

# Results

Last Modified on 04/02/2024 1:59 pm EDT

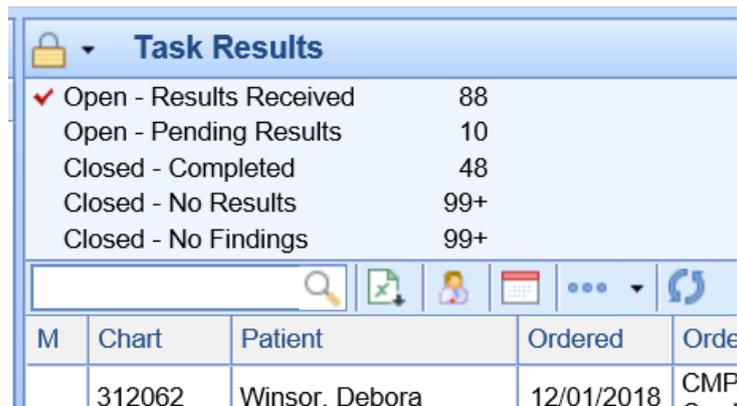
## My Tasks Results Overview

The My Tasks Results portal is used to manage electronic results that are sent back electronically to the application. This portal allows you to see new results assigned to you, add findings to results, and link unsolicited results to the correct patient.

[Watch the Video Training Here](#)

## Result Queues

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.



The screenshot shows a software interface for 'Task Results'. At the top, there is a header with a lock icon and a dropdown arrow. Below the header is a summary table with five rows. Underneath the summary table is a toolbar with icons for search, print, user profile, calendar, a dropdown menu, and refresh. At the bottom is a data table with columns for 'M', 'Chart', 'Patient', 'Ordered', and 'Order'. The first row of data shows '312062', 'Winsor, Debora', and '12/01/2018'.

Task Results	
✓ Open - Results Received	88
Open - Pending Results	10
Closed - Completed	48
Closed - No Results	99+
Closed - No Findings	99+

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".

**Requisition ID: Z595693 Order #: 877**

**LabCorp**

OfficeEMR Patient Id <b>312060</b>	Patient Name <b>Wally, Dino</b>	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	Flag: Below low normal	34.0-46.6	%	F	11/07/18	01
MCV	81		79-97	fL	F	11/07/18	01
<b>MCH</b>	<b>24.4</b>		<b>26.6-33.0</b>	<b>pg</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>MCHC</b>	<b>30.1</b>		<b>31.5-35.7</b>	<b>g/dL</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>RDW</b>	<b>18.5</b>	<b>H</b>	<b>12.3-15.4</b>	<b>%</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
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 <b>312060</b>	Patient Name <b>Wally, Dino</b>			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	L	34.0-46.6	%	F	11/07/18	01
MCV	81		79-97	fL	F	11/07/18	01
<b>MCH</b>	<b>24.4</b>	L	<b>26.6-33.0</b>	<b>pg</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>MCHC</b>	<b>30.1</b>	L	<b>31.5-35.7</b>	<b>g/dL</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>RDW</b>	<b>18.5</b>	<b>H</b>	<b>12.3-15.4</b>	<b>%</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
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

Flag: Below low normal

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:  
Company Setting: Unsolicited Results Processor

### 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.

## Result Lists

The My Tasks - Results screen has several different [Result Queues](#). Once a user selects a queue, the results in that queue are then returned and displayed in the Results List. This article will explain each field in the result list.

Task Results												
Neighborhood Physicians Practice												
Open - Results Received		88										
Open - Pending Results		10										
Closed - Completed		48										
Closed - No Results		99+										
Closed - No Findings		99+										
M	Chart	Patient	Ordered	Orders	Received	Abnormal	Findings	MML	Next Appointment	Processor	Provider	Lab
	312062	Winsor, Debora	12/01/2018	CMP14+LP+CBC/D/Pt+TSH+Hb A... Cardiovascular Report	08/06/2020	!				Nurse	Adkins MD, Stanley	LabCorp
	312062	Winsor, Debora	12/01/2018	CMP14+LP+CBC/D/Pt+TSH+Hb A... Cardiovascular Report	08/06/2020	!				Nurse	Adkins MD, Stanley	LabCorp
✓	312060	Wally, Dino	11/07/2018	CBC With Differential/Platelet	08/06/2020	!				Nurse	Adkins MD, Stanley	LabCorp
	312060	Wally, Dino	11/07/2018	CBC With Differential/Platelet	08/06/2020	!				Nurse	Adkins MD, Stanley	LabCorp

## Result Lists Definitions

- **M** - This represents results that were recently modified (changed/findings added/etc...) since the last time the screen was refreshed. Items recently modified will contain a black check icon to indicate this.
- **Chart** - The patient chart number for the result. If the patient is unknown, this will display as a '?'.
- **Patient** - The patient name (Last, First) for the result. If the patient is unknown, this will display as 'Unsolicited'
- **Ordered** - Date the order was placed
- **Orders** - Pulls the name of the orders associated with this requisition. If a result has been received, the

order names come from the order information inside the electronic result. If the result has not been received, the order names come from the orders originally placed in iSalus.

- **Received** - Date the result was received
- **Abnormal** - If any 'Flag' in the result contains anything other than a 'N', the result is considered Abnormal and a red exclamation icon will be displayed. If all 'Flag' values are 'N', then no icon is displayed and this is considered Normal. This may change the processor of the result based on the following company settings:
  - [Company Setting: Abnormal Results Processor](#)
  - [Company Setting: Normal Results Processor](#)
- **Findings** - If any finding has been entered on the result, this column will display a green check mark icon. Otherwise, it will be blank.
- **MML** - If this electronic result has been shared with the patient via MyMedicalLocker, a green check mark icon will display. Otherwise, it will be blank.
- **Next Appointment:** Date and time of the patients next scheduled appointment.
- **Processor:** The user or user group that this order is assigned to.
- **Provider:** Name of the provider that placed the order.
- **Lab:** The name of the lab that this result is connected to.
- **Orig. Req ID** - The requisition ID supplied in the electronic result file.
- **Req ID** - The internal requisition ID that our application has connected this order to.

## Result List Actions

Several actions can be taken against the result list. Those actions are described below.

