Wh elp	Job Aid	Kaiser Permanente

Service Representatives

Date: June 2021

Scheduling/Registration

Version: 4

Walk In Lab Procedure Orders on the Active Requests Tab

Select lab procedure order(s) and walk in from the Active Requests Tab.

Access Patient's Appointment Desk and Walk In Lab Procedure Orders

1 Do ono of the following:	
 Do one of the following: Click Appts on the main toolbar. OR 	Epic Change Login Context Change Login Context Patient Care Scheduling
 Click Epic > Scheduling > Appts. 	Profasainaal Billing A Harilenesch
 The Patient Lookup window appears. 2. Type the patient's Medical Record Number (MRN) in the Name/MRN field. 	Patient Lookup Select Patient Advanced Recent Patients Family/Group Temporary Group Name/MRN: 200013010002 EPI ID: SSN: EPI ID: SSN: Sex: Birth date: Service area: Use sounds-like End Patient Clear
3. Click Find Patient or press Enter .	
The Patient Select window appears.4. Verify the patient information.	Patient Select Image: Constraint Select Search 200013010002 P Patient Name MRN DOB Age Search 20001301/24/1997 23 yrs F GAMMA_DOCTOR
5. Click Accept.	< m > 1 record loaded. > Accept X Cancel
The patient's Appointment Desk appears.	Future Past Active Requests Referrals Procedure Spec Source Ordering Provider Prival
6. Click the Active Requests tab.	GLUCOSE, 24 HR URINE URINE [1300] CADENCE-AMB, PROVIDER RO
7. Select the appropriate order(s).	SPECIFIC GRAVITY, URINE, DIPSTICK URINE [1300] CADENCE-AMB, PROVIDER [2999001] Ro LIPID PANEL BLOOD [1212] CADENCE-AMB, PROVIDER Ro
8. Click Walk In.	CBC W AUTOMATED BLOOD [1212] CADENCE-AMB, PROVIDER Ro DIFFERENTIAL BLOOD [1212] CADENCE AMB, PROVIDER Ro CBC NO DIFFERENTIAL BLOOD [1212] CADENCE AMB, PROVIDER Ro Walk In Expand Expand Ro Ro
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	To select multiple orders on the Active Requests tab, do the following:					
1. Select the first order.						
2. Press the Shift key on your keyboard and select the last order in the list.						
The blue bar in front of the procedure order(s) indicates the order is s						
		Future Past Active Req	Jests Referrals			
		Procedure	Spec Source	Ordering Provider		
		GUCOSE, 24 HR URINE	URINE [1300]	CADENCE-AMB, PROVIDER		
		GLOCOSE, 24 HR ORINE		[2999001]		
		SPECIFIC GRAVITY, URINE, D PSTICK	URINE [1300]	[2999001] CADENCE-AMB, PROVIDER [2999001]		

Process Payment

The Check In window appears. 2. Click Collect Payment .	
2. Click Collect Fayment .	Total Due Now Collect Payment 15.00 \$15.00 ncel Back Next Accept
3. Click Collect Payment again.	Collect Payment Payment of \$ 15.00 Total Due Now: 15.00 Comment Collect Payment ← Go Back
The PaymentMate Transaction window appears.4. Select the form of payment in the Tender Options section.	Tender Options Amount Paid: \$0.00 www.alter Simple Cash Card Check Total: \$15.00
 Follow system prompts to process the payment. 	

The payment information appears in the PaymentMate Transaction window at the conclusion of the payment process.	Finish Voucher Cash Card		
6. Click Finish .			
Confirm with the patient if they would like a receipt.	Confirm × Would you like to print a receipt?		
7. Click Yes or No.	<u>Y</u> es <u>N</u> o		
The Check In window appears.	Veitar Date wolw		
8. Click Accept .	0.00 \$0.00 Cancel Back Next Accept		
A lab appointment appears on the Future tab. The appointment status is Arrived to indicate the patient is checked in.	Euture Past Agtive Requests Finalized Requests W/I Rfl Status Encounter Date Appt Tim: Len Department Provider Arrived 8/3/2020 Mon 9:40 AM 10 LNLAB HKLAB-EYE, Check In Check Out Cancel Check In Edit Appointment Info Edit Appointment Notes Cancel/Ref		
Note Processed procedure orders appear on the Finalized Requests tab.			
Euture Past Active Requests Finalized Requests Procedure Spec Source Ordering Provider Priority GLUCOSE, 24 HR URINE URINE [1300] CADENCE-AMB, PROVIDER Routine [2999001] Cadence Routine Expand Expand Cadence Cadence			
Tip For more information on processing payments , go to <u>http://myhelp.kp.org</u> and search for the following Keywords: process payments .			

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