



Our Digital Future

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ieMR Advanced

CHQ ieMR OERR Business Continuity (Downtime) Procedures

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Abbreviations

724 DTV	724Access Downtime Viewer
BCP	Business Continuity Plan
CEC	Current Encounter Chart
CDO	Chief Digital Officer
CHQ	Children's Health Queensland
CHQ DISPLAN	Children's Health Queensland Disaster and Emergency Incident Plan
EDHS	Executive Director Hospital Services
HEOC	Health Emergency Operations Centre
HHS	Hospital and Health Service
HIC	Health Incident Controller
HSCE	Health Service Chief Executive
IMT	Incident Management Team
ieMR	Integrated Electronic Medical Record
LCCH	Lady Cilento Children's Hospital
NDOC	Nursing Director On Call
MAR	Medication Administration Record
NUM	Nurse Unit Manager
PFNM	Patient Flow Nurse Manager
TL	Team Leader

Orders Entry Results Reporting (OERR) – Business Continuity Procedures

Purpose

The CHQ ieMR OERR Business Continuity Procedures detail the downtime processes, planned and unplanned, related to the Cerner Millennium ieMR OERR module and forms part of the broader CHQ Business Continuity Plan (BCP). This document provides detailed processes and responsibilities within clinical areas for an ieMR outage or interruption that impacts standard business operations.

Scope

The scope of this document is to identify and define the downtime procedures applicable to the OERR module.

This document applies, but is not limited to:

- Inpatient Wards
- Outpatients Department
- Emergency Department
- Theatres
- Anaesthetics

Supporting Documents

- CHQ Business Continuity Plan

1.0 Downtime and Recovery Checklist

In the event of a planned or unplanned downtime, the NUM/TL will coordinate the downtime and recovery response for the area and complete the following activities:-

Activity
Staff Preparation (prior to downtime)
<ul style="list-style-type: none"> • Each week complete the downtime checklist to ensure Downtime Viewer and Downtime Kit are ready. • Re-familiarise staff with Downtime procedures and quick reference guides
Staff Preparation (at time of downtime)
<ul style="list-style-type: none"> • Communicate to staff the downtime has commenced. • Open the downtime kit and ensure clinical staff have access to the contents to enable continued documentation of patient care. • Communicate to staff location of 724 Access Downtime Viewer and the Downtime kit. • Direct clinical staff to business continuity procedures.
Patient Preparation (at time of downtime)
<ul style="list-style-type: none"> • Ensure each patient has signage above the bed to indicate "Patient on Paper".
Clinical Documentation Preparation
<p>Planned Downtime</p> <ul style="list-style-type: none"> • Ensure any Paediatric Advanced Resuscitation Plans (PARP) and Advanced Health Directives are printed prior to the downtime and available in the Current Encounter Chart (CEC). • Use HBCIS and/or ESM to print any relevant documentation:- <ul style="list-style-type: none"> • Patient Tracking List • Clinic List (OPD) • Theatre Lists • Use ieMR to print:- <ul style="list-style-type: none"> • List of Orders – completed, pending • Patient Labels <p>Planned and Unplanned Downtime</p> <ul style="list-style-type: none"> • Ensure relevant paper medication charts are available for each patient in the end of bed chart. • In the event of a Statewide planned downtime, access the Disaster Recovery Database via QHEPS. The 724 Access Downtime Viewer is NOT required to be used. • If the event is not a Statewide planned downtime, access the 724Access Downtime Viewer <u>at the commencement</u> of downtime using the ward generic login and password. • Print a patient list of current patients. Refer to the downtime viewer quick reference guide found in the downtime kit for printing instructions.

