



# NextGen Dashboards

## Member Queuing Dashboard - Lab

NextGEN Dashboard Support

# Step 1a: On the MQD screen select "Options"

Member Queue Dashboard

KAISER PERMANENTE®

Tuesday, July 17, 2018 8:57:54 AM

### Members In Queue

Departments:

10 records per page

Search:

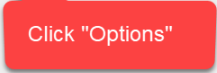
Appt/Lab/Rx Time	Arrival Time	Provider [Dept]	Member Name	Service Type	Proceed To	Timer	Wait Time	Arrival Status	STAT	Flag	Update Member	Remove
No data available in table												

Showing 0 to 0 of 0 records

[Options](#) [Resources](#) [Lab](#) [Operation Status](#) [Refresh](#) [History](#) [Add Member](#)

[Back](#)

Kaiser Permanente



# Step 1b: Enable "Lab" department(s) and click "Back"

Member Queue  
KAISER PERMANENTE<sup>®</sup> Production Support

**Options**

General | Wait Time

**Department Filter**

Departments  RAD110  LAB 110  CRD 100  CRD 200  UrgentCare

Remove Member from Dashboard After  
60 Minutes

**Service Type**

Current Service Type	Update
Lab	
Outpatient	
Radiology	
Urgent Care	

**Proceed To**

Default Public Square

Current Proceed To	Update	Delete
1st Floor Suite 103 Station 1		
1st Floor Suite 103 Station 2		
1st Floor Suite 103 Station 3		
1st Floor Urgent Care (U) Seating Area		
EIS Floor Suite 110 Seating Area		
EIS Floor Suite 120 Seating Area		

Add Proceed To

Back

1) Enable "LAB" department(s)  
2) Click "Back" at bottom right

Kaiser Permanente

# Step 2a: Open Lab Dashboard by selecting “Lab” button at the bottom of MQD

Member Queue Dashboard  
KAISER PERMANENTE®  
Tuesday, July 17, 2018 8:58:34 AM

Members In Queue

Departments:  LAB 110

10 records per page

NOTE: LAB shows up as a selected department & patients

Appt/Lab/Rx Time	Arrival Time	Provider [Dept]	Member Name	Service Type	Proceed To	Timer	Wait Time	Arrival Status	STAT	Flag	Update Member	Remove
9:05 AM	9:05 AM	NA NA [LAB]	Patient, 1	Lab	Public Square				⚡		✍	✖
9:15 AM	9:15 AM	NA NA [LAB]	Patient, 2	Lab	Public Square				⚡		✍	✖
9:30 AM	9:30 AM	NA NA [LAB]	Patient, 3	Lab	Public Square				⚡		✍	✖
9:40 AM	9:45 AM	NA NA [LAB]	Patient, 4	Lab	Public Square				⚡		✍	✖

Showing 1 to 4 of 4 records


Options Resources **Lab** Operation Status Refresh History + Add Member

1) Click "Lab" to access & operate the "Lab" Module

Back

Kaiser Permanente

# Step 2b: Assign yourself to a station as "Auto" or "Manual"

Laboratory  
 KAISER PERMANENTE<sup>®</sup> Tuesday, July 17, 2018 8:59:07 AM

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1		<input type="button" value="Auto"/>	<input type="button" value="Manual"/>	
1st Floor Suite 103 Station 2		<input type="button" value="Auto"/>	<input type="button" value="Manual"/>	
1st Floor Suite 103 Station 3		<input type="button" value="Auto"/>	<input type="button" value="Manual"/>	

**Please Select a Station**

Appointment Time      Arrival Time

MRN      Member Name

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
No data available in table										
Showing 0 to 0 of 0 records										

1) Assign yourself to a station by selecting "Auto" or "Manual"

"Please Select a Station" and the "Back" buttons will update once you assign yourself to a station.

Kaiser Permanente

# Step 3: Select the patient you would like to work on

### Lab Resources

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

### 1st Floor Suite 103 Station 1 (Manual)

Appointment Time

Arrival Time

MRN

Member Name

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:40 AM	9:45 AM	Patient, 4 ⚡	LAB	Public Square			✍	⚡	✓	✖
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square			✍	⚡	✓	✖
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square			✍	⚡	✓	✖
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square			✍	⚡	✓	✖

Once you're assigned to a station, patients will appear in the Queue.

