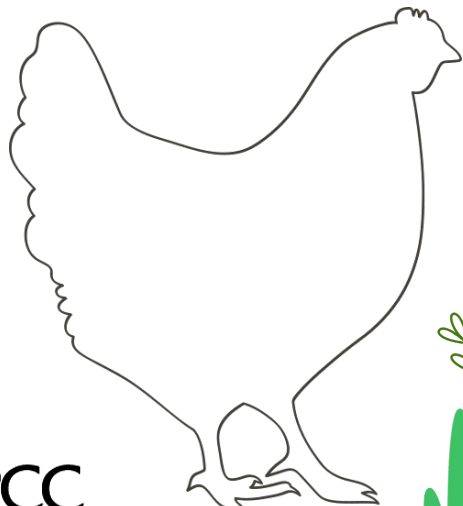




Save A Tree! Go Live With eLab Results

Fisher Wagg



Pediatric EHR Solutions





Session Parts

1. Overview of how eLabs work in PCC
2. Explain how we bring you live
3. Explain common pitfalls / solutions
4. Questions



The ~~x~~Labs workflow in PCC EHR

1. You place the order for a test, your staff fill out a requisition form by hand
2. You collect a sample, then send to the lab along with the hand-filled requisition
3. The lab performs the test
4. Results are returned to you, and your staff processes them (types in the results)

The eLabs workflow in PCC EHR

1. You place the order for a test, *staff print out the complete requisition*
2. You collect a sample, then send to the lab *with the printed requisition*
3. The lab performs the test
4. Results are returned to you, *and the EHR processes them for you*

The eLabs workflow in PCC EHR

PCC EHR

FIND

Schedule (8) Visit Tasks (2) E-lab Results (14) Rx Tasks (0) Phone Tasks (4)

The source of the information displayed is the e-lab vendor.

Tasks: 14

Received	Patient	DOB/Sex	Orders	Provider	Vendor	In Use
06/25/13 11:51am	Mickey Mouse	10/22/02	M BARTONELLA SPECIES ANTIBODIES (IGG,IGM) ...	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Mickey Mouse	10/22/02	M CLINDAMYCIN RESISTANCE TEST, (D TEST), CUL...	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Mickey Mouse	10/22/02	M CHILDHOOD ALLERGY (FOOD AND ENVIRONM...	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Louie Duck	07/04/86	M LIPID PANEL, COMPREHENSIVE METABOLIC PA...	GREGORY J CONNOLLY	FAHC	
06/25/13 11:51am	Louie Duck	07/04/86	M CULTURE FOR STAPHYLOCOCCUS COAGULASE ...	GREGORY J CONNOLLY	FAHC	
06/25/13 11:51am	Mickey Mouse	10/22/02	M URINALYSIS, COMPLETE W/REFLEX TO CULTURE	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Daisy Duck	12/21/05	F HEMAGRAM	GREGORY J CONNOLLY	FAHC	
06/25/13 11:51am	Mickey Mouse	10/22/02	M BARTONELLA SPECIES ANTIBODIES (IGG,IGM) ...	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Mickey Mouse	10/22/02	M COMPREHENSIVE METABOLIC PANEL	ELIZABETH CASEY	QUEST	
06/25/13 11:51am	Donald Duck	12/13/04	M LH	GREGORY J CONNOLLY	FAHC	
06/25/13 11:51am	Daisy Duck	12/21/05	F DIFFERENTIAL	GREGORY J CONNOLLY	FAHC	
06/25/13 11:51am	Mickey Mouse	10/22/02	M LIPID PANEL, COMPREHENSIVE METABOLIC PA...	ELIZABETH CASEY	QUEST	

Provider: ELIZABETH CASEY, GREGORY J CONNOLLY

Save My Defaults

Open Result



The eLabs workflow in PCC EHR

See More Details or the Complete Lab Vendor Report

Import E-lab Results

Summary **Result Details** Report of Record

Patient Information:

Patient Name: MICKEY MOUSE
DOB: 10/22/02
Sex: Male
Patient ID: Unknown
Home Phone: 802-555-1234
Address: 20 WINOOSKI FALLS WAY SUITE 7, WINOOSKI, VT, 05404

Order Information:

Requisition #: Unknown
Requisition Status: Completed
Lab Vendor: QUEST
Report Date: 01/09/13
Date Received: 06/25/13
Ordering Provider: ELIZABETH CASEY
Orders Included: • BARTONELLA SPECIES ANTIBODIES (IGG, IGM) W/REFLEX (ES) TO TITER

Select the patient to receive the e-lab results.

