

## Troubleshooting: No Corresponding ORCA order in ORM

- 1) Look for a “Frequency” description on the requisition (found underneath the Ordering MD). A “Frequency” description means that the provider has printed you a copy of a parent order, which does not correspond with an actual collection. The ORCA order number will not match any of the order numbers in ORM.
  - a. If a “Frequency” is listed, you may still be able to find the intended order in ORM (as many of you know). If the intended child order is not obvious, call the floor for verification. You may also open ORCA to find the closest child order to the “Actual Collection Time” listed, or ask your lead for assistance.
  - b. If a “Frequency” is listed and no child order exists in ORM, they have probably sent you the parent order before the child order has been created. In these cases, please call the floor to have them input a one-time order instead of logging manually. There are surprisingly many nuances to frequency orders, so please be patient with new providers as they learn the correct procedure.
- 2) If the header of the requisition starts with “SCCA”, then the orders will not cross into our interface and the specimen should be treated as a pass-through. Use the yellow “Alliance Lab” tracking forms and the standard pass-through procedure.
- 3) If neither of the above is true, there should be a corresponding order in ORM somewhere.
  - a. Look at the ORCA order numbers of tests that have previously resulted. You may have been sent a duplicate request. If so, please call the floor to verify. If the provider would like to run a new test, please have them enter a one-time order instead of logging manually.
  - b. If the order is not a duplicate, check the Order Collection Date and Time. Samples that are not received within 24 hours have likely been canceled by Lab Med IT. Again, if the order is still requested please have the provider enter a one-time order instead of logging manually.
- 4) Please log samples manually only when none of the above are true.