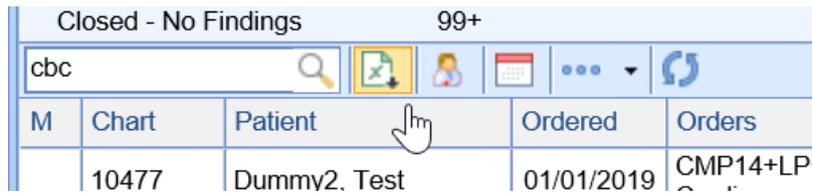
### Search

The search bar above the result list is used for searching within the queue that you have selected. This will search all results in this queue based on your input, not just results assigned to your user. You can type in nearly any value that is displayed in the columns and the system will return the matching values.

Task Results						Neighborn		
✓ Open - Results Received	88							
Open - Pending Results	10							
Closed - Completed	48							
Closed - No Results	99+							
Closed - No Findings	99+							
<input type="text" value="cbcl"/> <input type="button" value="X"/> <input type="button" value="🔍"/> <input type="button" value="📄"/> <input type="button" value="👤"/> <input type="button" value="📅"/> <input type="button" value="⋮"/> <input type="button" value="🔄"/>								
M	Chart	Patient	Ordered	Orders	Received	Abnormal	Findings	
	10477	Dummy2, Test	01/01/2019	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/12/2020	!		
	312061	Older, Lauren	01/01/2019	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!		
	312061	Older, Lauren	01/01/2019	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!	✓	
	?	CHEANG, PUI LAI	12/04/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/12/2020	!		
	312063	Abel, Moira	12/04/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!		
	312063	Abel, Moira	12/04/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!		
	?	CARRASQUILLO, M...	12/01/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/12/2020	!		
	312062	Winsor, Debora	12/01/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!		
	312062	Winsor, Debora	12/01/2018	CMP14+LP+CBC/D/Pit+TSH+Hb A... Cardiovascular Report	08/06/2020	!		
				CMP14+LP+CBC/D/Pit+TSH+Hb A...		!		

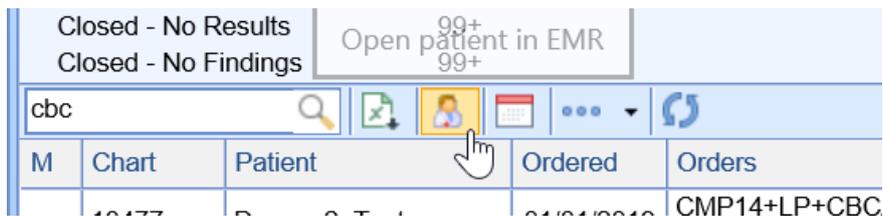
### Export to Excel

Clicking the 'Export to Excel' icon on the Results List toolbar will open Microsoft Excel on your computer and export the results list to excel.



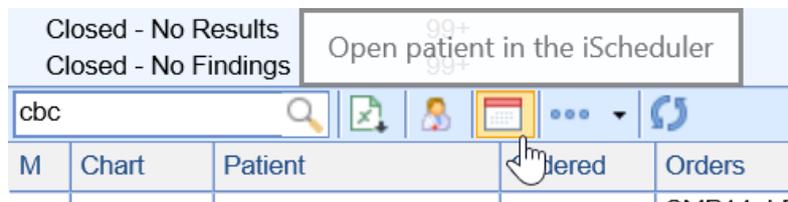
### Open Patient in EMR

Clicking the 'Open Patient in EMR' icon will open the EMR Portal and then automatically load the patient chart that you had selected in the Results List. This is helpful when you need to do advanced research related to the patients medical record.



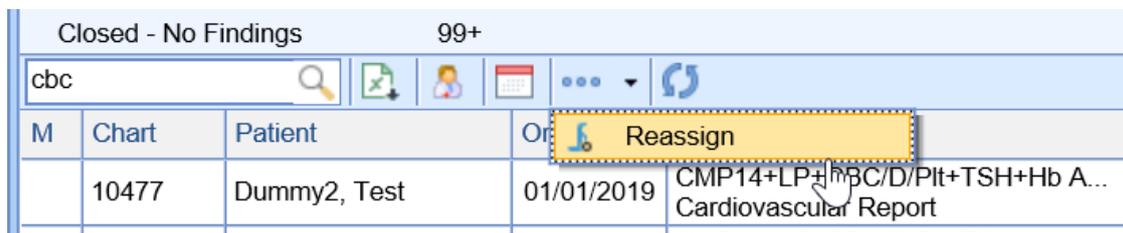
### Open Patient in iScheduler

Clicking the 'Open Patient in iScheduler' icon will open the iScheduler Portal and then automatically load the patient chart that you had selected in the Results List. This is helpful when you need to do advanced research related to the patients appointment history or you need to schedule a new appointment.



### More - Reassign

Clicking the 'Reassign' icon will open the Result Reassign screen which is used for making mass updates to a set of results. This screen allows for a mass update of the Processor and/or the Status.



When the Reassign window is launched, users will be able to set the new Processor and new Status of the selected results. Take note, that the updates can be applied to the 'Current Task List' (the results that you can see on the screen in the background) or based on a custom 'Search Criteria'.

**Task Action**

You have elected to reassign lab results, use the search box below to select the processor you wish them reassigned too.

New Processor

New Status  Open  Closed  Do not change

Use the criteria below in order to determine which lab results should be reassigned.

Current task list, this will affect 18 lab results.  
 Search Criteria (for Open - Results Received lab results)

Processor

Provider

Lab

Contains Abnormal results  Contains Findings  Contains Results

## Results Work Area

The My Tasks - Results Work area is displayed once a result is selected from the [Results List](#). The Results Work Area is used to review the individual result for a patient and add the necessary findings.