Select a patient by clicking "Next Appointment" or the "check mark" button in the "Select" column.

# Step 4a: Lab Interface (Before Patient Selection)

Laboratory  
**KAISER PERMANENTE**  
 Tuesday, July 17, 2018 8:59:57 AM

**NOTE:** Patient 4 has the "STAT" icon. This means this patient will be given priority by the system when the "Next Appointment" button is clicked.

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

Appointment Time

Arrival Time

MRN

Member Name

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:40 AM	9:45 AM	Patient, 4 ⚡	LAB	Public Square			<input type="text" value=""/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value=""/>
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square			<input type="text" value=""/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value=""/>
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square			<input type="text" value=""/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value=""/>
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square			<input type="text" value=""/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value=""/>

Update Wait Time  
 Change Status to "Stat"

Remove a Patient  
 Select an Appointment

Kaiser Permanente

# Step 4b: Lab Interface (After Patient Selection)

Laboratory  
**KAISER PERMANENTE**  
 Tuesday, July 17, 2018 9:00:18 AM

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

**Appointment Time**  
9:40 AM

**MRN**  
11111156789

Complete

**Arrival Time**  
9:45 AM

**Member Name**  
Patient, 4 ⚡

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:40 AM	9:45 AM	Patient, 4 ⚡	LAB	1st Floor Suite 103 Station 1	0m		<input type="button" value="✎"/>			
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square			<input type="button" value="✎"/>			
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square			<input type="button" value="✎"/>			
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square			<input type="button" value="✎"/>			

**Lab**

Once you select a patient, you are unable to "Unassign" yourself from your station.

The 'Proceed To' location will change to your station (The patient will see this 'Proceed To' location on MFD)

The patient information shows up on top right.

The Timer will start, counting how many minutes it's been since you selected the patient.



# Step 5: Patient Functions/Options

Laboratory  
**KAISER PERMANENTE**  
 Tuesday, July 17, 2018 9:00:18 AM

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			<span style="color: red;">Unassign</span>
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

**Appointment Time**  
9:40 AM

**MRN**  
11111156789

**Arrival Time**  
9:45 AM

**Member Name**  
Patient, 4 ⚡

Complete
Requeue
Recall (Minutes)


Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:40 AM	9:45 AM	Patient, 4 ⚡	LAB	1st Floor Suite 103 Station 1	0m		<span style="color: green;">✎</span>			
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square			<span style="color: green;">✎</span>			
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square			<span style="color: green;">✎</span>			
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square			<span style="color: green;">✎</span>			

**Annotations:**

- To complete an appointment and remove a patient from the "Lab" simply click "Complete".** (Arrow points to the Complete button)
- To Recall your patient, select a time (increments of 5 minutes) and select "Recall (Minutes)" button.** (Arrows point to the Recall (Minutes) button and the input field)
- The "Requeue" button will send a patient back into the queue, all the way to the bottom. (Not their original place)** (Arrow points to the Requeue button)

# Step 6a: Removing a Patient

To “Remove” a patient, click on the button as shown below

Laboratory  
 KAISER PERMANENTE®  
Wednesday, July 18, 2018 1:31:21 PM

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			<input type="button" value="Unassign"/>
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

Appointment Time                      Arrival Time

MRN    Member Name

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
1:30 PM	1:30 PM	Patient, 1	LAB	Public Square			<input type="button" value="New"/>	<input type="button" value="STAT"/>	<input type="button" value="Select"/>	<input type="button" value="Remove"/>

To "Remove" a patient from Queue, click the button highlighted above.

# Step 6b: Removing a Patient

## Confirm removal of patient

**Confirm to Remove Member**

Name: Patient, 1

Appt/Lab/Rx Time: 1:30 PM

Arrival Time: 1:30 PM

Proceed To: Public Square


Cancel Remove

Complete the removal of the patient by clicking "Remove" when prompted.

Lab Time	Arrival Time	Member Name	Department	Pr	STAT	Select	Remove
1:30 PM	1:30 PM	Patient, 1	LAB	Public Square			

# Step 6c: Removing a Patient

## Patient will no longer be in Queue once removal is complete

Laboratory  
 KAISER PERMANENTE®  
Wednesday, July 18, 2018 1:31:43 PM

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			<input type="button" value="Unassign"/>
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

Appointment Time                      Arrival Time

MRN    Member Name

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
No data available in table										
Showing 0 to 0 of 0 records										

Once removed, patient will no longer appear in Queue.

