

FAQ

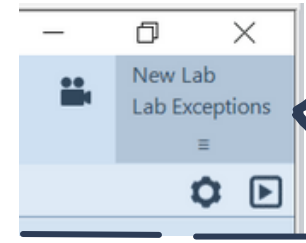
LAB RESULTS EXCEPTION HOLDING TANK



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+ How does a user know there are lab exceptions?

The user's Notification Menu in the top right corner of MEDENT will blink and state "Lab Exceptions."



Lab Protocol Selection (* = Open Exceptions)

1	Quest-PGH
2	Centrex
3	ACM
4	Cayuga Medical
5	Lab Alliance-CNY
6	Bio-Reference
7	LabCorp
9	UHS*
10	Finger Lakes Health
11	Quest-ACL
13	St Mary's-Amsterdam
14	Quest-Horsham
16	Oswego Hospital
18	AMH
19	Orchard
20	Ellis Hospital
22	Quest-Teterboro
26	Carthage Hospital
27	Lourdes Hospital
28	Chenango Memorial Hospital
29	Cortland Memorial Hospital
30	WCA Hospital

The Lab Protocol Selection list will appear. Any Lab Interface Description with an asterisk means there are lab exceptions to be resolved.

+ How often should an office be checking its lab results exception holding tank?

If a staff member cannot check the holding tank daily, MEDENT recommends resolving exceptions at least once a week.

+ Which exceptions should the office resolve and which require MEDENT's assistance?

The office should resolve any of the ANF (Account Not Found) or PTR (Patient Transferred/Released) exceptions. Any other exception reasons should be handled by MEDENT Lab Support.

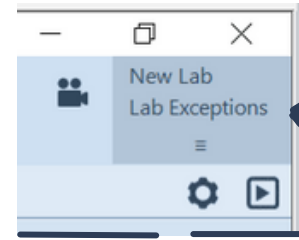
Submit a call or online support request to clear the Lab Result Exception Holding Tank. Be sure to include if you would like a call back once the exceptions have been handled.

+ How does a user open the holding tank?

There are three different ways to access the Lab Results Exception Holding Tank:

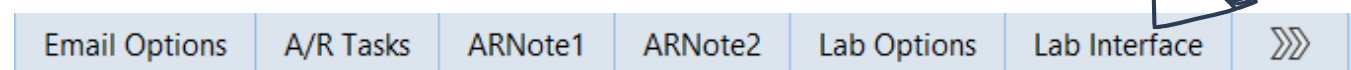
1

Click the Notification Menu in the top right corner when it displays "Lab Exceptions."



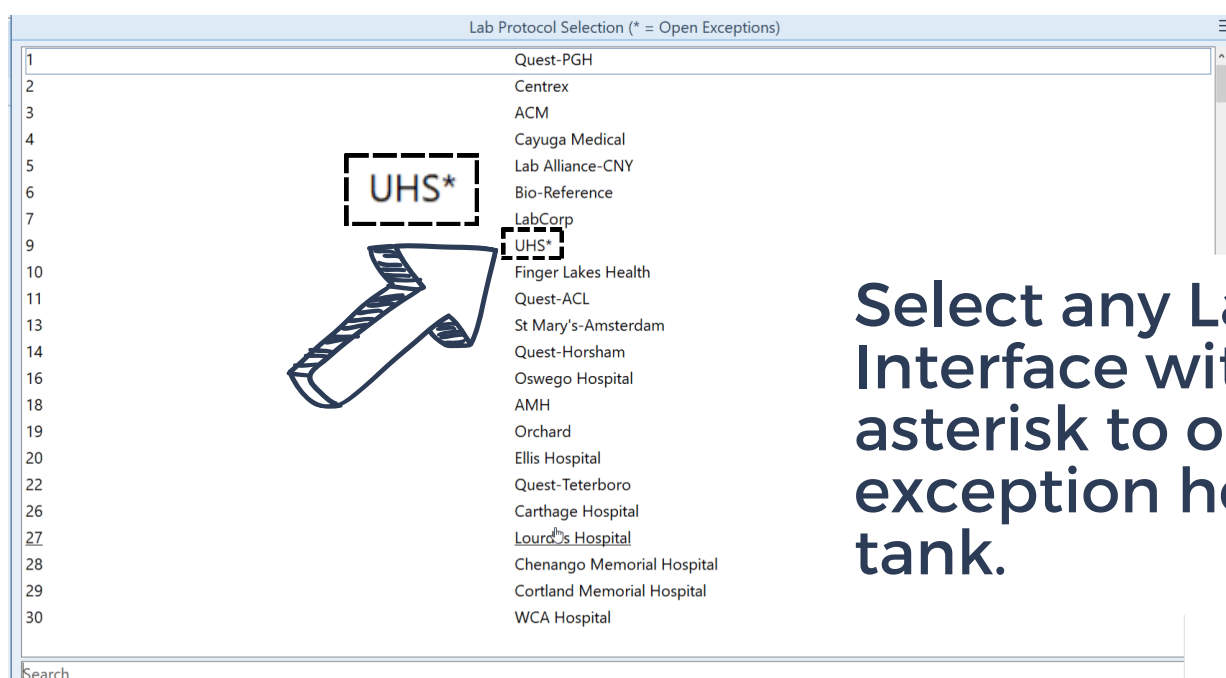
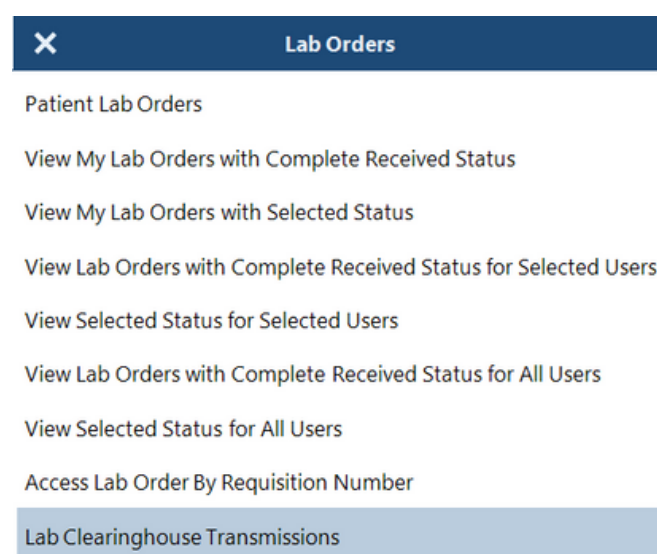
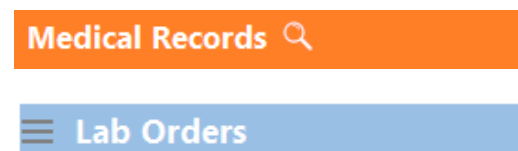
2