Activity

Clinical Documentation Preparation (continued)

- Print the following for ALL patients on the patient list and place in each patient's end of bed chart:-
 - 1) Medication Orders (current). This will print the patients MAR (Medication Administration Record)
 - 2) Active Orders. This will print a list of outstanding/ active orders for all patients. Print the following tabs in the downtime viewer:
 - o Orders (current)
 - o Completed orders

Other relevant clinical documentation can be accessed and printed as clinically indicated, for example:-

- 1) Documents
- 2) Intake and Output (Fluid Balance Chart)
- 3) Discontinued Medications
- 4) Patient Care Results
- 5) Vital Signs
- 6) Lab Results
- 7) Microbiology Results

Refer to the downtime viewer quick reference guide found in the downtime kit for printing instructions.

Reprinting of the MAR for patients is a risk in a downtime. The responsibility of printing and monitoring this activity is with the NUM/TL who will manage access to the Downtime Viewer during a downtime.

Pre-printing preparation will depend on the predicted length of time of the Downtime and clinical need.

Recovery (following the downtime)

- Remove "Patient on Paper" signage
- Coordinate the recovery response – ensure that clinicians retrospectively enter the required information into the ieMR. Refer to the downtime recovery column in the Business Continuity Procedures (Section 3.0).
- The recovery plan is intended as a guide only. Patient safety principles take precedence. The decision to enter clinical information into the ieMR manually, or have the information scanned and reconciled upon discharge post a downtime event will be assessed after each downtime event by the HEOC (if assembled), and local line management in consultation with the NUM/TL and divisional director level. This will be dependent on the time of the downtime, length of the downtime, length, impact of the downtime and clinical requirements.
- Replenish contents of the downtime kit and reseal the kit. Health Information Management Services has a supply of all approved downtime forms.

Additional Staffing and Resource Requirements

- The requirement for additional staff should be assessed during and after each downtime event. This will be assessed by the HEOC (if assembled), and local line management in consultation with the NUM/TL and divisional director level. This will be dependent on the time of the downtime, length of the downtime, impact of the downtime and clinical requirements.
- Additional staffing of the recovery activity for medication reconciliation should be considered in the recovery phase post downtime
- Additional staffing may be required in areas with high patient flow numbers and documentation requirements; e.g. ED, OPD and Theatre during the Downtime, as well as in the Recovery phase after the Downtime period.

2.0 Roles and Responsibilities during Downtime

Clinical Staff

- Continue to care for patients.
- Follow any instructions given by the NUM/TL.
- Follow the downtime business continuity procedures found in the downtime kits.
- Document on paper forms found in the downtime kits.
- Ensure any completed paper forms are correctly labelled and placed in the patient's end of bed chart.
- Access the Downtime Viewer for additional patient information that is not already printed and available in the patient's end of bed chart.
- When notified that the ieMR has been restored, ensure information that needs to retrospectively entered, as per the business continuity procedures, is entered.

Administrative Staff

- Continue to admit, transfer and discharge patients in HBCIS.
- Maintain a documentation log of all admissions, transfers and discharges of patients during the downtime period.
- Ensure adequate patient labels in each end of bed chart for clinical staff to complete their documentation.
- Print HBCIS labels as required.
- Follow any instructions given by the NUM/TL.

NUM/Team Leader

- Refer to Section 1.0 – Downtime and Recovery Checklist

Digital Downtime Support Team

- Digital Downtime Support Team is stood up to support and coordinate activities during downtime events. This group reports to CHQ Executive and/or the HEOC (if activated) during this time.
- Provides updates and recommendations to the CHQ Executive and/or the HEOC, as required.
- Provides a link to operational staff (ieMR users) via phone and at elbow support.
- The team will comprise ieMR, HIS, Clinical and IT staff as required, dependent on the time of the downtime, length of the downtime, impact of the downtime and clinical requirements.

ieMR Digital Future (ieMR) Team

- As per the Digital Downtime Support Team.

Health Information Management Services

- Supports the Digital Downtime Support Team during downtime.
- Responsible for records governance decision making during and following downtime.
- Stock a supply of all approved downtime kit contents to assist with the replenishment of downtime kits following downtime.
- Validation and maintenance of data in the digital medical record following downtime.

