



Panorama Tips & Tricks # 31

Electronic Lab Inbox-Unmatched Labs

Non-nominal



Non – Nominal testing that is processed by Cerner labs will load nightly into the Central Zone Electronic lab inbox and not be attached to a client. Below is the process for breaking the code on these lab reports and attaching them to the correct client.

- **Lab results will arrive nightly to the Cerner Lab Inbox.**
- **Any labs that are not matched to a client may need to have the naming code broken before they can be attached to the appropriate client.**
- **Clerk in Central will print these labs and provide a copy of them to the appropriate Central PHN. The PHN will use the established process to break the code and assign the correct name and address to the lab report. This will be documented on the printed lab report**
- **PHN will then return the lab report to the Central Clerk who will use this information to process the unmatched labs and match them to a client. If the client resides outside of Central Zone the Central admin will redirect the lab to the appropriate zone inbox.**
- **Central Zone Clerk will follow up with an e-mail to the Zone who is the receiver of the lab to indicate that a lab has been re-directed to their zone.**

When the process is complete the hard copy of the lab report can be shredded.