Lab Location:	SGMC and WAH	**Date Implemented:**	8.15.2017
Department:	Client Services	**Due Date:**	9.11.2017

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Managing Failed Faxes, Individual and Batch

Description of change(s):

1. This is a new procedure that replaces
   a. Failed Fax, Managing
   b. Refaxing Scheduled Fax Reports to Mobile Med and Mercy Health Clinic

2. Staff will determine the reason for a failed fax, requeue the faxed report(s), and verbally confirm that the fax was obtained by the recipient.

Quest Diagnostics

Document No.: SGAH.CS970[0]

Title: Managing Failed Faxes, Individual and Batch

Owner: LESLIE BARRETT

Status INWORKS

Effective Date: 07-Sep-2017

Next Review Date:

Non-Technical SOP

Title	**Managing Failed Faxes, Individual and Batch**		
Prepared by	Stephanie Codina	Date: 8/1/2017	
Owner	Stephanie Codina	Date: 8/1/2017	

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:

Print Name	Signature	Date

Form revised 3/31/00

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1.   **PURPOSE**
To provide instructions for handling failed fax reports from Sunquest.

2.   **SCOPE**
This procedure applies to failed faxes. There are two types of failed faxes:
A. Individual faxes include failed fax on demand reports (keyboard faxes) and failed reports from the fax scheduler.
B. Batched faxes include faxes that include multiple patient results for a single clinic such as Mobile Med or Mercy Health Clinic.

3.   **RESPONSIBILITY**
Client Service staff members must understand and adhere to this procedures for managing failed faxes.

4.   **DEFINITIONS**
None

5.   **PROCEDURE**

Individual Failed Faxes

Step	Action
1	Any fax that is sent via Sunquest and fails will generate a failed fax notification. Failed fax notifications are received on the client services fax machine. The fax will include a coversheet that lists the number to which the fax was sent and a reason why the fax failed to transmit. AHC 3018915037 Wed Jan 21 09:12:13 2015 Page 1 of 5 .SYSTEM SUBJ: DELIVERV NOTICE-- REF• ACC:N\A I PN:N\A FILE: R01836-MY00.FCL Wed Jan 21 09:12:13 2015 WFAX 3014454499 FAILED- BUSY A/B RCVO: FCP_BUSYI Fax Number ⟶ ⟵ Reason for failed fax

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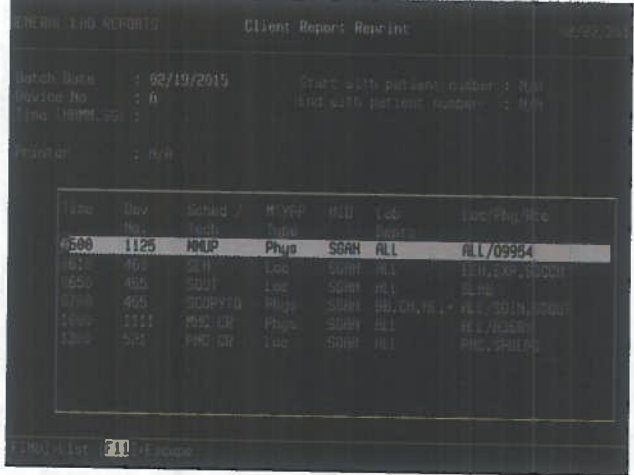Page 2 of 5

Step	Action
2	Determine the reason for the failed fax. A. Busy a. Busy indicates the fax server made 3 unsuccessful attempts to send the fax. b. Contact the physician's office to ensure the fax is working and is not out of paper, turned off, etc. c. Refax the report from the keyboard while the office is on the phone to ensure receipt. B. Voice a. Voice indicates someone picked up the line. The line may be a telephone line and not a fax number. b. Verify that the fax number listed in Sunquest is the same as the failed fax number using Sunquest function MIQ, option 13. i. If the number is incorrect, notify a supervisor. ii. If the number is correct, 1. Contact the physician's office to verify the number. 2. Refax the report from the keyboard while the office is on the phone to ensure receipt.
3	Document resolution on the failed fax report.
4	File reports in the failed fax folder for 7 days, and then discard.

Batched Failed Faxes

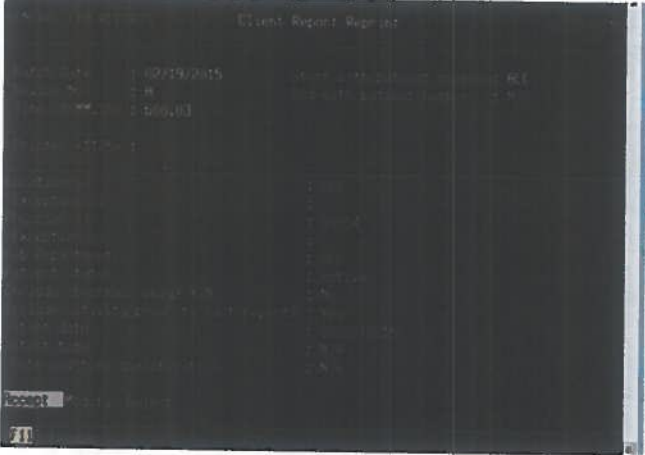| Step	Action
1	Reports for patients referred from Mobile Med and Mercy Health Clinic are scheduled to batch fax daily to expedite result receipt. The clinic must notify the laboratory if results did not fax.
2	Log into Sunquest SmarTerm and access function "CRPR" for Client Report Reprint. The following screen will appear.
3	At the Hospital ID prompt, select the correct hospital ID. A. SGAH = Shady Grove Medical Center B. WAH = Washington Adventist Hospital
4	At the "Batch Date" prompt, type the date of the original fax.

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Step	Action
5	At the "Device No" prompt, press enter.
6	At the Time (HHMM.SS) prompt, press enter.
7	A list of all scheduled reports will display based on the hospital ID and batch date that was entered. Example: Highlight the report that you want to refax and press enter. Use the following information to help you determine which fax to send. | Client Name	Location (HID)	Client Report Code	Sunquest Fax Number	Scheduled Day/Time
---	---	---	---	---
Mercy Health	SGMC	MHC CR	1111	M-F 1000 and 1515
	WAH	N/A	N/A	N/A
Mobile Med Upper County	SGMC	MMUP	1125	M-F 0600
	WAH	WMMUP	1125	M-F 0630
Mobile Med	SGMC	MM	1120	M-F 0545
	WAH	WMM	1120	M-F 0615	

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Step	Action
8	A new screen will appear. A. At the "Start with patient number" prompt, press enter to default all. B. At the "Printer <####>" prompt, press enter to accept the default printer or enter a Sunquest printer number to print a report to a printer. C. At the "Accept, Modify, Reject" prompt, type "A" and enter to accept and requeue the faxed reports. D. Verify with the client that they received the refaxed reports.

6. RELATED DOCUMENTS
N/A

7. REFERENCES
N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES
N/A

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