LabCorp

OfficeEMR Patient Id <b>312060</b>	Patient Name <b>Wally, Dino</b>			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	

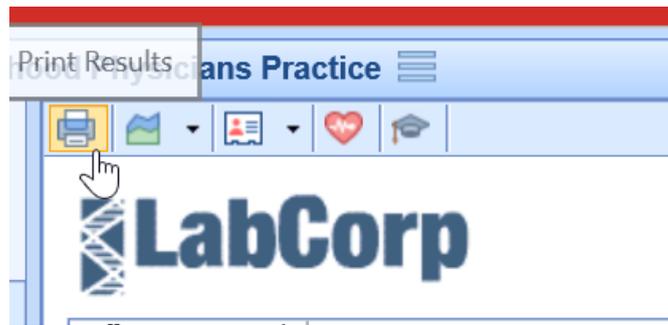
Name	Value	Flag	Range	UOM	Status	Date	Lab
CBC With Differential/Platelet Received: Date: Wed Nov 7 00:00:00 2018 Reported: Wed Nov 7 09:11:00 2018							(Adkins MD, Stanley)
WBC	8.1		3.4-10.8	x10E3/uL	F	11/07/18	01
RBC	4.71		3.77-5.28	x10E6/uL	F	11/07/18	01
Hemoglobin	11.5		11.1-15.9	g/dL	F	11/07/18	01
Hematocrit	38.2		34.0-46.6	%	F	11/07/18	01
MCV	81		79-97	fL	F	11/07/18	01
<b>MCH</b>	<b>24.4</b>	<b>L</b>	<b>26.6-33.0</b>	<b>pg</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>MCHC</b>	<b>30.1</b>	<b>L</b>	<b>31.5-35.7</b>	<b>g/dL</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
<b>RDW</b>	<b>18.5</b>	<b>H</b>	<b>12.3-15.4</b>	<b>%</b>	<b>F</b>	<b>11/07/18</b>	<b>01</b>
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
<p><b>August 14, 2020 9:15AM (MDT)</b> <i>Head, Blake</i></p> <p>Results were within normal range. No need to call patient. Close order.</p>	<p>Finding/Activity</p> <p>Ord. Processor <input type="text" value="Order User or Group"/></p> <p>Order Status <input type="text" value="Order Status"/></p> <p><input type="checkbox"/> Send to MML (Not Connected)</p> <p>Comments to Patient <input type="text"/></p> <p>Rslt Processor <input type="text" value="*Nurse"/></p> <p><input type="checkbox"/> Set Result Status to Closed</p> <p><input type="checkbox"/> Refresh results list after save</p> <p><input type="button" value="Save"/></p>
<p><b>August 14, 2020 9:15AM (MDT)</b> <i>Head, Blake</i> <b>MML</b></p> <p>All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do not hesitate to contact the office.</p>	
<p><b>August 14, 2020 9:16AM (MDT)</b> <i>Head, Blake</i></p> <p>Results were within normal range. No need to call patient. Close order.</p>	

## Result Work Area Actions

### Print

The Print option will be used to print out a copy of the selected results.

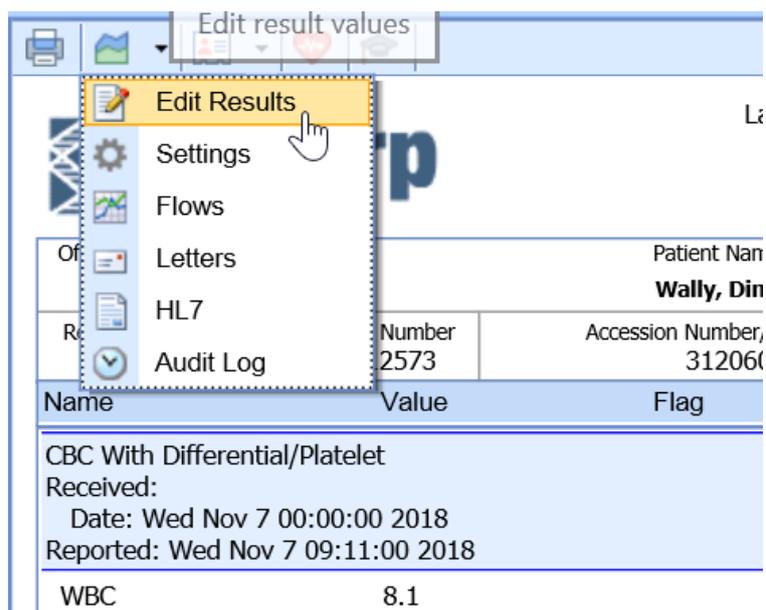


When the Print button is clicked, you will be prompted to choose to 'Include Practice Findings' and/or to 'Include Patient Findings'. These findings that are entered will print at the bottom of the report if selected.



### Result Options - Edit Result

The 'Edit Result' option is used when manually entering results into this window. This is rarely used and is disabled for electronic lab results.



When clicked, it will show you the individual data points for the selected result if it has already been entered or received electronically.

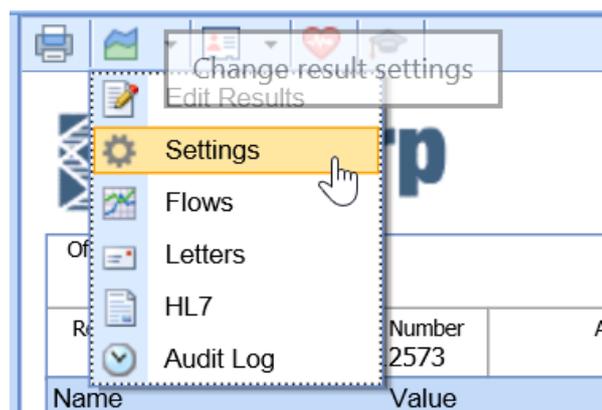
The 'Edit Results' dialog box is shown over a background window. The dialog box contains the following fields:

- Date: 11/07/18^We
- Result: 24.4
- UOM: pg
- Flag: Below low normal
- Range: 26.6-33.0
- URL: (empty)
- Status: Final
- Lab: 01
- LOINC: (empty)

Buttons: OK, Cancel

## Result Options - Settings

The 'Settings' window is used to launch the User Settings related to how this window displays and works for the individual user that is logged in.



When clicked, the Settings window will display, and the user will be able to set the following values:

- **Display Comments:** If on, shows "Report Comments", if off, report comments are hidden. This is a specific data structure for some type of lab results. We recommend this be left on.
- **Display Notes:** If on, note records (NTE fields) will be displayed. If off, note records will be hidden. We recommend this be left on.
- **Display Orders:** Every result will have a parent order that this result is for. Users may choose to hide the

order and just display the individual results on the screen. We recommend this be left on.