ICT Department

- Participate in code yellow incident management
- Liaise with DAS ieMR
- Escalate within CHQ (& send Telstra messaging notifications as needed)
- Perform system checks
- Provide device hardware access & support
- Redistribute & deploy DTV devices where needed
- Coordinate DTV device re-loads & monitor as appropriate
- Coordinate PIR (post incident review)

Patient Safety and Quality

- Manage reported patient safety incidents during and following downtime.
- Support service during downtime, as required.
- Evaluation of performance and debrief to capture lessons learnt.
- Assist with post incident review process.

Patient Flow and Safety Unit (PFSU)

- First Responder of a potential code yellow incident.
- Undertakes the initial response and investigate/define the required response to the incident.
- Notifies Clinical Services or NDOC, who briefs the CHQ HSCE or EDHS.
- Facilitates communication to all team leaders notifying of the downtime.

3.0 Business Continuity Procedures

3.1 Paper based functions

A number of functions will still be managed using paper forms. These include (but are not limited to):

- Paediatric Advanced Resuscitation Plan (PARP)
- Advanced Health Directives
- Consent Forms

These functions are not included in the continuity procedures below and these forms will not be included within the Downtime Kits.

3.2 ieMR Downtime and Recovery Plan

During the event of a planned or unplanned downtime a number of continuity procedures will need to be completed to ensure that patient care and safety is maintained for the duration of the event. These procedures are shown below. Please note these procedures do not include supporting system downtime except where the downtime directly impacts the ieMR.

These procedures are focussed on access to and the recording of information within a patient's chart – patient safety and care should take priority. All paper forms completed during downtime are to be stored in the patient's end of bed chart.

The recovery plan is intended as a guide only. Patient safety principles take precedence. The decision to enter clinical information into the ieMR manually, or have the information scanned and reconciled upon discharge post a downtime event will be at the discretion of the local line reporting manager in consultation with the divisional director level.

3.3 724Access Downtime Viewer

There may be situations where the 724Access Downtime Viewer is:-

- Unavailable/Down during an ieMR Downtime;
- Does not have the required clinical information needed during downtime;
- Has no information for particular areas e.g. ESM, Outpatients, Community

If a planned downtime is State-wide, historical ieMR clinical documentation is available in the Disaster Recovery Database. The link to access this database would be published on QHEPS by DAS-ieMR. The 724Access Downtime Viewers are NOT required to be used in this situation.

During all other downtime events, historical clinical documentation is accessible via other clinical information systems including, but not limited to:-

- The Viewer
- QRIS
- PACS

- AUSCARE
- eLMS
- iPharmacy
- AUSLAB
- Enterprise Discharge Summary (EDS)

These systems should be accessed where appropriate and BAU procedures should be followed to view clinical information within these systems.

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Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Radiology	Unable to order a Radiology test and/or procedure	<p>Radiology orders will need to be made using paper forms.</p> <p>The Downtime Kits contain Radiology order forms.</p> <p>Critical areas (including ED, Theatres, ICU) should immediately use these forms.</p> <p>All other areas should assess the expected duration of downtime (this will be regularly communicated during unplanned downtime) and determine if the test/procedure can wait until the system is available or if the request is urgent and a paper request is required.</p> <p>All requests are to be hand delivered or faxed to the radiology department during downtime (with a follow up phone call if required).</p>	<p>Resume direct entry of orders within the ieMR at conclusion of downtime.</p> <p>Orders completed on paper during downtime will be processed and results will be fed into the ieMR when system available.</p>	Nursing staff/ Medical staff
Radiology	Unable to view previously ordered Radiology tests and/or procedures	<p>Active and past radiology tests and procedures are able to be viewed within the 724Access Downtime Viewer.</p> <p>They can also be viewed in the Viewer, QRIS and PACS systems.</p>	Nil.	Nursing staff/ Medical staff/ Allied Health Staff

