PHLEB 5 Handling Patient Orders in Vista

Copy of version 1.0 (approved and current)

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CARL VINSON VA MEDICAL CENTER
Dublin, Georgia
Pathology and Laboratory Medicine Service

HANDLING PATIENT ORDERS IN VISTA

1.0 PURPOSE
This procedure provides instructions on how to look up patient orders, accession patient orders, cancel patient orders, and what do in a situation where a patient has multiple orders or no orders.

2.0 ACCESSIONING ORDERS
2.1 Logon to VISTA using your VISTA username and verify code.
2.2 Select **Accessioning Menu**
2.3 Select **Accessioning tests ordered by ward order entry**
2.4 Enter the Order Number.
2.5 Follow the prompts to verify that you have the complete order.
2.6 Print the accession labels for the order.
2.7 Place the diagnostic test label on the sample tube.

3.0 LOOKING UP PATIENT ORDERS IN VISTA
3.1 Logon to VISTA using your VISTA username and verify code.
3.2 Select **Collection Menu**
3.3 Select **Order/test status**
3.4 At the **Select Patient Name** prompt enter any of these combinations to look up a patient
    3.4.1 Full Social Security number with no dashes (Example: 123456789)
    3.4.2 Patient Initial of Last Name and Last 4 of Social Security Number (Example: S1234)
        3.4.2.1 Caution: There may be multiple patients with the same last initial and last 4. Make sure the correct patient is selected that matches the patient's full social security number and date of birth
    3.4.3 Full Name (Example: Smith,John)
        3.4.3.1 **Caution:** There may be multiple patients with the same name. Make sure the correct patient is selected that matches the patient's full social security number and date of birth
3.5 The patient's information will be displayed once selected.
3.6 After selecting a patient the status for all tests for that day is given. Each day will be prompted in reverse order. The report will output for a specified patient, Order #, Urgency, Status (test complete, on collection list, testing in progress, collected), Provider, and Accession #.
3.7 **What orders can be used**
    3.7.1 Orders that can be used to draw a laboratory specimen can only be 6 weeks (42 days) in the past and 6 weeks (42 days) in the future from the date that the patient presents to the lab for their lab draw.
    3.7.2 For example, if a patient arrives on June 1 for a lab draw, an order can only be retrieved as far back as April 20 and as far forward as July 13. Anything outside that window cannot be used, and must be reordered before the patient can be drawn
3.8 **Multiple Orders**
    3.8.1 If a patient has multiple orders that need to be drawn or duplicates, accession all the orders and cancel out the duplicates

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3.9 **No orders**

    3.9.1   If a patient has no orders, contact the patient's primary provider or send the patient to the PACT team to have lab orders put in by the provider.

    3.9.2   Record each instance on the "Patients with no active orders" QA monitor

4.0   CANCELING ORDERS/TESTS IN VISTA

    4.1   Logon to VISTA using your VISTA username and verify code.

    4.2   Select **Collection Menu**

    4.3   Select either **Delete entire order or individual tests** OR **Delete test from an accession**

    4.4   Enter order number or accession number that needs to be cancelled

    4.5   Follow the prompts to cancel the tests or the whole order

5.0   REFERENCES AND ADDITIONAL RESOURCES

    5.1   VistA Laboratory User Manual Version 5.2. Department of Veterans Affairs. Revised May 2018