Click the Lab Interface button at the bottom of Chart Central.



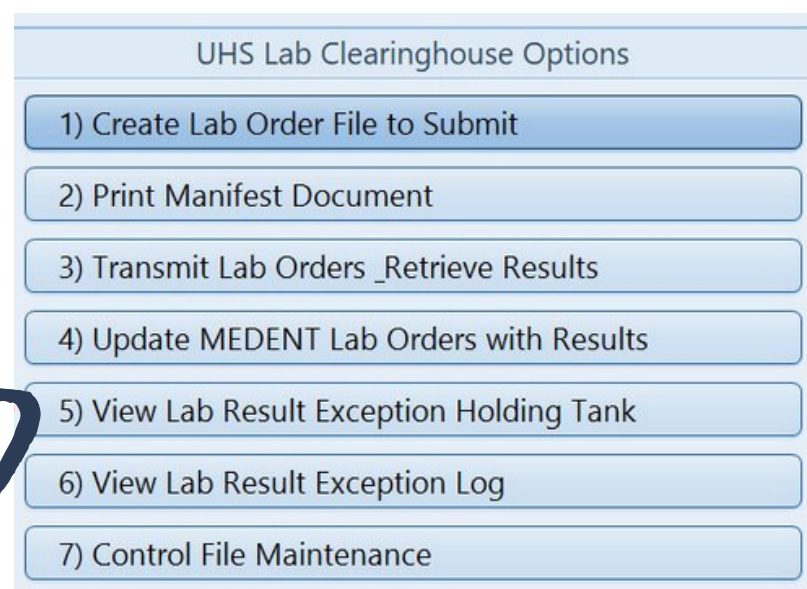
3

Under Medical Records, click Lab Orders > Lab Clearinghouse Transmissions.



Select any Lab Interface with an asterisk to open its exception holding tank.

Select option 5) View Lab Result Exception Holding Tank.



+ How does a user handle an ANF (Account Not Found) exception?

An ANF exception means that the patient demographics sent in the result message do not match a patient in your system: Patient Name or Date of Birth or there is no patient in your system with that name. Click the exception to see the demographic information.

Click on Upload. This will bring you to the Patient Lookup Screen. Search by Name or DOB. If not found, try the other option. If not found and you are confident that the results belong to the patient, select the name in the list and the results will upload into the chart. If the patient is not yours, you can close the exception.

+ How does a user handle a PTR (Patient Transferred/Released) exception?

The PTR exception means the patient is found in your system, but the status of the account is Transferred, Released or Inactive. Putting the results into the patient chart makes the practice responsible to review and act on the results.

If your practice does not want the results, close the exception. If your practice does want the results, the patient status will need to be updated to Active and the results will upload.

+ Should I close out all of my exceptions?

No! It is very important that any other exception is not closed out. That means if you have any other reason except ANF or PTR, do not close them! Send a request to MEDENT Lab Support to resolve. The patient chart will not update with the results if they are just closed.