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Radiology	Unable to view results from previously conducted radiology tests and/or procedures (procedures conducted prior to downtime)	<p>Radiology test and procedure results are able to be viewed within the 724Access Downtime Viewer.</p> <p>They can also be viewed in the Viewer, QRIS and PACS systems.</p>	Nil.	Nursing staff/ Medical staff/ Allied Health Staff
Radiology	Unable to receive results (reports) from recently conducted radiology procedures (procedure conducted during downtime)	<p>If the ieMR is not available, reports from radiology tests and procedures performed during downtime are <u>not</u> able to be viewed within the 724Access Downtime Viewer.</p> <p>Critical results are to be phoned to the ordering Medical Officer by Radiology.</p> <p>Upon request, radiology result reports will be manually created and provided to the ordering Medical Officer.</p> <p>If no request is made, the report will be visible within the ieMR following downtime.</p> <p>Results can also be viewed in the QRIS and PACS systems.</p>	Orders complete on paper during downtime will be processed and results will be fed into the ieMR when system available.	Nursing staff/ Medical staff/ Allied Health Staff

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Radiology	QRIS Planned/Unplanned Downtime	<p>It will not be possible to view and make Radiology orders in QRIS.</p> <p>Complete Routine Radiology order requests in ieMR.</p> <p>Complete Urgent Radiology order requests on the paper order forms available in the downtime kit.</p> <p>Final Report Results can still be viewed in ieMR, The Viewer and provided these systems are not affected by the downtime.</p> <p>Upon request radiology result reports will be provided verbally or supplied on QH Letterhead.</p>	<p>Resume direct entry of urgent Radiology orders within the ieMR</p> <p>Orders complete on paper during downtime will be processed and results will feed into the ieMR when system available.</p>	Nursing staff/ Medical staff/ Allied Health Staff

QRIS to ieMR Delayed HL7 Messages

Newly created results in QRIS associated to an LCCH URN are not displaying on the ieMR patient chart within a minute of being created in QRIS. Staff checks the ieMR and the corresponding QRIS results have not appeared. This is due to a HL7 messaging delay between QRIS and the ieMR. During a HL7 message delay, both QRIS and the ieMR will continue to be available for viewing results, but there will be delays in the results being posted to the ieMR patient chart.

Contact the InfoService Centre on 1800 198 175 or via the Helpdesk if there is a delay from HBCIS to the ieMR.

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Radiology Results	QRIS results not displaying in the ieMR.	<p>During a HL7 message delay, both QRIS and the ieMR will continue to be available for viewing.</p> <p>New results created in QRIS during the delay will:</p> <ul style="list-style-type: none"> ○ not display in the ieMR patient chart immediately or may not display in the ieMR until after the delay is rectified. ○ Results to endorse notifications in ieMR Message Centre inbox and Message Centre Pools will be delayed. <p>New results created in QRIS will be available in PACS or the Viewer provided the Viewer is not affected by the delay.</p> <p>Ordering in the ieMR is not impacted.</p> <p>Orders created in QRIS during the delay maybe not display the order in the ieMR patient chart immediately or may not display in the ieMR until after the delay is rectified.</p> <p>If required, Radiology results are reported over the phone.</p>	Upon resolution of the HL7 messaging delay, newly created results in QRIS associated to an LCCH URN will display on the ieMR patient chart within a minute of being created in QRIS.	Nursing staff/ Medical staff

ieMR to QRIS Delayed HL7 Messages

Medical Imaging staff expects a request that does not arrive in QRIS. Staff checks the ieMR and the corresponding QRIS order has not appeared. This is due to a HL7 messaging delay between ieMR and QRIS. During a HL7 message delay, both AUSLAB and the QRIS will continue to be available for viewing results, but there will be delays in the orders being posted to QRIS.

Contact the InfoService Centre on 1800 198 175 or via the Helpdesk if there is a delay from HBCIS to the ieMR.

