Element A: Test Tracking and Follow-Up

Factor 1: Tracking lab tests until results are available, flagging and following up on overdue results

PCC EHR has robust and simple-to-use task management features that allow users to easily identify lab tests that are waiting for results and may need to be followed up on.

For lab orders that will be completed in-house (for example, a rapid strep), the clinician orders the lab while charting the visit, assigning the lab order to a specific person or a user group:

For lab orders that will be completed by an outside lab (a CBC for example), the clinician orders the lab while charting the visit, adding a task for the clinical staff to collect the specimen to be sent to an outside lab:

The clinical staff collects the specimen and adds a new task to track this lab order as open and awaiting

results:

The "Visit Tasks" queue in PCC EHR allows users to flag lab tests that are pending results and may be overdue:

By filtering on tasks with the task type of "Results Needed" and displaying only "Not Completed" tasks, the EHR user can identify lab or imaging orders awaiting results. By clicking on the date column, the user can sort the list of tasks by date showing older, potentially overdue lab orders first. By double-clicking on the individual task, the lab order will appear with order details including the lab facility the order was sent to and who can be contacted about the overdue result.