# Step 7a: The 'Recall' Function: Patient 4

## Before 'Recall' is selected

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty	☐	☐	<span style="background-color: #e91e63; color: white; padding: 2px 5px; border-radius: 3px;">Unassign</span>
1st Floor Suite 103 Station 2		☐	☐	☐
1st Floor Suite 103 Station 3		☐	☐	☐

**1st Floor Suite 103 Station 1 (Manual)**

**Appointment Time**  
9:40 AM

**MRN**  
11111156789

**Arrival Time**  
9:45 AM

**Member Name**  
Patient, 4 ⚡

✓ Complete
🔄 Requeue
🔄 Recall (Minutes)

5
⬆️ ⬇️ ⬆️

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:40 AM	9:45 AM	Patient, 4 ⚡	LAB	1st Floor Suite 103 Station 1	0m		<span style="background-color: #2c5e6c; color: white; padding: 2px 5px; border-radius: 3px;">✎</span>			
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square			<span style="background-color: #2c5e6c; color: white; padding: 2px 5px; border-radius: 3px;">✎</span>			
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square			<span style="background-color: #2c5e6c; color: white; padding: 2px 5px; border-radius: 3px;">✎</span>			
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square			<span style="background-color: #2c5e6c; color: white; padding: 2px 5px; border-radius: 3px;">✎</span>			

# Step 7b: The 'Recall' Function: Patient 4

After 'Recall' is selected, Patient 4 disappears from Lab/Queue

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

**Appointment Time** **Arrival Time**

**MRN** **Member Name**

Next Appointment

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:05 AM	9:05 AM	Patient, 1	LAB	Public Square						
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square						
9:15 AM	9:15 AM	Patient, 2	LAB	Public Square						

# Step 7c: The 'Recall' Function: Patient 4

## After "Recall" Timer is up, Patient 4 re-appears in Queue

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

Appointment Time                      Arrival Time

MRN    Member Name

**Next Appointment**

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:33 AM	9:33 AM	Patient, 4 ⌛	LAB	Public Square						
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square						