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Radiology Orders	QRIS expecting a request that does not arrive in QRIS	<p>During a HL7 message delay, both QRIS and the ieMR will continue to be available for viewing.</p> <p>New orders created in ieMR during the delay will</p> <ul style="list-style-type: none"> ○ Not display in QRIS immediately or may not display in QRIS until after the delay is rectified. ○ Should be printed from the ieMR. <p>Complete Routine Radiology order requests in ieMR</p> <p>Complete Urgent Radiology order requests on the paper order forms available in the downtime kit.</p> <p>Results and Results to endorse notifications in the ieMR should not be impacted.</p>	<p>Upon resolution of the HL7 messaging delay, routine new orders created in the ieMR during the downtime will be processed as per normal.</p> <p>Newly created orders in ieMR associated to an LCCH URN will display in QRIS within in a minute of being created in QRIS.</p>	Nursing staff/ Medical staff

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Pathology	Unable to order a Pathology test	<p>Pathology orders will need to be made using paper forms.</p> <p>The Downtime Kits contain Pathology order forms. If additional paper request forms are required during downtime i.e. in the event of extended downtime, these can be sourced from pathology stores. Contact the laboratory on 3068 3500.</p> <p>Critical areas (including ED, Theatres, ICU) should immediately use these forms.</p> <p>Outpatient areas should also utilise these forms to ensure that the patient leaves their appointment with the necessary pathology requisition.</p> <p>All other areas should assess the expected duration of downtime (this will be regularly communicated during unplanned downtime) and determine if the test can wait until the system is available or if the request is urgent and a paper request is required.</p> <p>During downtime specimen label printers are not able to be used. All labels need to be manually created during downtime.</p> <p>Specimen labels are available within the Downtime Kits.</p> <p>Affix the label to the specimen collection container and place specimen collection container and form in a specimen collection bag and send to pathology.</p>	<p>Resume direct entry of orders within the ieMR at conclusion of downtime.</p> <p>Orders complete on paper during downtime will be processed and results will be fed into the ieMR when system available.</p> <p>Consideration should be given to transcribing paper orders to electronic following downtime.</p>	Nursing staff/ Medical staff

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Pathology	Unable to view previously ordered Pathology tests	Active and past pathology tests are able to be viewed within the 724Access Downtime Viewer. They can also be viewed in AUSCARE and The Viewer.	Nil.	Nursing staff/ Medical staff/ Allied Health Staff
Pathology	Unable to view results from previously conducted Pathology tests (tests conducted prior to downtime)	Pathology test results are able to be viewed within the 724Access Downtime Viewer. They can also be viewed in AUSCARE and The Viewer.	Nil.	Nursing staff/ Medical staff/ Allied Health Staff
Pathology	Unable to receive results from recently conducted Pathology test (test conducted during downtime)	If the ieMR is not available, reports from pathology tests performed during downtime are <u>not</u> able to be viewed within the 724Access Downtime Viewer. Critical results are to be phoned to the ordering Medical Officer by Pathology. If Pathology results are reported over the phone, the result should be documented in the progress notes by the clinician. Results can also be viewed in AUSCARE.	Orders complete on paper during downtime will be processed and results will be fed into the ieMR when system available.	Nursing staff/ Medical staff/ Allied Health Staff
Pathology	Unable to review existing blood and blood product orders and past products administered	Active and past pathology tests are able to be viewed within the 724Access Downtime Viewer. They can also be viewed in the AUSLAB system.	Nil.	Nursing staff/ Medical staff

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Pathology	Unable to mark patients who were bled during downtime as no longer requiring pathology tests	<p>Document on paper progress notes that pathology tests have been ordered and that the patient has been bled.</p> <p>Progress notes are available in the Downtime Kit.</p> <p>Store this form/s in the patient's end of bed chart.</p>	<p>Request report from pathology of patients bled during the outage window.</p> <p>Cancel all existing orders that are duplicates of orders that were taken during downtime.</p>	Nursing staff/ Medical staff
Pathology	Unable to order and/or administer new blood or blood products	<p>Continue to order and/or administer using the paper Fresh blood component transfusion prescription and administration record.</p> <p>This form is available in the Downtime Kit.</p>	<p>Priority scanning for all paper documentation</p> <p>Retrospective inclusion into the ieMR Fluid Balance.</p>	Nursing staff/ Medical staff
Pathology	AUSLAB Planned/Unplanned Downtime	<p>Complete Pathology order requests in the ieMR and print the orders.</p> <p>Collect the orders in the ieMR as per normal ieMR processes and send specimens to the lab with the printed order.</p> <p>Results prior to the downtime can still be viewed in ieMR, The Viewer and provided these systems are not affected by the downtime.</p> <p>If Pathology results are reported over the phone, the result should be documented in the progress notes by the clinician.</p>	<p>Resume direct entry of orders within the ieMR.</p> <p>Orders complete on paper during downtime will be processed and results will feed into the ieMR when system available.</p>	Nursing staff/ Medical staff

