

# Cerner Flash

Ambulatory: Issue with In-Office Blood Specimen Collection

July 24, 2023

## Issue with In-Office Blood Specimen Collection Overview

**Issue:** There is a current issue with the venipuncture order/task that automatically generates when blood specimen orders are activated in Cerner PowerChart. This is only occurring for labs that are ordered for a future visit and patient returns to the clinic at a later time to have them drawn. McLaren IT is diligently working on this issue, and we are hoping for a resolution soon. We will send out further notification when resolved.

### Issue Description:

- Provider places lab orders to be collected in the future.
- Patient returns to the clinic at a later date to have labs drawn.
- Lab orders are modified and activated on current day's FIN.
- The venipuncture order/task that auto-generates is firing to the old FIN (one the lab orders were placed on).
  - We have also seen instances where the venipuncture task fires twice, once to the old FIN and once to the new.

### Result of issue:

- If the venipuncture task is documented on the incorrect FIN, the charge is not applied to the correct encounter.

### Temporary Fix:

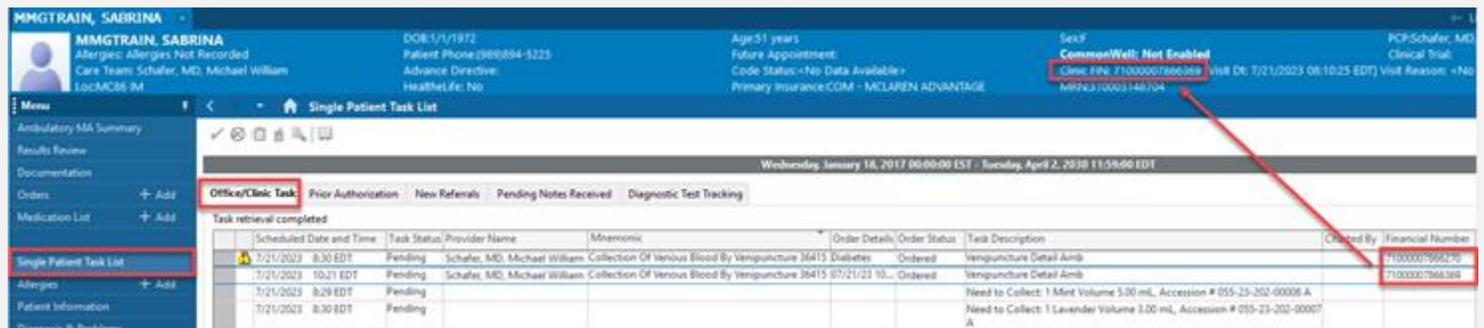
- If the venipuncture task displays twice on the Task List, ensure you are documenting the one tied to the correct FIN. The task that displays for the incorrect FIN should be charted not done.
- If only one venipuncture task displays for the incorrect FIN, chart the task not done. The **Collection of Venous Blood by Venipuncture 36415** order will need to be placed on the correct FIN for the task to fire appropriately.

Please refer to scenarios below for more details.

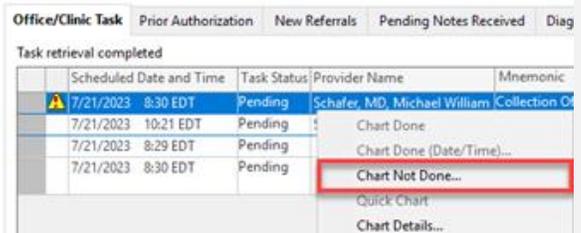
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## Scenario 1: Patient presents for lab draw – Venipuncture Order/Task generates twice

- 1) Patient presents to clinic for labs draw. Lab orders were placed on previous visit FIN.
  - a. Clinical Staff open patient’s chart from today’s schedule on Ambulatory Organizer.
  - b. Clinical Staff navigate to the Orders page and **modify** lab orders to Nurse Collect **Yes**.
  - c. Clinical Staff **activate** lab orders.
  - d. Collection Tasks fire to Task List.
  - e. Two venipuncture tasks fire to Task List.
  
- 2) To determine which venipuncture task to document, check the FIN that displays in the **Financial Number** column on the Task List.
  - a. Document the venipuncture task that displays the correct FIN (one that matches the Banner Bar).
    - **Note:** The venipuncture task that is tied to the incorrect FIN will also display with a yellow triangle icon if Task List indicators are turned on.



- 3) Right-click on the venipuncture task that is tied to the incorrect FIN and choose **Chart Not Done**.



- 4) In the Not Done window, choose the appropriate option for the **Reason Not Done** dropdown.
  - a. Click the green **Sign Form** checkmark to sign the form.
  - b. Refresh the Task List to remove the task.



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## Scenario 2: Patient presents for lab draw – Venipuncture Order/Task generates once wrong FIN

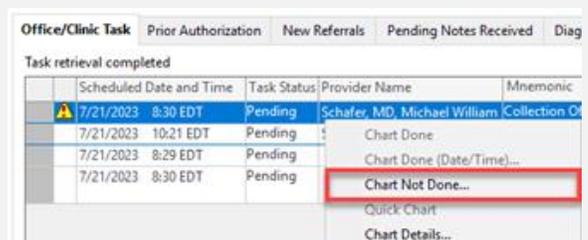
- 1) Patient presents to clinic for labs draw. Lab orders were placed on previous visit FIN.
  - a. Clinical Staff open patient's chart from today's schedule on Ambulatory Organizer.
  - b. Clinical Staff navigate to the Orders page and **modify** lab orders to Nurse Collect **Yes**.
  - c. Clinical Staff **activate** lab orders.
  - d. Collection Tasks fire to Task List.
  - e. One venipuncture tasks fires to Task List tied to the incorrect FIN.

- 2) Review the FIN that displays in the **Financial Number** column on the Task List. (should match the one that displays on the Banner Bar).

- **Note:** A venipuncture task that is tied to the incorrect FIN will also display with a yellow triangle icon if Task List indicators are turned on.



- 3) If task is tied to the incorrect FIN, right-click on the venipuncture task and choose **Chart Not Done**.



- 4) In the Not Done window, choose the appropriate option for the **Reason Not Done** dropdown.
  - a. Click the green **Sign Form** checkmark to sign the form.
  - b. Refresh the Task List to remove the task.



- 5) To ensure the venipuncture charge gets applied to the appropriately, the **Collection of Venous Blood by Venipuncture 36415** order will need to be placed on the correct FIN.
  - a. Once the order is placed, the venipuncture task will fire to the Task List and be tied to the appropriate FIN for staff to document.