

Outpatient Lab Order Entry: Preventing Missed Tests

Use **FUTURE Status** – not **NORMAL Status**

WHY THIS MATTERS

A recurring workflow issue with outpatient lab ordering has been identified by Outpatient Laboratory Services.

Incorrect order entry can result in lab orders not being visible to phlebotomy staff, leading to:

- Missed or delayed testing
- Patient inconvenience and return visits
- Delays in care and follow-up

KEY ISSUE SUMMARY

Orders entered as “Normal Status” in IHIS:

- Automatically release at the time of entry
- **Do NOT cross into the Rover device**
- **Are NOT visible to phlebotomy staff during collection**

➔ Result: Tests may be missed at the time of the patient visit.

CORRECT WORKFLOW: VALIDATE AND VERIFY

When placing outpatient lab orders:

✓ Select “Future” Order Status

- Ensures orders transmit correctly
- Allows visibility in Rover at the time of collection

✓ Verify Order Status Before Signing

- Confirm the correct status prior to submitting orders

CBC DIFFERENTIAL PLATELET

Status: Normal Standing **Future**

Expected Date: 6/1/2026 Today Tomorrow 1 Week 3 Months 6 Months 1 Year Approx.

Expires: 6/1/2027 4 Weeks 1 Month **1 Year**

Class: LAB COLLECT LAB COLLECT

Priority: Routine Routine STAT

Quantity: 1 The maximum orderable quantity for this procedure is 100

Add-on: No add-on specimen found

Patient Result Release: Delay Result Release

WHAT TO AVOID

✗ Do NOT use “Normal Status” for outpatient lab orders

- May prevent orders from being visible to lab staff

✗ Use caution with “Preference Lists”

- Some may default to an incorrect order status
- Always verify before signing
- Verify the Expected Date

BEST PRACTICE

- Take a moment to **review the order details** such as **Status and Expected Date** before completing the order
- If using **Preference Lists**, **confirm settings are accurate**
- When unsure, consult clinic leadership or lab team for guidance

SUPPORT & RESOURCES

- For questions or additional clarification, please review internal IHIS resources or connect with local clinic leadership or designated super users.
- For additional support or escalation needs, contact: PathologyOSCSupervisor@osumc.edu
- **IHIS: [Placing Ambulatory Lab Orders](#) & [IHIS Training & Optimization - Provider Coaching](#)**

