Exciting New Tools in PCC EHR:

E-lab Overview

(Appt Book → E-labs → Patient Portal)

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Today's Topics

- Why receive Lab Results electronically?
- How are E-lab results delivered?
- Who can connect?
- What is the process for enabling E-labs?
- Review of E-lab Results features
- Demonstration of E-lab Results receipt

At 3:15 our E-labs Early Adopters will share their experiences – don't miss it!

Why receive Lab Results electronically?

- Love those faxed results – paper everywhere!
- Concerns about Cost and Accuracy of hand-entered results
- Scanned results aren't available in your lab flowsheet
- Faster delivery of the results you need
- Follow-up tasking is integrated into PCC EHR – it's on the Phone Task queue and in the patient's chart
- Since our pilot in December 2012, over 5200 electronic lab results have been delivered to PCC EHR (as of 7/1/13)

How are E-lab results delivered to you?

- PCC's Clinical Messaging Hub is:
  - HIPAA-compliant
  - Monitored 24x7x365
- Results are transferred from your E-lab Vendor through the Hub to your PCC Server:
  - In near-Real time
  - Using HIPAA-compliant secure messaging
- Every message exchange is logged
- Receipt is acknowledged back to your Vendor

Who can connect?

- PCC EHR already connects with these E-lab Vendors:
  - Quest Diagnostics (National Lab Vendor)
  - PathGroup Labs (Regional Lab Vendor)
  - Fletcher Allen Health Care (Hospital)
  - Vermont Information Technology Leaders (VITL/HIE)
- We are in the process of working with:
  - LabCorp (National Lab Vendor – includes MEDTOX)
  - Delaware Health Information Network (DHIN/HIE)
- We also have requests for connections to another 25 Lab Vendors/HIEs/Hospitals

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What is the process for enabling E-labs?

- Let PCC know that you're interested – many of you already have!
- Contact your Lab Vendor Account Rep and let them know of your interest
- If it's not already available, PCC will work with your Lab Vendor to build a Results Receipt Interface
- You will sign an Interface Agreement (IA) with your Lab Vendor
- PCC's E-lab Enablement Team will provide a demo of the features to your Providers and key lab staff
- You will identify a champion/focal point for your E-lab Enablement project
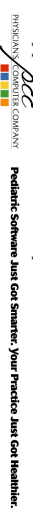
Enabling E-labs (cont.)

- With the IA and demo in place, your Lab Vendor will schedule a Kickoff call with you and PCC
- PCC will create a copy of your system for testing purposes – this gives PCC and you a safe "sandbox environment" where you can try things out
- Depending on your Lab Vendor, they will require 2-4 weeks of Functional Testing of the interface – PCC handles the majority of this interaction with your vendor
- Meanwhile ... your E-lab Champion is:
  – Receiving training
  – Configuring your system for E-lab orders
  – Working with your Providers and other clinical staff to make decisions regarding your E-lab workflow
- Your office decides when to "Go Live"

E-lab Results - Features

- E-lab Result Import queue
  – New tab on the EHR
  – You control who sees it
  – Manual and semi-automated matching of results to patients, visits & orders
- Create missing orders on-the-fly
- Delete a result that doesn't belong to you (authorized users only)
- Received results are delivered simultaneously to the Signing queue and the patient's chart
- The Signing Provider may assign Follow-up Tasks which appear in the Phone Tasks queue and in the chart

E-lab Features (cont.)

- E-lab Results are visible in the patient's chart:
  – In the chart note
  – In the Lab Flowsheet
  – In the Order Details report:
    • PCC's Report of Record
    • Your Lab Vendor's PDF Report of Record, if provided
  – In the Patient Visit Summary and Health Information Summary reports
  – In the Patient Portal
- E-lab Results can be excluded from Patient Reports

E-lab Features (cont.)

- Preliminary, Final and Corrected results are tracked
  - PCC EHR always displays the most current result
  - All historic results are available, including signing notes
- Some features depend on the Lab Vendor's capabilities:
  - The PDF Report of Record
  - Parent-Child Results:
    - Panels/Profiles
    - Reflex Orders
    - Add-on Orders
  - Copy To / Unsolicited Results

Upcoming E-lab Features:

- ARRA/Meaningful Use 2014 Edition changes:
  - Much more stringent HL7 standards required
  - Support for SNOMED coding
- Additional planned features:
  - Generate the lab requisition from PCC EHR
  - E-lab Audit Log viewable by your Practice
  - Undo the assignment of an E-lab result (wrong patient) so you don't have to call PCC for help
  - Automation of lab result receipt to the patient chart
- And there are many other wish-list items

Next Steps

- PCC will continue to add to our Clinical Interface features
- We will keep you posted on our progress via published Release Notes distributed via the PCC EHR Insider emails. If you're not on the list to receive our emails, talk to Jill Fahy.
- If you are interested in enabling E-lab results receipt, speak with one of our E-lab Enablement Team members or your Sales Rep
- Stay for our E-lab Panel discussion at 3:15 to learn more from our early adopters
- And now we'll take a quick look at E-labs in action

Time for a live look at receiving E-lab Results!

- We have 10 – 12 Practices live on E-labs now

- By the way, there is no additional fee from PCC for enabling E-labs – this is included in your comprehensive plan fee. And to be clear, PCC does not charge the E-lab vendors for these interfaces either!

- Now let's take a quick spin through some of the capabilities…

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Thank you!

Questions about E-labs will be answered after the presentation about the Patient Portal

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