Find

Best Matches for: MICKEY MOUSE 10/22/02 M

Last	First	DOB/Sex	PCC #	PCP	Patient Flag
Mouse	Mickey	01/28/03 M	3377		
Hollingsworth	Adrianna	10/22/02 F	237		Archived, Tra

Open Chart Close Select



The eLabs workflow in PCC EHR

Import E-lab Results Mickey Mouse 10 yrs, 5 mos 1/28/03 M

Summary Result Details Report of Record

Patient Information:

Patient Name: MICKEY MOUSE
DOB: 10/22/02
Sex: Male
Patient ID: Unknown
Home Phone: 802-555-1234
Address: 20 WINOOSKI FALLS WAY SUITE 7, , WINOOSKI, VT, 05404

Order Information:

Requisition #: Unknown
Requisition Status: Completed
Lab Vendor: QUEST
Report Date: 01/09/13
Date Received: 06/25/13
Ordering Provider: ELIZABETH CASEY
Orders Included:

- BARTONELLA SPECIES ANTIBODIES (IGG,IGM) W/REFLEX (ES) TO TITER

1. Select a visit. ☒ Visits with Quest Orders ☐ All Visits

06/25/13 (10)Orders: Bartonella Species Antibodies Elab, CMP E...
06/20/13 (2)Orders: Allergy Panel Elab, CMP Elab
04/23/13 (1)Order: URINALYSIS, COMPLETE W/REFLEX TO CULT...
03/09/13 (8)Orders: Celiac Disease Comprehensive Panel Elab, ...
02/05/13 (2)Orders: Lipid Panel Elab, CBC (INCLUDES DIFF/PLT) ...

Open Chart Close Save

1. Select a visit. ☒ Visits with Quest Orders ☐ All Visits

Accept unsolicited e-lab results without a visit

2. Select a provider to review and sign.

select a provider

Beverly Crusher MD.
Leonard McCoy MD.
Mark Williams, M.D.
Fred Jones, M.D.
Alfred Woodward, M.D.
James Davidson, M.D.
Elizabeth Casey, M.D.
Kathleen W. Gomez, M.D.
Test ProviderOne, M.D.
Test ProviderTwo, M.D.



The eLabs workflow in PCC EHR

Import E-lab Results Mickey Mouse 10 yrs, 5 mos 1/28/03 M

Summary Result Details Report of Record

Patient Information:

Patient Name: MICKEY MOUSE
DOB: 10/22/02
Sex: Male
Patient ID: Unknown
Home Phone: 802-555-1234
Address: 20 WINOOSKI FALLS WAY SUITE 7, WINOOSKI, VT, 05404

Order Information:

Requisition #: Unknown
Requisition Status: Completed
Lab Vendor: QUEST
Report Date: 06/29/13
Date Received: 06/25/13
Ordering Provider: ELIZABETH CASEY
Orders Included:

- BARTONELLA SPECIES ANTIBODIES (IGG, IGM) W/REFLEX (ES) TO TITER
- COMPREHENSIVE

1. Select a visit. ☒ Visits with Quest Orders ☐ All Visits
06/25/13 (10) Orders: Bartonella Species Antibodies Elab, CMP E

2. Select orders to attach to received results.

Received Results: BARTONELLA SPECIES ANTIBODIES (IGG, IGM) W/REFLEX (ES) TO TITER
Attach to Order: Bartonella Species Antibodies Elab

Received Results: COMPREHENSIVE METABOLIC PANEL
Attach to Order: CMP Elab

Received Results: SED RATE BY MODIFIED WESTERGREN
Attach to Order: Sed Rate Elab

Received Results: CBC (INCLUDES DIFF/PLT)
Attach to Order: CBC (INCLUDES DIFF/PLT) Elab