**NOTE:** A recalled patient gets prioritized over other patients in queue and has a timer symbol next to their name.

# Step 8a: Assigning New Wait Time: Patient 3

If needed, you can assign a “New Wait Time” to a patient

Lab

### Lab Resources

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

### 1st Floor Suite 103 Station 1 (Manual)

Appointment Time                      Arrival Time

MRN    Member Name

Next Appointment

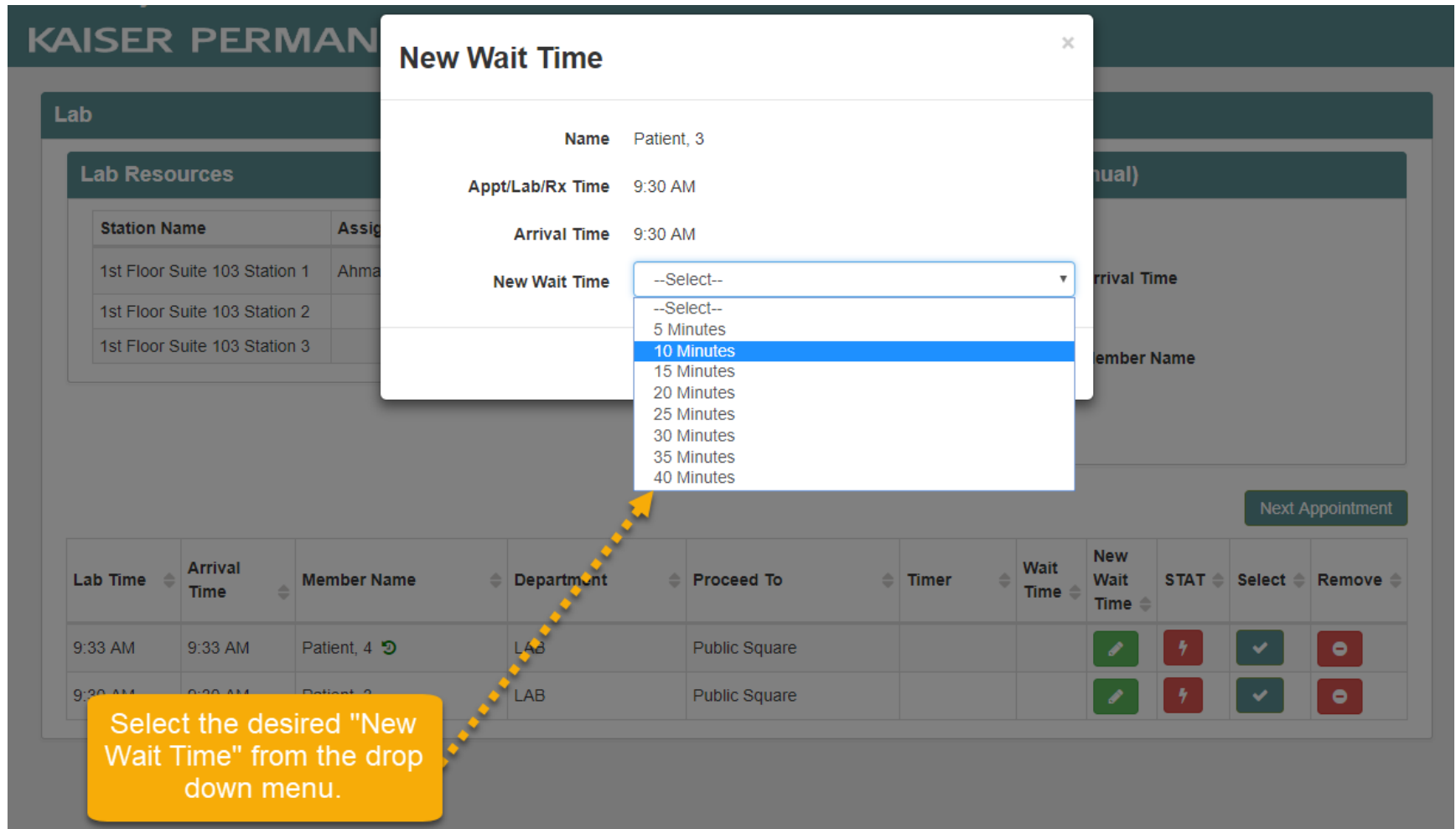
Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:33 AM	9:33 AM	Patient, 4	LAB	Public Square						
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square						

