

# NWT LIS TIP OF THE WEEK

**Module:** SoftLabMic

**Software Version:** 4.0.8

**Topic:** Call Log

**Issued On:** 2024-01-05

**Distribution:** All Users

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**Issued By:** Lena Schofield, Territorial LIS Administrator

**TOPIC/QUESTION:** How do I record a call in the LIS? For add-on tests, cancelled tests, calling a result, or other call to or from a doctor, nurse, clerk, etc.

**ANSWER/TIP:** There is a Call button in Order Entry and on the Result Entry screens.

**Call**

Patient Info  
Name (last, first, middle): TEST, SCOAG C      DOB: 1956-04-10  
MRN: ST800597      Billing: ST1302794      Order: H8260007

Doctor: **TESD1** TEST, DOCTOR FOR EMR      Ext:      Fax:     

Ward: SACC STANTON AMBULATORY CARE CENTRE 10066      (867)669-4122      Ext: 46460      Fax: (867)669-4139

1 Call comm: \_\_\_\_\_

4 Called:  Doctor TESD1      Ext:      By: LTS

Person/Msg: \_\_\_\_\_ 2

3

1 - Results called to:  
2 - Chemistry results called to:  
3 - Hematology results called to:  
4 - Microbiology results called to:  
5 - Gram stain results called to:  
6 - Culture results called to:  
7 - FAX of results sent to:  
8 - Received call from:  
9 - Physician called:  
10 - Call cancelled-FAX sent  
11 - ?No answer when called:  
12 - ?Call not needed  
13 - Tests cancelled by phone: \_\_\_\_\_ cancelled by:  
14 - Tests ordered by phone: \_\_\_\_\_ ordered by:

OK

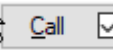
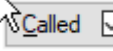
Call History

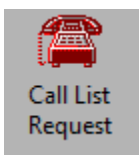
Wrkst	Who

2024-01-05 11:47

History

If you open an Order and see , click the button to see if a call is required!

1. If you have a comment for other staff to follow-up on, enter it, otherwise **leave Call comm blank**.
2. Click the Person/Msg Drop-down arrow.
3. Select the call type and complete the information about the call.  
*\*This message will appear on the result report unless it begins with a ? (question mark)*
4. **Always check the Called box**, unless another call is required. When the Called box is not checked, the next time someone opens the order it appears as though a Call is required. If the Called box has been checked the button says Called.  
5. Click OK.



Call List Request can be checked to see if there are any Orders that require follow-up calls.