Received Results: C-REACTIVE PROTEIN
Attach to Order: C-Reactive Protein Elab

Received Results: AMYLASE
Attach to Order: Amylase Elab

Received Results: LIPASE
Attach to Order: Lipase Elab

Open Chart Close Save

PCC EHR
Automatically
Matches Results
w/ Orders



The eLabs workflow in PCC EHR



View Details of Lab Order

John CHADIS_test Canning 13 yrs, 1 mo 05/01/13 M
03/20/25 10:07 AM Final Results

Order Details Report of Record

Lab Order Details (Unsolicited E-lab Results)

Extended Respiratory Viral/Acute Rhinosinusitis (RVIRO) Final Results

Order ID: 1
Result Recvd: 03/20/25
Result Posted: 03/20/25
Ordering Provider: Office

Lab Facility: Healthtrack (HEALTHTRACKRX)
1500 Interstate 35W
Denton, TX 76207
Ph#: 561-350-0601

SIGNED BY: Physicians Computer Company 05/20/25

Patient: John CHADIS_test Canning
DOB/Age: 05/01/13 (11y 10m)
Sex: Male
PCC #: 1

Custodian: John Canning
Home: 802-846-8177
Address: 1 Main st, Ste 7
Winooski, VT 05404

Lab Results reported from HEALTHTRACKRX: 03/20/25 10:07:11 AM

Report Status: Complete

Order Name: Extended Respiratory Viral/Acute Rhinosinusitis (RVIRO)
Accession #: RHTRXKY496128
Ordering Provider

Specimen
Collected: 03/20/25 11:03:00 AM
Received: 03/20/25 11:04:51 AM

Patient: Test HTRXTest
DOB/Age: 01/01/01(24y 2m)
Sex: Female
Medical Record #: 101523704
Home Phone: 555-123-1234
Address: 1234 1st St NW
Atlanta, GA 30318
Race: Some other race

Print Close



The eLabs workflow in PCC EHR

Diagnosis	Lab Tests	Lab Orders	Medical Test	Radiology	Screening	Vitals
Lab Orders						
Display: CBC With Differential/Platelet [LabCorp]						
CBC With Differential/Platelet [LabCorp]	11/13/24 (10y)	10/25/23 (9y)	02/21/23 (8y 3m)			
	Completed	Final	Final			
	CBC	CBC With Differential/Platel...	CBC (INCLUDES DIFF/PLT) [Quest]			
WBC	1 10 ³ /uL	40	4.85 Million/uL			
RBC	1 10 ⁶ /uL	2.54 x10E6/uL	4.85 Million/uL			
Hemoglobin	1 g/dL	20.1 g/dL	16.2 g/dL			
Hematocrit	1 %	65.4 %	32.8 %			
MCH	1 pg	30.0 pg	33.0 pg			
MCHC	1 g/dL	30.1 g/dL	32.0 g/dL			
RDW	1 %	17.7 %	11.5 %			
Platelets		29 x10E3/uL	280 Thousand/uL			
Neutrophils		82 %				
Lymphs		14 %	Test Not Performed			
Monocytes	1 %	4 %				
Eos		0 %				
Basos		0 %				
Neutrophils (Absolute)		13.4 x10E3/uL				
Lymphs (Absolute)		2.3 x10E3/uL				
Monocytes(Absolute)	1 10 ³ /uL	0.7 x10E3/uL				
Eos (Absolute)		0.0 x10E3/uL				
Baso (Absolute)		0.0 x10E3/uL				
Immature Granulocytes		0 %				
Immature Grans (Abs)		0.0 x10E3/uL				

