

Single Click User Settings for Result Processing

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

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.

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 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

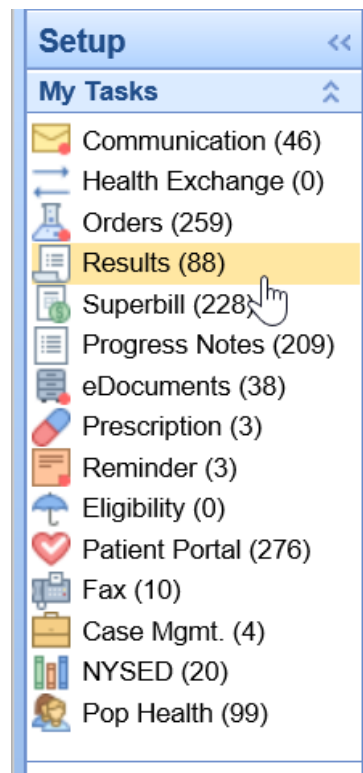
Order Finding

Patient Comments

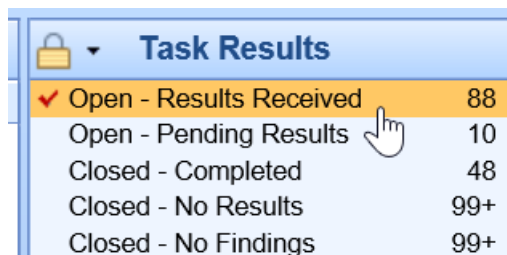
☐ MML Send

Steps to enter a finding

1. Open the [My Tasks - Results](#) portal



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



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

312064	Bigelow, Escobar	11/26/2018	CBC With Differential/Platelet	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	!	
0007	Blake, Addison	01/05/2018	TESTOSTERONE	03/12/2018		✓

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



LabCorp

Results Filtered

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		
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		
MCH	24.4	L	26.6-33.0	pg		
MCHC	30.1	L	31.5-35.7	g/dL		
RDW	18.5	H	12.3-15.4	%		
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

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