- **Display Empty Results:** Sometimes this system "expects" a result to be received based on the order, but the result may not yet be returned yet. This setting will determine if the placeholders for the result fields are visible when no actual result is available. We recommend this be turned off.
- **Display Additional columns:** Some users may to hide some columns on their results. If off, the following columns are hidden: Lab, Date, Status. We have not specific recommendation for this.
- **Display Abnormal Results in red:** When a result flag is anything other than Normal, the result is assumed to be abnormal. In these cases, the system can highlight the abnormal result line in red to draw attention to it. We recommend this setting be left on.
- **Display Abnormal Results in bold:** When a result flag is anything other than Normal, the result is assumed to be abnormal. In these cases, the system can display the abnormal result line in bold to draw attention to it. We recommend this setting be left on.
- **Normal Finding/Activity Settings and Abnormal Findings/Activity Settings:** The primary purpose of the Results Work area is to review results and enter findings. The settings described here are used to expedite the review process. Users will have a 'Normal' button that can be clicked when entering findings that will set the values defined as well as an 'Abnormal' button. When click the following fields will be st:
  - **Order Processor:** The user or user group that the ORDER will be assigned to. If left blank, the order processor will not change. Recommendation - leave this blank as the order is often handled separate from the result. If the order processor is changed, this will affect the My Tasks - Orders section, not My Tasks - Results.
  - **Result Processor:** The user or user group that the RESULT will be assigned to. If left blank, the result processor will not change.
  - **Order Status:** The status that the ORDER will be set to. If left blank, the order status will not change. Recommendation - leave this blank as the order is often handled separate from the result. If the order status is changed, this will affect the My Tasks - Orders section, not My Tasks - Results section.
  - **Set Result Status to Closed:** Results only have two statuses - open and closed. If open, this means that the result will show up in the selected processors task list to work on. If closed, the result will not show up in any processors task list. When assigning a result to a new processor, leave this value blank to ensure it displays in their queue.
  - **Order Finding:** The default findings that you want to add to the result. These are used for internal communication only.
  - **Patient Comments:** The default comments that you want to share with a patient when this result is shared with the patient via My Medical Locker.
  - **MML Send:** Determines if this result is sent to MyMedicalLocker or not.

**Result User Settings**

Display Comments       Display Additional Columns  
 Display Notes       Display Abnormal Results in red  
 Display Orders       Display Abnormal Results as bold  
 Display Empty Results

Normal Finding/Activity Settings     Abnormal Finding/Activity Settings

Order Processor: \*Nurse

Result Processor: User or Group

Order Status: Closed

Set Result Status to Closed

Order Finding: Results were within normal range. No need to call patient. Close order.

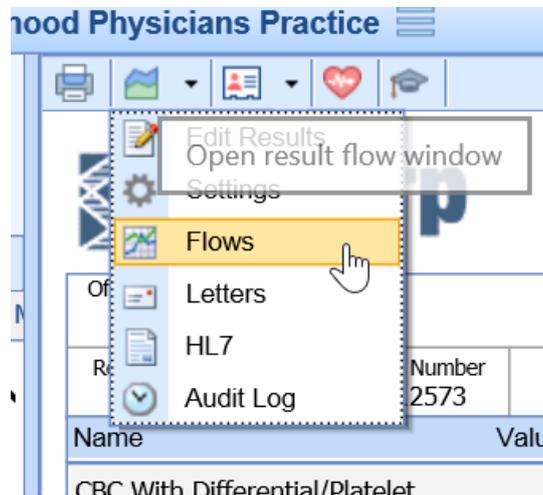
Patient Comments: All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do not hesitate to contact the office.

MML Send

OK Close

## Result Options - Flows

The 'Flows' window is used to view and graph any lab result that has been received for this patient over time.



When selected, the 'Flows' window will be displayed and you can see the past data.

Lab Results Report -- Webpage Dialog

Graph

LabCorp

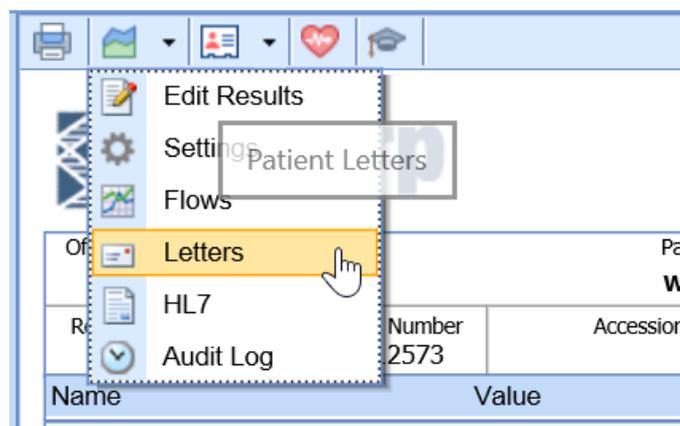
OfficeEMR Patient Id	Patient Name		Sex	Age	Date Of Birth
312060	Wally, Dino		U	73y	05/21/1947
Requisition Number	Account Number	Accession Number/Internal ID	Date and Time Collected		Reported Date
Z595693	RN012573	312060	11/06/2018 12:00am		11/07/2018
	Result	11/07/2018	11/07/2018		
1	<input type="checkbox"/> Baso (Absolute)	0.0 x10E3/uL	0.0 x10E3/uL		
2	<input type="checkbox"/> Basos	0 %	0 %		
3	<input type="checkbox"/> Eos	3 %	3 %		
4	<input type="checkbox"/> Eos (Absolute)	0.2 x10E3/uL	0.2 x10E3/uL		
5	<input type="checkbox"/> Hematocrit	38.2 %	38.2 %		
6	<input type="checkbox"/> Hemoglobin	11.5 g/dL	11.5 g/dL		
7	<input type="checkbox"/> Immature Grans (Abs)	0.0 x10E3/uL	0.0 x10E3/uL		
8	<input type="checkbox"/> Immature Granulocytes	0 %	0 %		
9	<input type="checkbox"/> Lymphs	19 %	19 %		
10	<input type="checkbox"/> Lymphs (Absolute)	1.5 x10E3/uL	1.5 x10E3/uL		
11	<input checked="" type="checkbox"/> MCH	24.4 pg	24.4 pg		
12	<input checked="" type="checkbox"/> MCHC	30.1 g/dL	30.1 g/dL		
13	<input type="checkbox"/> MCV	81 fL	81 fL		
14	<input type="checkbox"/> Monocytes	6 %	6 %		
15	<input type="checkbox"/> Monocytes(Absolute)	0.5 x10E3/uL	0.5 x10E3/uL		
16	<input type="checkbox"/> Neutrophils	72 %	72 %		
17	<input type="checkbox"/> Neutrophils (Absolute)	5.8 x10E3/uL	5.8 x10E3/uL		

To view this data in a graph, select the desired values on the left and click 'Graph'.