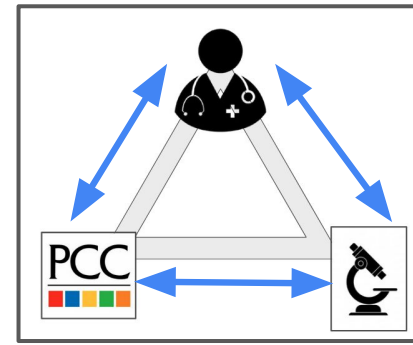
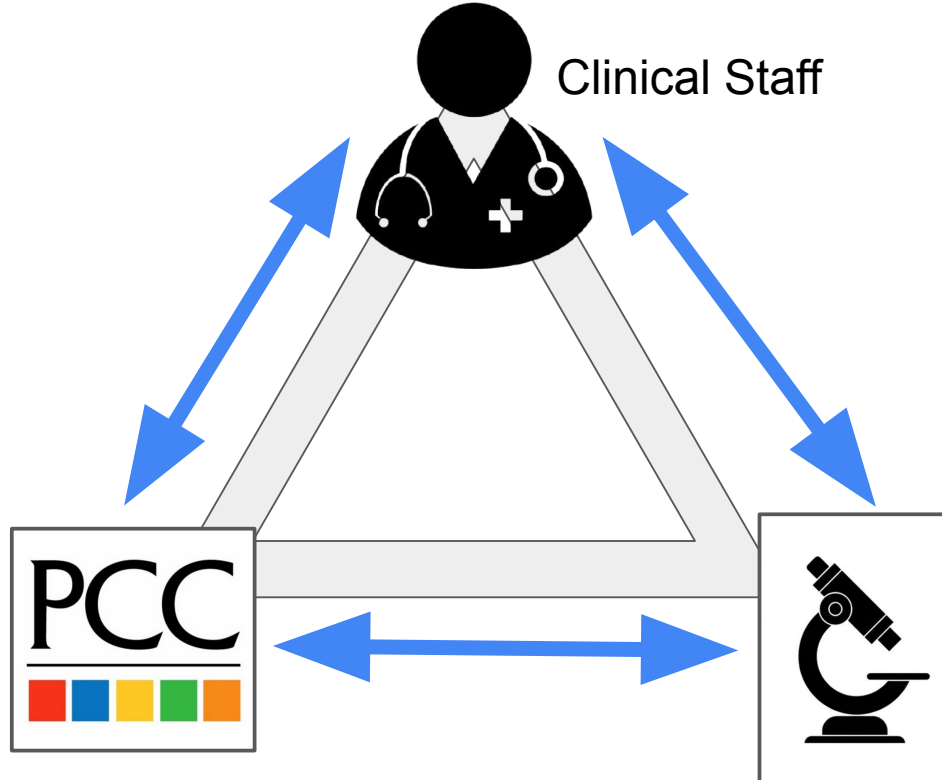




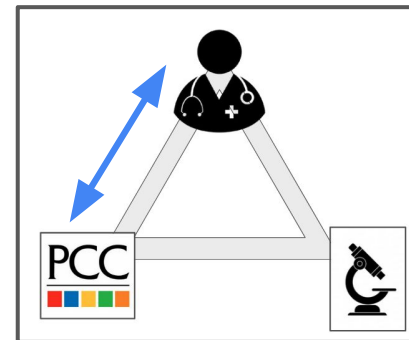
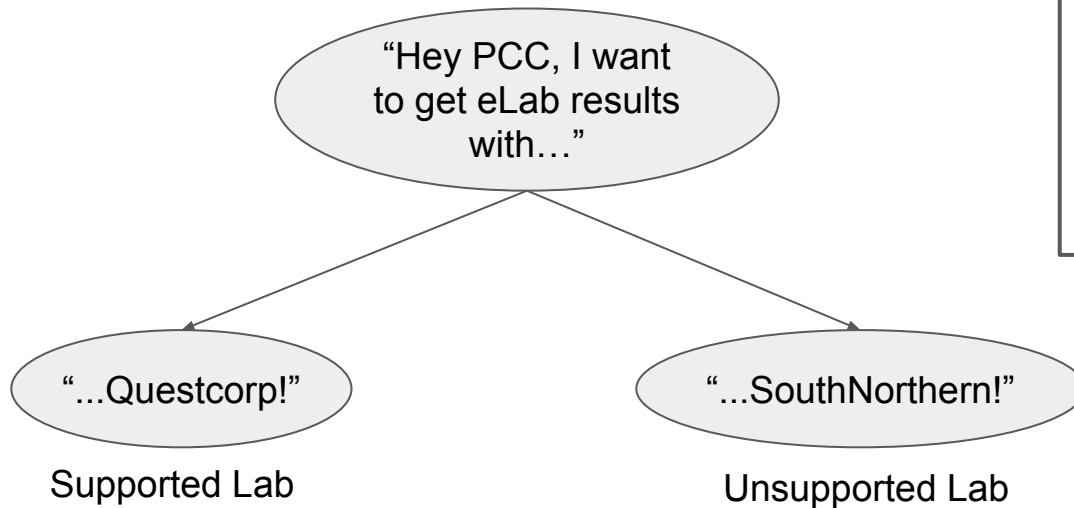
How We Implement eLab Results On Your EHR



