**CSR Add-Ons and Outpatient test cancellations**

The following is a brief summary of the add-on and outpatient test cancellations. Please use the following link to watch the LMS Video which is approximately 15 minutes long. Please print transcript and give to your manager when complete.

[LMS: Epic Beaker Add-Ons Holds and CSR Tasks](https://ynhh.certpointsystems.com/lms/basicportal/ynhhs/en-US/learner/courses/22357269-a332-48e8-a755-e4a9cd7e9cfa)

Customer Service will print out a label for the specimen with the Add-On to the designated Add-On Label printer

When you receive the label

1. Find the sample and determine if it meets all requirements
2. In specimen Inquiry Click on the action button and find ***holds*** (you can add the holds and Add follow up task to your tool bar using the personalize option at the bottom of the drop down)

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1. When you click on holds, you will get a pop-up with the specimen that has a hold. If the specimen meets all criteria for the Add-on, Click “Clear”

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1. After clicking on Clear, you will need to enter a Clear reason: Use “Stability Confirmed”

And click accept. Perform the testing

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**(Follow these instructions for all outpatient specimens that require a redraw**)

1. If you are unable to run the add-on, cancel the add-on test ( put the reason for the cancellation)and add a Follow-up task. Use this process for any Outpatient tests that need to be re-drawn(Tests should be cancelled not sent for a redraw)

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1. Use (CSR) Call Physician for test cancellation

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1. The only section that needs to be filled out on the following pop-up is the comment section. Please be detailed as to why the test cannot be performed. When complete, click on **Accept.( When cancelling the Add-on only, please notate in the comments)**

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1. Click on **Accept**