S – PATIENT DISPOSITION – NO REPEAT TEST

This demonstrates a patient disposition when no repeat test or procedure is required.

Let's begin when the referring HCP's office receives a notification that their patient has a service scheduled for today (status has automatically changed from "Pre-Service Approved" to "Service Today"). They open the email and click through to the Request's newest post. This post acts as an incentive for the HCP's office to contact their patient to remind about the test or procedure appointment at the facility.

On the facility's Manage Requests screen, all of today's consults are indicated in green. They can also be found by clicking the Service Today tab, which displays all of today's appointments in sequence. Today's tests or procedures can also be found on the Calendar screen.

The technician/services manager opens the Request of the first patient of the day, reviews the thread and downloads and reads the requisition.

In this example, once the service has been performed, the technician updates the thread indicating that the test/procedure was uneventful. He selects the "Service Conducted" checkbox and Saves. The Request status changes from "Service Today" to "Service Conducted".

The facility secretary now notices that the Request is pink-banded on her Manage Requests screen. Pink-banding indicates that there is a task to carry out or that the services manager has instructions for her. In this case, the task is to upload the test/procedure report to the Request thread once it becomes available. She can open the Request by clicking directly on the Request, or she can open it from the For Secretary's Attention tab, where all of the Requests that contain new instructions from the services manager are consolidated. She can also open the Request from the Service Conducted tab, which consolidates all of the completed tests/procedures.

Once she has the test/procedure report, she opens the Request. When the status changed from "Service Today" to "Service Conducted", the "For Sec's Attn" box was automatically checked. She unchecks this box (indicating that she is performing the required task), updates the "Manage This Request" field, attaches the report and Saves.

The status has now changed to "Post-Service Discussion".

The referring HCP's office receives an email notification, opens the email and clicks through to the Request's newest post. They read the update and download the test/procedure report. Assuming that the referring HCP is satisfied with the report and has no further questions for the facility, the referring HCP's staff does two things:

(i) adds the report file to the patient's EMR or prints it and adds it to the patient's paper file; (ii) creates a PDF of the entire Request thread and adds this document to the patient's EMR or prints it and adds it to the patient's paper file. She then checks "Yes, I have printed the Request" and clicks "Close this Request".

Now, on the facility secretary's Manage Requests screen, the Request status is "Copy and Close", displayed in red. She opens the Request, reads the thread to ensure that the communication is complete, then creates a PDF of the entire thread and saves it. She checks "Yes, I have printed the Request" and clicks "Delete this Request". The entire thread and attachments are now deleted from the database.

As a result, this Request no longer appears on the services manager's or the facility secretary's Manage Requests screen. It similarly no longer appears on the referring HCP's Manage Requests screen.