The Triangle of Implementation



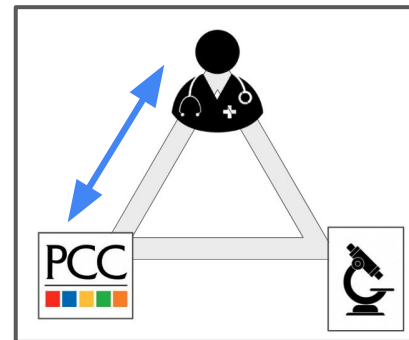
3rd Party Labs





We always need to know these 3 things:

- What is your account information with the lab?
- Who is your contact with the lab?
- Who is the point person at your practice who we will stay in touch with?



For labs we do not yet support, we request you fill out the Interoperability Request Form

<https://www.pcc.com/interoperability/request/?ppwp=1>

Password: interop!PCC

Request a Meeting

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Pediatric EHR Solutions

Our Solution

Our Results

Learn with PCC

Insights

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Q

PCC Interoperability Request Form

Please use the form below to describe the interoperability connections your practice would like PCC to build, your timeline, and information about your vendor.

For data types PCC sends and receives, please see [Interoperability Data and Pricing with PCC](#).

Once your practice has submitted this form, we'll be in touch to discuss your request further and to answer any questions you have.

Practice Details

Practice Name

Contact Name

Contact Email

3rd-Party Vendor Details

Vendor Name

Contact Name

Contact Email

Contact Phone

Technical Contact Name

Technical Contact Email

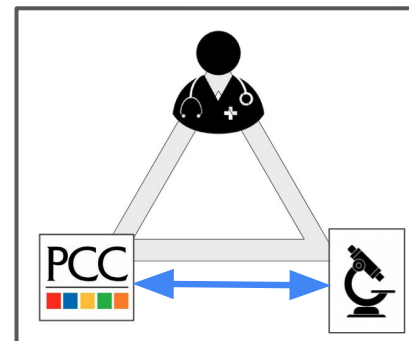
PCC

Pediatric EHR Solutions

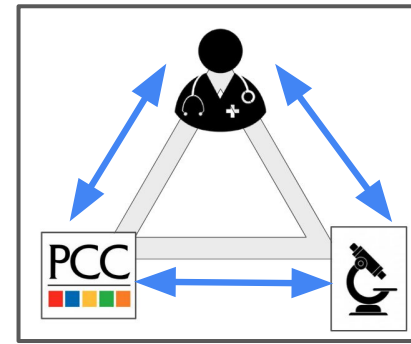
Uc2026

Unsupported Labs

- Our developers reach out to the lab's integration team
- Establish the method by which the integration could work (for eLabs, this is generally HL7 ORU).
- Discuss the fee, usually \$5000, with the lab.
- Development time can vary from months to sometimes over a year, per lab involvement.



What about in house labs / integrated devices?



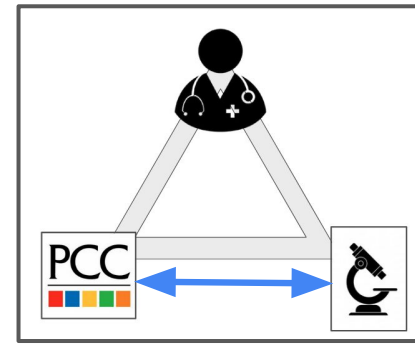
- We support Relaymed which is a third party services that take data from capable equipment in your office and move them to your server as eLabs.
- Clients have to connect with Relaymed sales, they have their own monthly pricing
- An ADT channel needed for Relaymed, which often means having a machine on site that sends demographic data to Relaymed.
- RelayMed technician comes to your office to set up, then Relaymed gets in touch with us when they are ready to test.



