

# Feature Focus: Clinical Information Questions

The Clinical Information feature of Harvest LIS allows you to create questions that can be asked during the order entry process. Use these questions to facilitate collecting the information necessary for the analytical and post-analytical phases of laboratory testing.

Configuration of clinical information questions begins in the Clinical Information table. When configuring clinical information questions, there are five basic steps. Always remember that when making table changes, the Save button is your friend!

## Step 1) What kind of question do you want to ask?

This could be something like “Please specify the patient’s weight (in pounds),” or “Please specify the date and time of the last medication dosage taken.” Enter your question in the Question field of the table.

## Step 2) What kind of answer do you need to get, and is it required or optional?

You can specify one of five different answer types: free text, predefined text, a date, a number, and multiple choice text. For any of the five options other than free text, you can also allow users to enter additional free text.

So, what type of answer will you need? If you need patient weight, then you will want a number for the answer. Using the date/time of last medication example, you’ll probably want to use free text, because there’s no option in Harvest LIS to use multiple answer types, and “Time” isn’t an answer option. Choose what kind of answer you want using the Answer Type dropdown.

If you choose predefined text or multiple-choice text as an answer type, you will enter a list of valid answers that users can choose from in the Valid Answers box.

You should also decide if the answer is required or optional. If the “Answer is required” checkbox is marked, then Harvest LIS will not allow users to save the order until they have answered the question. If the “Answer is required” checkbox is not marked, then you are making the answer optional – users may or may not answer the clinical question and still be able to save the order.

## Step 3) What do you want to do with the answer?

There are basically three things you can do with the answer, and which one you choose depends on the purpose of the question.

First, you can “tie” the question to a lab test. If you tie the question to a test, then the user’s answer to the question becomes the value of, or result of, the lab test. You might do this when you need a numeric answer to use as part of a calculation (like the patient weight question above – this could be used for Creatinine Clearance, for example). Microbiology module users often tie questions to lab tests like “Source” or “Wound Site,” so that the answers appear as the observation for findings-type tests and are available to the tech on the electronic worksheet.

Second, you can create a comment. This comment will include the question, followed by the answer that was given. A good example of this would be the date/time of last medication dosage question, as this is the sort of information useful to providers when they read the lab reports. When you make comments from clinical information, you can define at what level the comment appears: patient level, order level, order choice level, or lab test level. Patient and order level comments appear at the top of the report right below the report header. Order choice and lab test level comments appear immediately below the test result.

Third, you can do “none of the above.” Don’t tie the question to a test or create a comment from it. This is very useful for clinical information questions that might be used for a reference lab test. The clinical information will still appear on the reference lab requisition, will still transmit through the electronic interface, and will still be viewable and editable in Harvest LIS. Note that if you are creating a clinical information question for this purpose, you will need to enter a host code for the reference lab using the Host Codes button. Enter

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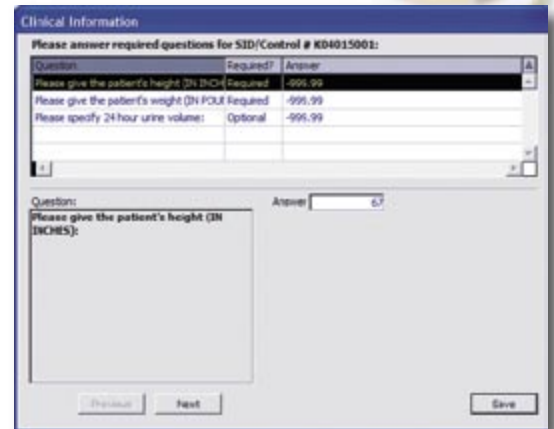
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ing a host code will also be required if you are receiving orders from an external system that supports clinical information questions. Harvest LIS will use this host code entry to map the external data to its own configured clinical questions.

#### Step 4) When should the question be asked?

Once you have the first three steps complete, you need to tell Harvest LIS when it should ask the question during order entry. This part of setting up a clinical information question is done in the Order Choices table because Harvest LIS displays clinical questions based on whether there are questions associated with the order choices in an order.

In the Order Choices table, locate the order choice for which you want the question to be asked, and double-click it. This will open up the detail window for that order choice. Click the Clinical Information button on the right hand side of the detail window to view a scrolling list of clinical information questions. Control-click on each question you want Harvest LIS to ask (holding down the Control key and clicking on items in a list allows you to select multiple items, even if they're not located sequentially in the list). When you've selected all the desired questions, click the OK button. Then, click the Save button on the Order Choices screen name detail window.



#### Step 5) Test your setup.

Once the first four steps are complete, test your clinical information question. Enter an order on a test patient in your system. Verify that Harvest LIS asks the question and that the questions are properly configured to record the necessary information. As always, if you have a problem, remember that the F1 key brings up online help for your active window in Harvest LIS!

## Nine Tips When Calling Tech Support

The following nine tips will help us help you more effectively and efficiently. Be sure to share them with your staff and all those who might be calling Orchard's Technical Support.

- 1) If your system is displaying an error message, please write down the exact error message you receive.
- 2) Before making the call, be sure to have physical access to the workstation or the server with the problem while on the phone.
- 3) Have your current program version build number available, such as, 5.0.020918 or or 5.5.031117. In Harvest LIS or Aqueduct, you can find this number by clicking on "Help," then "About."
- 4) Let us know up front if your problem is an existing issue. If you were given a tracking number in a previous call, please give us that number.
- 5) If it is a new problem and you are given a tracking number, please write that number down so you can refer to it in future conversations. This helps us log problems and track them through to completion.
- 6) Be descriptive. If you can reproduce the problem, describe each step in the order that generates the problem.
- 7) Note and describe any recent changes you've made to your system, network, or instrumentation. No matter how insignificant a change may seem, it is important to know about it to ascertain what effects it may have had on your system. Think back to when the system was working properly, and then to when you first noticed the problem. Note any changes made around that transition.
- 8) Be selective on who you designate to contact and work with Orchard's technical support team. It is preferable to have only your local system administrator(s) call regarding system problems, because they will be able to access all of the application for repairs.
- 9) If you suspect that your network is related to the problem, be sure to have your Network Administrator available for the technical support call.