Click the "Pencil" Icon



# Step 8b: Assigning New Wait Time: Patient 3

## Select appropriate "New Wait Time"



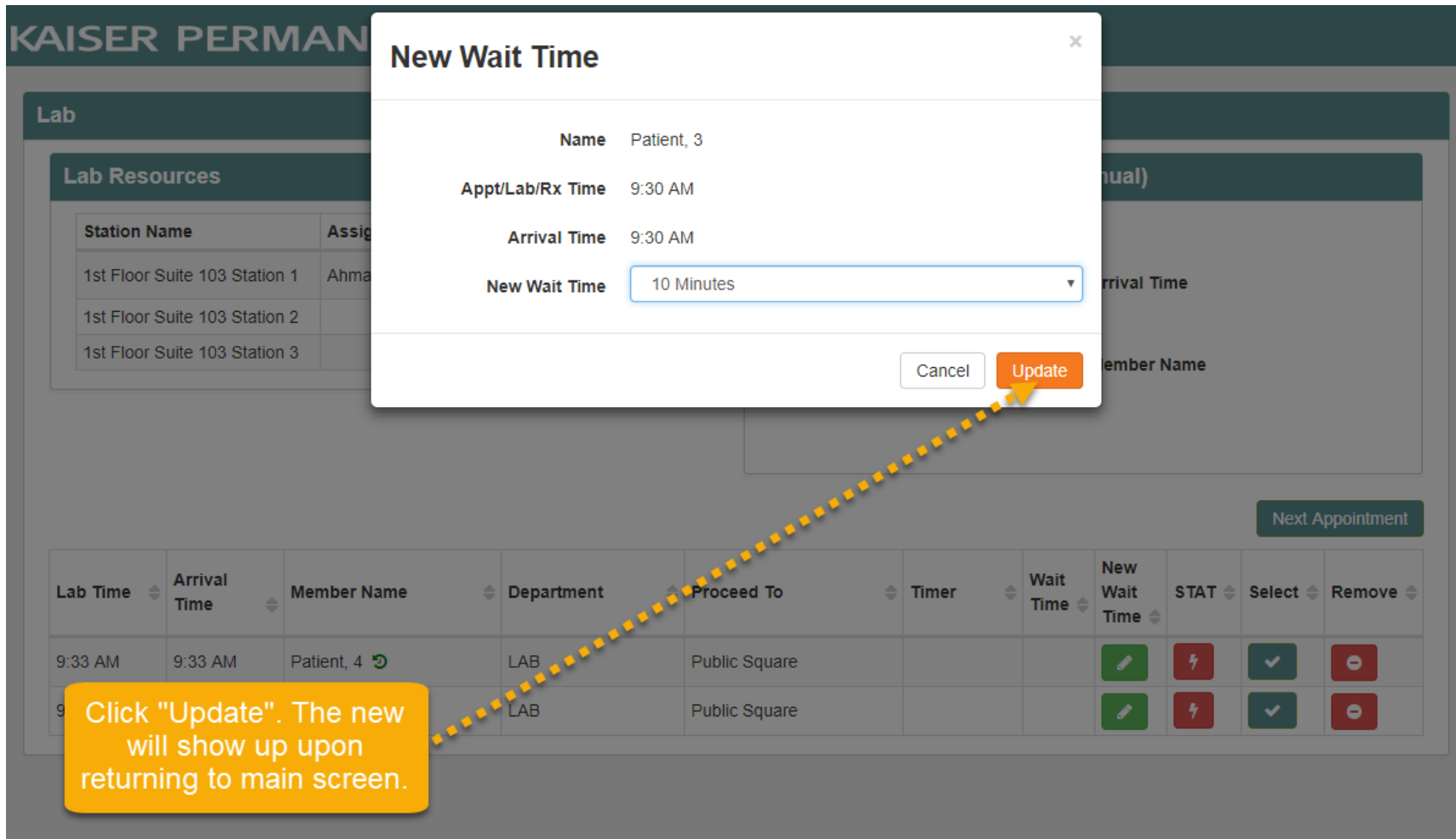
The screenshot displays the Kaiser Permanente interface. A modal window titled "New Wait Time" is open, showing details for "Patient, 3". The "New Wait Time" field has a dropdown menu open, listing options from 5 to 40 minutes, with "10 Minutes" selected. A yellow callout box with a dashed arrow points to the dropdown menu, containing the text: "Select the desired 'New Wait Time' from the drop down menu."

Station Name	Assigned
1st Floor Suite 103 Station 1	Ahmad
1st Floor Suite 103 Station 2	
1st Floor Suite 103 Station 3	

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:33 AM	9:33 AM	Patient, 4	LAB	Public Square						
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square						

## Step 8c: Assigning New Wait Time: Patient 3

Select “Update” to confirm change



**New Wait Time**

Name Patient, 3

Appt/Lab/Rx Time 9:30 AM

Arrival Time 9:30 AM

New Wait Time 10 Minutes

Cancel Update

Click "Update". The new will show up upon returning to main screen.

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:33 AM	9:33 AM	Patient, 4	LAB	Public Square						
9:33 AM	9:33 AM	Patient, 4	LAB	Public Square						

# Step 8d: Assigning New Wait Time: Patient 3

## New Wait Time display

**Lab**

**Lab Resources**

Station Name	Assigned To	Auto	Manual	Unassign
1st Floor Suite 103 Station 1	Ahmad Chishty			Unassign
1st Floor Suite 103 Station 2				
1st Floor Suite 103 Station 3				

**1st Floor Suite 103 Station 1 (Manual)**

Appointment Time                      Arrival Time

MRN    Member Name

Next Appointment

Lab Time	Arrival Time	Member Name	Department	Proceed To	Timer	Wait Time	New Wait Time	STAT	Select	Remove
9:33 AM	9:33 AM	Patient, 4	LAB	Public Square						
9:30 AM	9:30 AM	Patient, 3	LAB	Public Square		9				

The "New Wait Time" will show as a bubble with the minutes counting down.