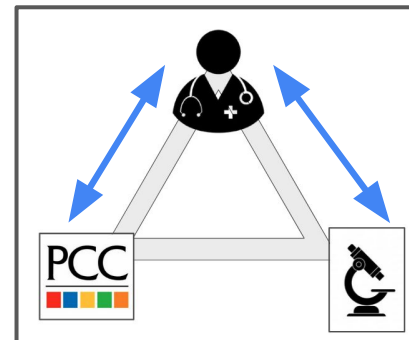


What do we do in testing?

- Enable the implementation and make it possible to deliver results to your EHR
- Send the lab's order code compendium to your EHR (if we have it)
- Lab sends some results, and we send back via email what they send us to compare for accuracy
- You might see test results in your eLab queue, we usually link to an established test patient there.



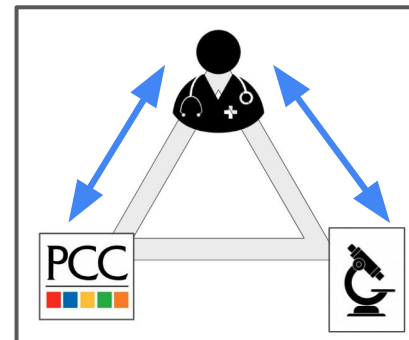
Testing is almost done! What next?



- We will let you know that it's time to configure your eLabs
- If we have a Utilization Report, we will provide you with that.
- We ask you to do this step because we don't know what labs you order with who
- Doing this ahead of time will reduce having to do extra work later on to get results to attach correctly.
- Once this is done, you can also print complete lab requisitions direct from EHR!



Configuring Labs



Edit Lab Order

Lab Order Name:

Default Lab Facility:

☒ Enable recording of Specimen Collection user, date and time

☐ "Include on Patient Reports" will be selected when this order is issued

☒ Allow this order to be Refused

☒ Allow this order to be Contraindicated

SNOMED CT Procedure for reporting

E-lab Vendor Order Mapping (for automated results)

LabCorp:

Quest:

Tests to Include (for manual result entry)

Amylase [Enzymatic activity/volume] in Body fluid(Amylase, Fluid)

LOINC: 1795-4 Test Type: Chemistry Units of Measure: U/L Specimen Source: Body fld Data Type: Numerical