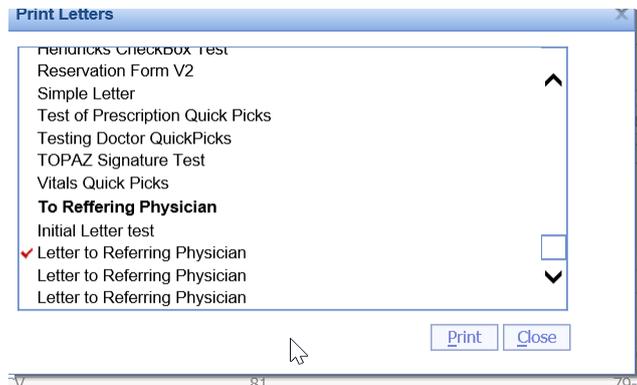


## Result Options - Letters

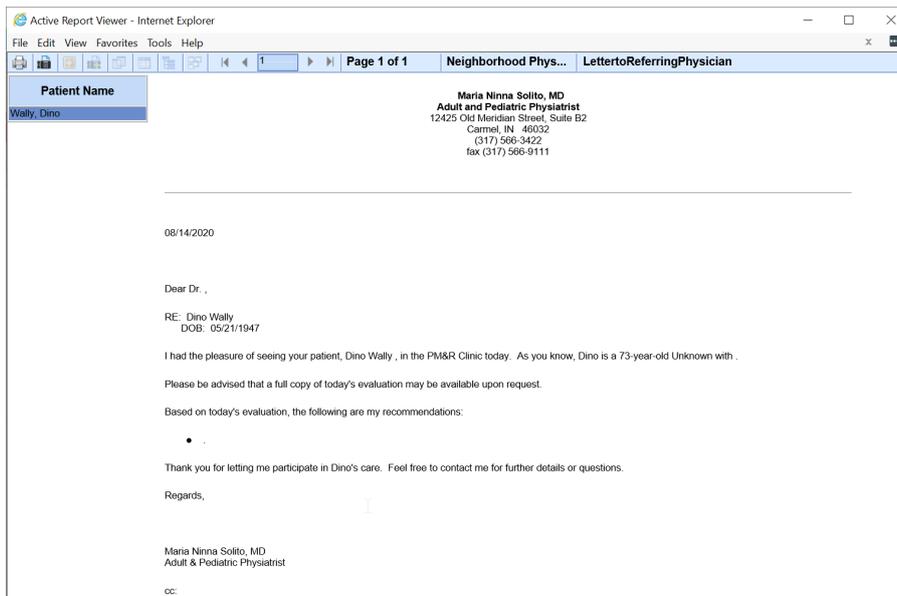
The 'Letters' option allows a user to print out a letter for the patient.



Clicking this option will display a list of letters that can be generated from the result screen.

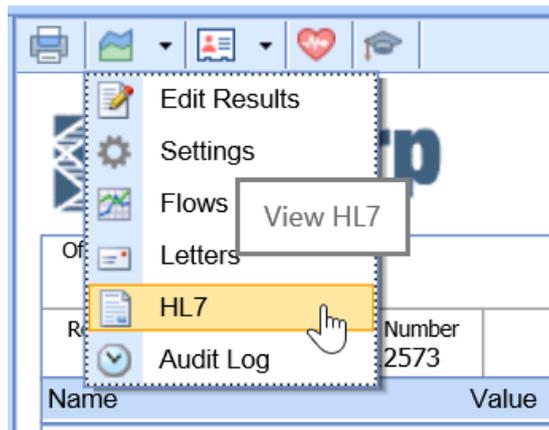


Once the letter has been selected, click Print. This will pull in the letter and all of the corresponding fields that have been setup for that letter that will make it patient specific.



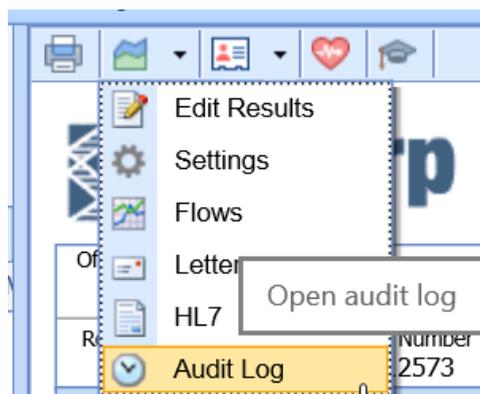
## Result Options - HL7

The 'HL7' option is used to display the electronic lab result file that was received that generated this result.



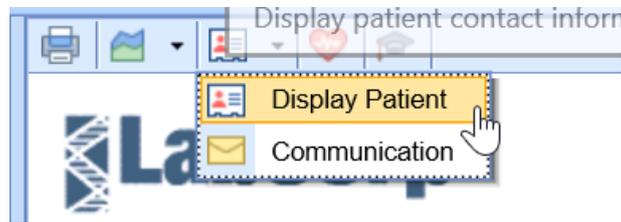
## Result Options - Audit Log

The 'Audit Log' option is used to display the audit log for this specific result. The audit log tracks changes, views, and other activities related to a given item.



## Patient Options - Display Patient

The 'Display Patient' option is used to launch the patient setup window for the given patient.



Clicking this will open the patient Setup window in it's own screen so that you can review and change demographic, insurance, emergency contact, and other details as needed.

A screenshot of a web browser window titled "Patient Setup - Internet Explorer". The main content area is titled "Head, Blake A. Born 20-Mar-1989(31y) Gender Male". On the left, there is a sidebar with navigation options: Summary, Demographics, Insurance, Responsible Party, Emergency Contact, Comments, Case Management, Dialysis, Sliding Fee, Immun. Registry, Discharge, Miscellaneous, and Referral Tracking. The main area displays patient information for "Chart 311547".

