User Setting: Unsolicited Results Processor

The setting is used to define the **User** or **User Group** to assign **Unsolicited Results** to if an HL7 ORU file is received that contains a matching NPI to the user's ID.me Verify Provider Connection.

This setting works in unison with the Company Setting of the same name. If the company setting is set and the user setting is not **OR** if the User is not properly configured **OR** if the value in the HL7 file does not match the ID.me Verify Provider's NPI, then the company setting will be applied.

Default Value: blank

Options: User/User Group Search

Additional Considerations & Prerequisites

All of the following must be true for this setting to take effect:

1. User is connected to a provider within the setup of ID.me
   Setup > User Setup > ID.me Verify (Toolbar) > Provider

2. Provider's NPI matches the Ordering Provider ID received within the result file
   Setup > Providers > Search > Demographics > NPI

3. HL7 ORU (*interfaced result*) contains an NPI for the Ordering Provider ID
   Typically contained within the OBR.16.1 segment, but custom mapping can be performed

4. The HL7 interface is configured to digest the Ordering Provider ID from the appropriate segment
   This is a mapping value internal to iSalus, but may be customized per HL7 interface via Support

> If items 1 & 2 are true, but the setting is still not working as desired, it is likely that either the Lab Vendor is not providing an NPI for the Ordering Provider ID or the value exists in an unexpected or unmapped segment. Please reach out to Support to get help determining if the issue can be resolved by iSalus or may require a change from the lab system.