Reference Range

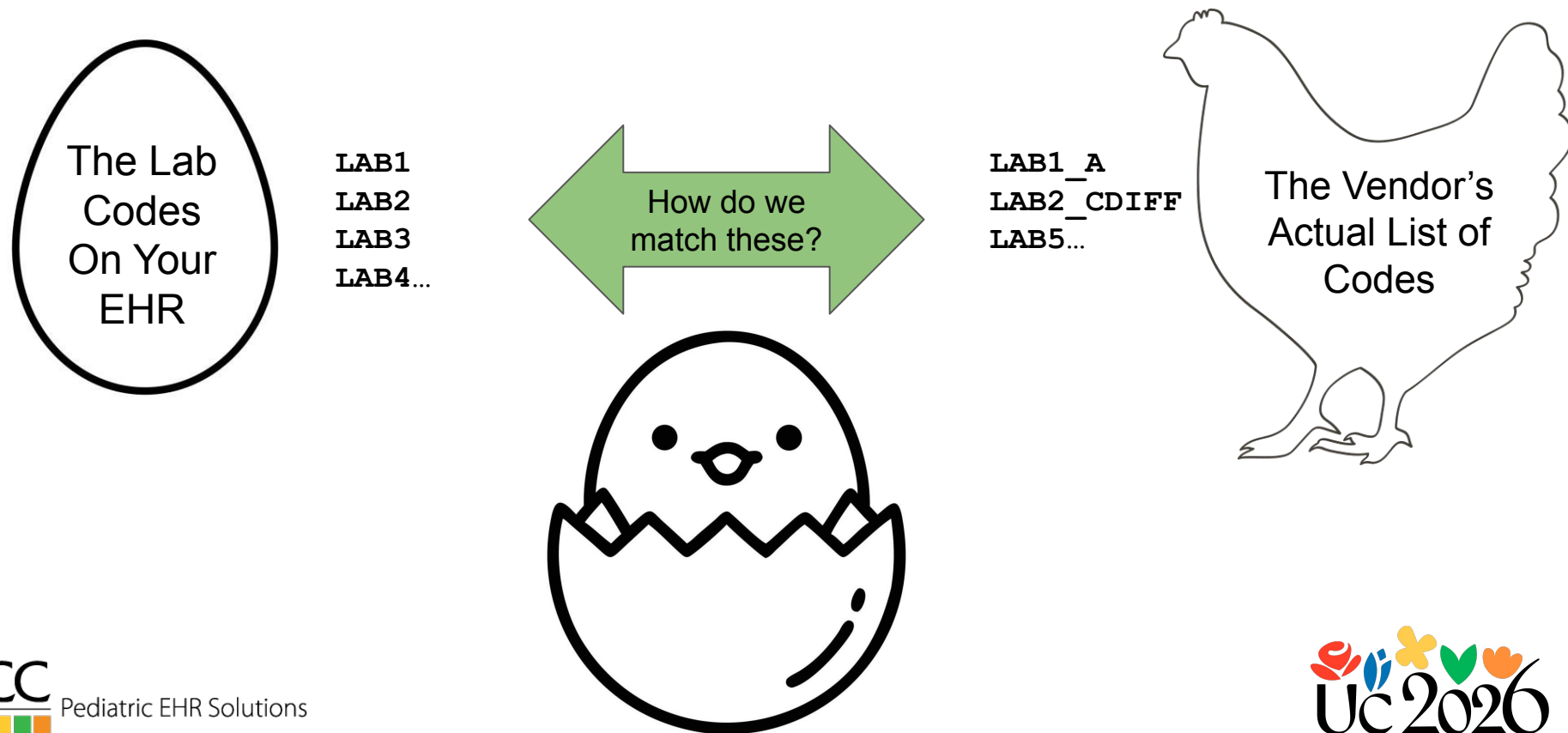
☒ Interpretation (Normal/Abnormal) is required for this test.