123 Test Suite 2 Indianapolis, IN 46237 USA blake.head@test.com	Home (317) 555-5555 Work (317) 888-7729 Other (317) 555-5555	PCP SSN 111-11-3095 Marital Married Language English	Employer Ethnicity Not Hispanic or Latino Race White
--	--	---	--

**Test**

Home (317) 888-8888	Work	Other
---------------------	------	-------

**1199 National Benefit Fund**  
Auto Insurance Policy  
Cospay \$20.00

Start date	Member ID #	(444) 444-44	Sig. On File	10/05/2015
			Group/Policy #	12345

**Humana Medicare Replacement**  
Health Maintenance Organization (HMO)  
Cospay \$0.00

Start date	Member ID #	(888) 555-1212	Sig. On File	10/05/2015
			Group/Policy #	test

**Cases (Active)**

06/19/2017	CD: Communicable Diseases	Active	Head, Blake
07/27/2020	EH: Individual Sewer (WPA)	Active	Northcutt, Chris
	CHD: Diabetes	Active	

**Blake A. Head**

123 Test Suite 2 Indianapolis, IN 46237 USA	Home (317) 555-5555 Work (317) 888-7729 Other (317) 555-5555
---	--

**Past 3 Visits**

08/12/2020 11:00AM (30m)	Dietzen M.D., Charles J.	AAOE Testing	Scheduled	Adult Physical
08/11/2020 2:00PM (30m)	Clinic Outpatient 22		Checked-In	30 Min Slot
08/07/2020 4:15PM (15m)	Dietzen M.D., Charles J.	Adkins Medical Group	Scheduled	15 Min Slot

**Past Recalls**

07/31/2020	Reesor MD, Gary L.	30 Min Slot	test bug 2	Cancel
07/29/2020	Thomas MD, Tom	15 Min Slot	Test	Cancel

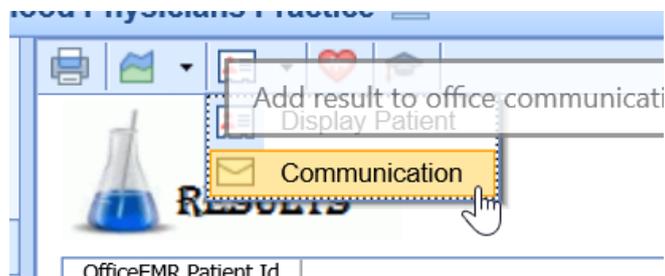
**Balance: \$1,447.09**

Current: \$0.00	31 - 60: \$0.00	61 - 90: \$0.00	90 - 180: \$0.00	181+ Days: <b>\$1,447.09</b>
-----------------	-----------------	-----------------	------------------	------------------------------

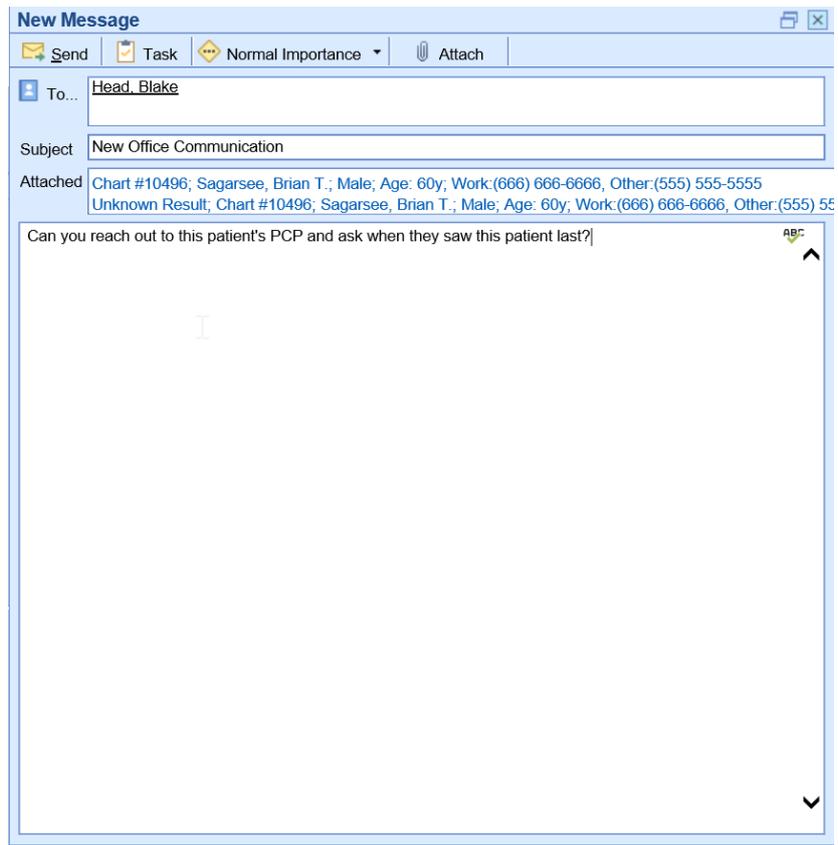
**Population Health**  
Click here to view Population Health Statuses

## Patient Options - Send Communication

The 'Communication' option is used to launch a new Office Communications window with the patient and result attached.

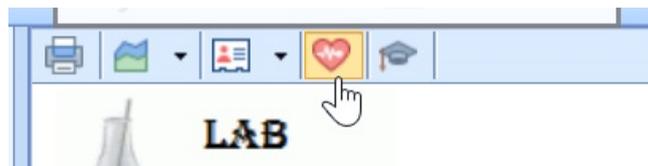


When clicked, the new communication will automatically load. The patient chart will be listed as an attachment along with the result. This communication can then be sent internally to other users to communicate information about this patient and result.



### Display Vitals Timeline

The 'Vitals Timeline' button is used to launch the Vitals Timeline that is typically found in the EMR. This window may be helpful in analyzing complex data sets like results, medications, and vitals all in one place.



Clicking this button will launch this window: [Vitals Clinical Marker](#)





