

SP.PR.S.EXC – Creating a Hc1 Case with Sunquest

<p>User</p>	<ol style="list-style-type: none"> 1. Identifies problem with specimen or order. 2. Add test HC1TIQ to the accession in Sunquest for interfaced orders (e.g. Epic, ORCA). <ol style="list-style-type: none"> a. If a case is required for a manual order, do not order the requested tests, instead order HC1TIQ and the extra specimen tests for the specimens you received (e.g. order HC1TIQ and XRED for a red top received). b. If the client is unclear, log the HC1TIQ to the location OTHER-. c. If there are not two patient identifiers necessary to log the order in Sunquest, manually create the case in Hc1 instead. d. If the order is for one of the following client locations, manually create case in Hc1 instead: <ol style="list-style-type: none"> i. CNRU ii. HPFS iii. LMED iv. LMEDND v. NWEHEXQ vi. RAPID vii. RTRV viii. RTS ix. RTSND x. TRANSF xi. UPFS 3. Route containers as normal, leaving NT in for the HC1TIQ test. 4. Enter your division code into the HCDIV result on entry prompt. <ol style="list-style-type: none"> a. See OLTG entry for HC1TIQ for a list of division codes. 5. Enter a short description of the issue, beginning with a semicolon, in the HCISS result on entry prompt to appear as the subject. 6. Save the result on entry prompt. 7. Open hc1 and select the Case created from your division’s work queue. <ol style="list-style-type: none"> a. Cases created in Sunquest will have an activity number that is the accession number plus the date (YYYYMMDD) and the subject line is appended with the creator’s tech ID. 8. Edit the case. 9. Verify the reporting division is correct. 10. Select the division that will troubleshoot the problem (e.g. CSS for outside clients) in the Queue Assignment field. 11. Select the type of issue in the Issue Type field. 12. Select the specific issue in the Root Cause field. <ol style="list-style-type: none"> a. Labeling issue Root Causes have an additional requirement to select whether the specimen was approved for relabeling. 13. Search by test mnemonic in the Tests field and click to select tests involved in the problem. Repeat until all involved tests are accounted for. 14. Select Low, Medium, or High in the Priority field as appropriate. 15. Select the type of specimens received in the Specimen Type field.
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