider to associate with ID.me

Open - Results Pending

The Results Pending queue represents orders that have been created, but no results have been received. These results will be assigned to the user that was selected in the 'Ordered By' field when the order was originally placed.

Pro Tip

Not all orders necessarily expect to have a result returned. Therefore, you can update a setting for a given order route that will automatically move these types of orders out of the Pending Results list into the 'Closed - No Results' list after a set period of time. This is controlled via the **Closed - "No Results" days** setting found on the Service Location setup window. By way of example, a 'Scheduling' order for Follow-Up in 3 days is unlikely to receive an electronic result. Therefore, the 'Scheduling' Service Location may have the Closed - No Results days set to 0 so that these orders do not show in this queue

Closed - Completed

The Completed queue represents orders that have had findings entered on a result that was returned and the result has been set to a status of closed. Results will typically make it into this queue via the Results Review process described below.

Closed - No Results

The No Results queue represents orders that have not had results returned and the result status has been set to a status of closed. Results will typically make it into this queue because of an automated process that moves results out of the Open - Pending Results queue into the Closed - No Results queue. This automated process is controlled via the **Closed - "No Results" days** setting found on the Service Location setup window.

Closed - No Findings

The No Findings queue represents results have been returned, but no finding was ever entered on the result. Results will typically make it into this queue because of an automated process that moves results out of the Open - Results Received queue into the Closed - No Findings queue. This automated process is controlled via the **Closed - "No Findings" days** setting found on the Service Location setup window.