Carly's Test Location  
123 Who Who Are  
Nobletucky, IA 46904

**Results Filtered**

Phone: (209) 482-0398  
x123

Office/EMR Patient Id <b>10496</b>	Patient Name <b>Sagarsee, Brian T. A (BooBear)</b>			Sex M	Age 60y	Date Of Birth 01/04/1960
Requisition Number Z59366	Account Number 44417	Accession Number/Internal ID IF030743B	Date and Time Collected 01/01/2012 12:00am		Reported Date 02/09/2012	
Name	Value	Flag	Range	UOM		
PROTEIN, TOTAL AND PROTEIN ELECTROPHORESIS (Andrew MD, Jones S.) Received: Date: Thu Feb 9 12:42:00 2012 Reported: Thu Feb 9 12:46:00 2012						
PROTEIN, TOTAL	7.8	N	6.2-8.3	g/dL		
PROTEIN, TOTAL AND PROTEIN ELECTROPHORESIS (Andrew MD, Jones S.) Received: Date: Thu Feb 9 12:42:00 2012 Reported: Thu Feb 9 12:46:00 2012						
<b>ALBUMIN</b>	<b>6.5</b>	<b>H</b>	<b>3.5-4.7</b>	<b>g/dL</b>		
<b>ALPHA-1-GLOBULINS</b>	<b>0.5</b>	<b>H</b>	<b>0.1-0.3</b>	<b>g/dL</b>		
<b>ALPHA-2-GLOBULINS</b>	<b>0.1</b>	<b>L</b>	<b>0.5-1.0</b>	<b>g/dL</b>		
BETA GLOBULINS	1.1	N	0.8-1.4	g/dL		
<b>GAMMA GLOBULINS</b>	<b>13.0</b>	<b>H</b>	<b>0.6-1.6</b>	<b>g/dL</b>		
<b>ABNORMAL PROTEIN BAND 1</b>	<b>25</b>	<b>H</b>	<b>NONE DETECTED</b>	<b>g/dL</b>		
ABNORMAL PROTEIN BAND 2	DNR	N	NONE DETECTED	g/dL		
ABNORMAL PROTEIN BAND 3	DNR	N	NONE DETECTED	g/dL		
THERE WILL BE TEXT IN THIS FIELD.						
HEPATITIS PANEL (Andrew MD, Jones S.) Received: Date: Thu Feb 9 12:42:00 2012 Reported: Thu Feb 9 12:46:00 2012						
HEPATITIS A AB, TOTAL	NON-REACTIVE	N	NON-REACTIVE			
HEPATITIS PANEL (Andrew MD, Jones S.) Received: Date: Thu Feb 9 12:42:00 2012 Reported: Thu Feb 9 12:46:00 2012						
<b>HEPATITIS B SURFACE ANTIBODY QL</b>	<b>BORDERLINE</b>	<b>A</b>	<b>NON-REACTIVE</b>			
HEPATITIS PANEL (Andrew MD, Jones S.) Received: Date: Thu Feb 9 12:42:00 2012 Reported: Thu Feb 9 12:46:00 2012						

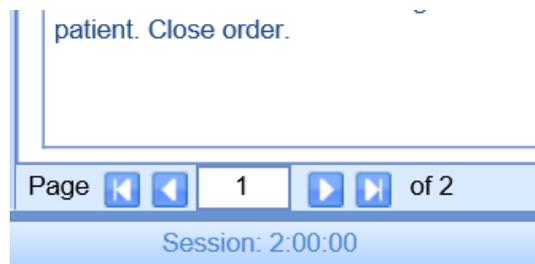
[Enter and Review Findings](#)

The findings that have already been entered, as well as the process of entering findings, takes place in the area just below the result. The left side of the screen will display findings that have been entered in the past. The area on the right will be used to enter new findings. The process of entering findings is covered more here: [Entering Findings](#).

Result Findings/Activities	Add Result Findings/Activities
<p><b>August 14, 2020 9:15AM (MDT)</b>      <i>Head, Blake</i></p> <p>Results were within normal range. No need to call patient. Close order.</p>	<p><u>Finding/Activity</u> <input type="text"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><u>Ord. Processor</u> <input type="text" value="Order User or Group"/></p> <p>Order Status <input type="text" value="Order Status"/></p> <p><input type="checkbox"/> Send to MML (Not Connected)</p> <p>Comments to Patient <input type="text"/></p> <p><u>Rsult Processor</u> <input type="text" value="*Nurse"/></p> <p><input type="checkbox"/> Set Result Status to Closed</p> <p><input type="checkbox"/> Refresh results list after save</p> <p><input type="button" value="Save"/></p>
<p><b>August 14, 2020 9:15AM (MDT)</b>      <i>Head, Blake</i>      <b>MML</b></p> <p>All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do not hesitate to contact the office.</p>	
<p><b>August 14, 2020 9:16AM (MDT)</b>      <i>Head, Blake</i></p> <p>Results were within normal range. No need to call patient. Close order.</p>	

## Related Results

One thing to keep in mind about results, is that the lab may send the same result multiple times. This may happen when preliminary results are sent and then final results are sent once completed. This can happen when an add-on test is called in. Or, it can happen for any other reason that lab determines. When this happens, our application will link the results together. Prior versions of the same result can be viewed by clicking through the paging buttons at the bottom of the screen. The most recent will result will be on top.



## Entering Findings

The primary purpose of the My Tasks - Results Work Area is to review the results, enter your findings, and determine the next step of the result. This article is used to describe workflow considerations with this process.

Requisition ID: Z595693 Order #: 8774

LabCorp Results Filtered

OfficeEMR Patient Id <b>312060</b>	Patient Name <b>Wally, Dino</b>			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
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
RBC	4.71		3.77-5.28	x10E6/uL
Hemoglobin	11.5		11.1-15.9	g/dL
Hematocrit	38.2		34.0-46.6	%
MCV	81		79-97	fL
<b>MCH</b>	<b>24.4</b>	<b>L</b>	<b>26.6-33.0</b>	<b>pg</b>
<b>MCHC</b>	<b>30.1</b>	<b>L</b>	<b>31.5-35.7</b>	<b>g/dL</b>
<b>RDW</b>	<b>18.5</b>	<b>H</b>	<b>12.3-15.4</b>	<b>%</b>
Platelets	285		150-379	x10E3/uL
Neutrophils	72		Not Estab.	%
Lymphs	19		Not Estab.	%
Monocytes	6		Not Estab.	%

Result Findings/Activities	Add Result Findings/Activities
<p><b>August 14, 2020 9:15AM (MDT) Head, Blake</b></p> <p>Results were within normal range. No need to call patient. Close order.</p> <p><b>August 14, 2020 9:15AM (MDT) Head, Blake MML</b></p> <p>All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do not hesitate to contact the office.</p> <p><b>August 14, 2020 9:16AM (MDT) Head, Blake</b></p> <p>Results were within normal range. No need to call patient. Close order.</p>	<p>Finding/Activity: Results were within normal range. No need to call patient. Close order.</p> <p>Ord. Processor: *Nurse</p> <p>Order Status: Closed</p> <p><input checked="" type="checkbox"/> Send to MML (Not Connected)</p> <p>Comments to Patient: All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do</p> <p>Rsult Processor: *Nurse</p> <p><input type="checkbox"/> Set Result Status to Closed</p> <p><input type="checkbox"/> Refresh results list after save</p> <p style="text-align: right;"><a href="#">Save</a></p>

Page 1 of 2

### Considerations before reviewing results

- **Determine Workflow:** Before reviewing results, it is best to talk internally with your team about what you want to happen under various scenarios. The two most common MML considerations are what to do if a result is normal and what to do if a result is abnormal. Ask questions like the ones below to get prepared:
  - Who should the results go to if the results are normal?
  - Who should the results go to if the results are abnormal?
  - Do we want our patients to be able to see these results in the patient portal (MyMedicalLocker)?
- **Configure your User Settings:** Once you understand your desired workflows, configure your user settings.

