Beaker Review

GENERAL

The Outstanding List can be filtered many ways to make finding things easier. Lab Sections such as: Hematology and Urinalysis. Alphabetically, by Test name and by Specimen ID.

If information on a Sendout test is requested, one may look in the Quest Diagnostics web site for Pittsburgh, PA. Quest.com.>For Physicians>Test Center. This will have the most up-to-date information on test ordering, specimen collection and transporting requirements. It is available to everyone by the internet.

Procedure Catalog can be accessed under the EPIC button. It has collection, transporting and storage requirements. This is also available to all EPIC users.

Container storage resembles our previous RCK function. There are refrigerators, shelves and racks built for Hematology specimens. Chemistry has a storage system not connected to Beaker for most routine chemistry tests. They must be found through the track system not Beaker. Each specimen has an assigned instrument ID that is used to find these samples. Serology, Hemoglobin A1C, Urines and miscellaneous Chemistry tests are in Beaker Container Storage.

Your Log in Department is extremely important to the functions and security you will be able to use. If you are logged in to the incorrect department, you will not have access to several functions such as printing, resulting and verifying. The system will default to the last log in department you used.

Epic has preset safety computer designs for their system. One of these features is that you may only have four patient workspaces open at one time. It reduces the chance of you mixing up tasks for certain patients. You will get a warning explaining you have too many workspaces open and you need to close one if the limit is exceeded. It is best practice to close out of a patient when you are done with their inquiry. Only one person may have that patient open at one time. We do not want to delay patient care because we didn't close a workspace.

Specimen Update is a very useful action. It displays specimen tracking, printing, storage, collection information and can be used for Add-on's and to enter or correct collection information.

A downtime procedure is still being completed. There will soon be a dedicated PC that you can access orders for patients that were entered in Epic before the downtime occurred. These orders can be linked to a labeling system and then later merged back to the Beaker specimen ID.

ORDERING

Clinic collect samples are those collected by nursing, usually urines and wound cultures (swabs). The RN goes to collect the specimen at bedside and must positively identify the

patient with the biologics system. This prints a label with just patient information, no lab tests. Then the RN returns to a computer and performs the Beaker collection piece. These samples must have the two labels or should be rejected.

There are several Epic shortcuts that save time when entering data such as date and time. Today = T, Time Now = N Month beginning = MB Month Ending = ME. Anytime you want to show previous day is (-) and next day is (+).

To pull up the most recent patient you were working with: = will pull them up.

The Proper Provider must be entered when ordering Labs. If a default provider or External provider is chosen, automatic faxed patient results and billing are negatively affected. We should always do our best to enter the correct ordering Provider.

RECEIVING
The proper receiving of specimens into the lab is by scanning the Beaker barcodes. If a scanner is broken, you may receive sample manually by looking them up by MRN# in Specimen Lookup activity in the Receiving screen.

Packing Lists are created to send samples to other labs. The Regional Offices creat these daily, scan samples onto them, print them and send the list and samples with a courier to the other labs. Because the RO are all considered, separate "labs", they must first RECEIVE all their specimens into their "lab" first. If they don't receive them, they cannot go onto a packing list. There will always be exceptions to normal test and some may not be able to scan onto a list. Therefore, we have a Universal packing list so they can get ANY outlier on a list for transport. Miscellaneous and default tests should be entered onto a universal packing list. If they are not, test may be missed and this is not good patient care. If all else fails, RO's have been instructed to manually write exceptions on the bottom of another list so when received in the testing lab, we don't miss tests or wonder what to do with extra samples. Any problem or exceptions for tests should be communicated to the Beaker team.

In the receiving activity, you may open and have multiple patients on your screen at any given time. If a specimen is still on the receiving screen and is placed on the track system for Chemistry, it will delay testing. Remove All is available on the action tool bar and should be used to clear your specimens when you have received them. Do not leave them open on this window.

RESULT ENTRY
When resulting tests, you enter your value, usually by choosing an answer from the magnifying glass choosing from the category list. You may actually type in an answer depending on the test.   Edit>Verify and Accept. You do not need to save the result before verifying.

CANCELLING
Duplicate tests at the exact same time may be cancelled as a duplicate. This can be done from many screens in Beaker such as: Receiving, Specimen Inquiry and Specimen Update.

The Provider must be notified by a phone call when a test cannot be completed and is cancelled. It will be up to the Provider to decide if they need to reorder the test. Redraw places the test back on the draw list and the phlebotomist will recollect the sample.

COMMUNICATION

Reprinting labels for Beaker in the lab can be done by many screens. Receiving and Specimen Update are the easiest. Labels and Docs is the activity. If RN's cannot print labels, they may need to contact the help desk for support if continually unable to print or reprint. You must be logged into the correct department that is mapped to a printer for correct printing to occur. Checking the log in dept. is the first trouble shooting step.

Any test that needs recollected needs to be communicated to those caring for the patient. If it necessary to recollect an ED specimen for being hemolyzed or clotted, you will go to Specimen Update and put the specimen for REDRAW. Then you must Volcera the ED and let them know it needs recollected immediately.

The Outstanding list has the current pending work. However if there is a test that is "collected" but not received in the lab, it may be a test that should be done and could get missed because the workflow was interrupted. There are several reports that med techs should check daily to prevent us from missing tests. Obviously the Outstanding list needs to be cleaned up and the Overdue section alerts techs to tests approaching a turn around time outlier. "Lab Specimens Collected but not Received in the last 24 hours" is an important report. This should be checked daily by ALL the med techs. You are responsible for the tests that may be missing in *your* section. Most of the time these outliers are duplicate tests that were not cancelled or shared specimens that missed being logged in correctly. Patient satisfaction is greatly increased when we don't need to have things recollected because we didn't catch them.

Communication logs must be closed correctly. If a comm log is clicked on, it is open and must be closed; this is true even if you never enter a comment. When it is opened, it goes to the Follow-up worklist and reports can be pulled from this data. Everyone needs to review this procedure and close the logs that they open. You may use the followup worklist to check and see if you have any open.

Now that the Go-Live issues have calmed down, we as a team can start to fix the smaller items. If you have a comments or concerns, please feel free to contact Kim, Tonya and Lois. E-mail is the best tool. There is a much larger Epic and Beaker team that are willing and trying to improve our Labs.

COMMENTS
White comment boxes will go onto the Patients' Chart. Yellow comment boxes are for lab use and do not go to the Patients' chart so the provider cannot see these comments. Check the policies in you department for which type of notification is necessary for each communication you use. Certain notes do not make sense to RN's or Providers and should not be in the Chart.