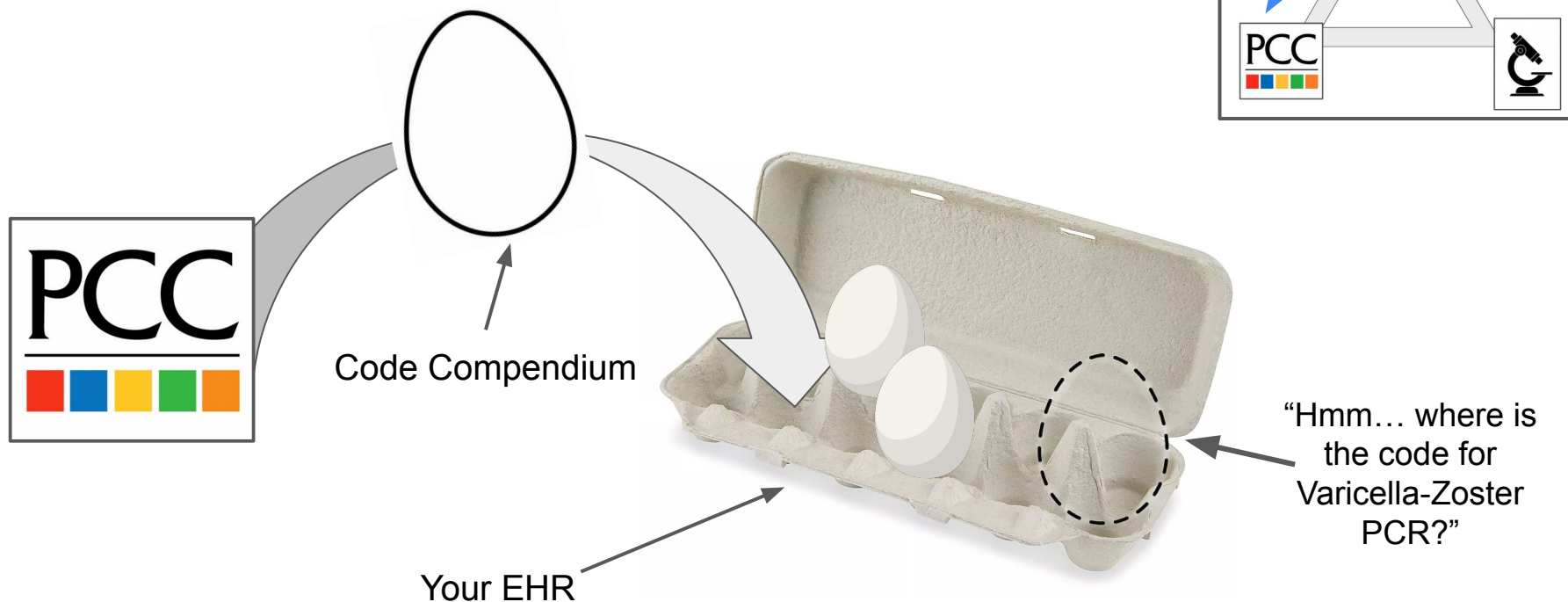


Common Pitfall:
**The Lab Code Chicken & Egg
Problem**

Lab Code Chicken & Egg Problem



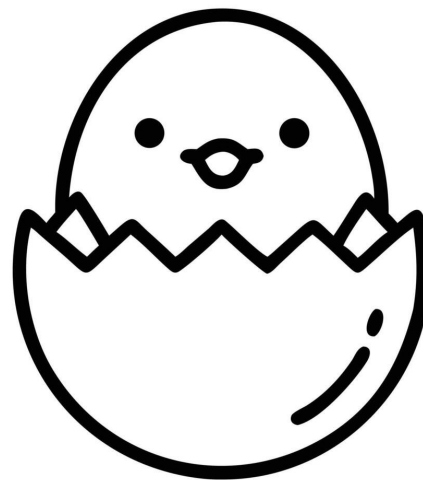
Lab Code Chicken & Egg Problem



Lab Code Chicken & Egg Problem

To resolve a missing lab code:

1. Place the order manually in both the EHR and via paper form. Most labs will accept a handwritten code on our Lab Requisition.
2. When the result is delivered to your EHR, it will contain the new lab code. The EHR stores this code. In your copy of the compendium.
3. Configure the lab code, then mark the original order as cancelled because it will not update to the new code.
4. Finally, place a new order for the same test and the results will attach!





Common Question:
How Can We Order Labs
Electronically?



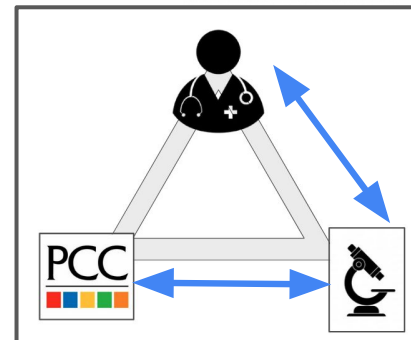
We are still working on a lab ordering solution. It is still in the works, and we add small pieces to the big picture with each release.

However, until then there is a half measure solution that can help that is offered by some of our integrated lab vendors.

ADT Bridges

An ADT Bridge can be integrated to support ordering through a lab vendor's portal.

- ADT stands for Admit, Discharge, Transfer (although it is used for more than that)
- Used to send patient demographics to a lab ordering portal in order to allow you to place orders electronically.
- You must also place an order in the EHR for results to attach.
- This used to require a physical device in your office that sent the data from the EHR to the lab, new implementations can usually be hooked up directly from your EHR.
- Not all labs have these, check with your lab vendor representative
- PCC is unable to initiate these interfaces ourselves, the lab must reach out to us first



Before we go... A Couple Notes

- It is very useful to have someone on staff who is assigned to manage eLab results and code configuration. If you would like help training your staff on handling eLabs, let us know!
- If you have a specific question about your specific interface, please reach out to us after the talk!



**Please complete the course
survey in the UC App.**





Asking Questions:

Virtual attendees: Use the chat if you have a question that you want answered

In-person attendees: Go to the stationary microphone in your room.

CEUs:

You can request CEU codes for qualifying sessions using the form PCC shares out at the conclusion of the conference.

Do you have any questions?