This can be done by selecting Report Options > Settings. More can be found here on what each setting does: [Results Work Area](#)

### Pro Tip: Sample Setup

#### Normal Results Workflow

Imagine a practice that has decided that if a result is normal that the patient will not be directly contacted. Therefore, no one else in the practice needs to receive these results after the initial review. Rather, the result will be shared with the patient via their Patient Portal. If this is the workflow, the 'Normal Finding/Activity Settings' might look like this.

Normal Finding/Activity Settings  Abnormal Finding/Activity Settings

Order Processor

Result Processor

Order Status

Set Result Status to Closed

Order Finding

Patient Comments

MML Send

#### Abnormal Results Workflow

Now, for the same practice, if the result is abnormal, maybe the practice wants to play it safe and follow-up with the patient by scheduling an in-office visit. This task may be completed by the Scheduling team. Because of the sensitive nature of some results, it may not be a good idea to automatically share these results with the patient. If this is the workflow, the 'Abnormal Finding/Activity Settings' might look like this.

Normal Finding/Activity Settings
  Abnormal Finding/Activity Settings

Order Processor

Result Processor

Order Status

Set Result Status to Closed

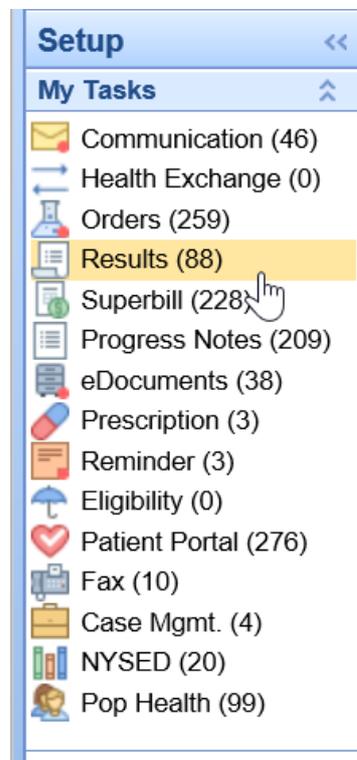
Order Finding

Patient Comments

MML Send

## Steps to enter a finding

1. Open the My Tasks - Results portal



2. Select the **Open - Results Received** queue from the [Results Queues](#)

Task Results	
✓ Open - Results Received	88
Open - Pending Results	10
Closed - Completed	48
Closed - No Results	99+
Closed - No Findings	99+

3. Select the **result** from the [Result List](#)

312064	Bigelow, Escobar	11/26/2018	CVI (STL) REPORT FOR THE R... Cardiovascular Report	08/06/2020	!	✓
?	CALLE, JENNY	11/07/2018	CBC With Differential/Platelet	08/12/2020	!	
312060	Wally, Dino	11/07/2018	CBC With Differential/Platelet	08/06/2020	!	✓
312060	Wally, Dino	11/07/2018	CBC With Differential/Platelet	08/06/2020	!	
0207	Blake, Addison	04/05/2018	TESTOSTERONE CBC	02/12/2018		✓

4. The **result** will display in the [Result Work Area](#).



LabCorp

Results Filtered

OfficeEMR Patient Id <b>312060</b>	Patient Name <b>Wally, Dino</b>			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		
CBC With Differential/Platelet Received: Date: Wed Nov 7 00:00:00 2018 Reported: Wed Nov 7 09:11:00 2018						(Adkins MD, Stanley) ^
WBC	8.1		3.4-10.8	x10E3/uL		
RBC	4.71		3.77-5.28	x10E6/uL		
Hemoglobin	11.5		11.1-15.9	g/dL		
Hematocrit	38.2		34.0-46.6	%		
MCV	81		79-97	fL		
<b>MCH</b>	<b>24.4</b>	<b>L</b>	<b>26.6-33.0</b>	<b>pg</b>		
<b>MCHC</b>	<b>30.1</b>	<b>L</b>	<b>31.5-35.7</b>	<b>g/dL</b>		
<b>RDW</b>	<b>18.5</b>	<b>H</b>	<b>12.3-15.4</b>	<b>%</b>		
Platelets	285		150-379	x10E3/uL		
Neutrophils	72		Not Estab.	%		
Lymphs	19		Not Estab.	%		
Monocytes	6		Not Estab.	%		
Eos	3		Not Estab.	%		
Basos	0		Not Estab.	%		
Neutrophils (Absolute)	5.8		1.4-7.0	x10E3/uL		
Lymphs (Absolute)	1.5		0.7-3.1	x10E3/uL		
Monocytes(Absolute)	0.5		0.1-0.9	x10E3/uL		
Eos (Absolute)	0.2		0.0-0.4	x10E3/uL		
Baso (Absolute)	0.0		0.0-0.2	x10E3/uL		
Immature Granulocytes	0		Not Estab.	%		
Immature Grans (Abs)	0.0		0.0-0.1	x10E3/uL		
Result Findings/Activities				Add Result Findings/Activities		

- Click the 'Normal' icon to auto-set the Result Finding values based on your normal workflow or the 'Abnormal' icon for your abnormal workflow.

**Add Result Findings/Activities** 📄 ⬆

<div style="border: 1px solid #ccc; padding: 2px; display: inline-block; margin-bottom: 5px;"> <input checked="" type="checkbox"/> <span style="color: red; font-weight: bold;">!</span> </div> <p><u>Ord. Processor</u></p>	Finding/Activity Results were within normal range. No need to call patient. Close order.	^ v
Order Status	Order User or Group	
<input checked="" type="checkbox"/> Send to MML (Not Connected)		
Comments to Patient	All results were normal. Thank you for taking the time to get these very important tests. If you have any questions, please do	^ v
<u>Rslt Processor</u>	*Nurse	
<input checked="" type="checkbox"/> Set Result Status to Closed		
<input type="checkbox"/> Refresh results list after save		<div style="border: 1px solid #0056b3; padding: 2px 10px; color: #0056b3; font-weight: bold;">Save</div>

6. Make any necessary changes to the defaults that were set to personalize the findings for this specific result.

7. Click **Save**

!

Rslt Processor

\*Nurse

 Set Result Status to Closed

Refresh results list after save

Save