AUSLAB to ieMR Delayed HL7 Messages

Newly created results in AUSLAB associated to an LCCH URN are not displaying in the ieMR patient chart within a minute of being created in AUSLAB. Staff checks the ieMR and the corresponding AUSLAB results have not appeared. This is due to a HL7 messaging delay between AUSLAB and the ieMR. During a HL7 message delay, both AUSLAB and the ieMR will continue to be available for viewing results, but there will be delays in the results being posted to the ieMR patient chart.

Contact the InfoService Centre on 1800 198 175 or via the Helpdesk if there is a delay from HBCIS to the ieMR.

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Pathology Results	AUSLAB results not displaying in the ieMR	<p>During a HL7 message delay, both AUSLAB and the ieMR will continue to be available for viewing.</p> <p>New results created in AUSLAB during the delay will:</p> <ul style="list-style-type: none"> ○ not display in the ieMR patient chart immediately or may not display in the ieMR until after the delay is rectified. ○ Results to endorse notifications in ieMR Message Centre inbox and Message Centre Pools will be delayed. <ul style="list-style-type: none"> ● New results created in AUSLAB will be available in AUSLAB or the Viewer provided the Viewer is not affected by the delay. ● Ordering in the ieMR is not impacted. ● Specimen collecting in the ieMR is not impacted. <p>If Pathology results are reported over the phone, the result should be documented in the progress notes by the clinician.</p>	<p>Upon resolution of the HL7 messaging delay, newly created results in AUSLAB associated to an LCCH URN will display on the ieMR patient chart within a minute of being created in AUSLAB.</p>	Nursing staff/ Medical staff

ieMR to AUSLAB Delayed HL7 Messages

Lab staff receives a specimen with an ieMR specimen label with no corresponding order/collection. Staff checks the ieMR and the corresponding AUSLAB order has not appeared. This is due to a HL7 messaging delay between ieMR and AUSLAB. During a HL7 message delay, both AUSLAB and the ieMR will continue to be available for viewing results, but there will be delays in the orders being posted to AUSLAB.

Contact the InfoService Centre on 1800 198 175 or via the Helpdesk if there is a delay from HBCIS to the ieMR.

Function	Task	Downtime Contingency	Downtime Recovery	Responsibility
Pathology Orders	AUSLAB has received specimen but no corresponding order	<p>During a HL7 message delay, both AUSLAB and the ieMR will continue to be available for viewing.</p> <p>New orders created in ieMR during the delay will</p> <ul style="list-style-type: none"> ○ not display in AUSLAB immediately or may not display in AUSLAB until after the delay is rectified. ○ Should be printed from the ieMR and sent to the lab with the specimen. Collect specimens in the ieMR as per normal process. <p>Results and Results to endorse notifications in the ieMR should not be impacted.</p> <p>If Pathology results are reported over the phone, the result should be documented in the progress notes by the clinician.</p>	<p>Upon resolution of the HL7 messaging delay, newly created ieMR orders will display in AUSLAB.</p> <p>New orders created in the ieMR will not require printing.</p>	Nursing staff/ Medical staff

Document Version History

Date	Version.	Author	Description of revision
17/01/2018	0.1	Patricia Boucher	Initial draft
15/02/2018	0.2	Patricia Boucher	Revisions provided by ieMR Business Analysts, ieMR Subject Matter Experts, and ieMR Clinical Governance Working Groups
12/03/2018	0.3	Patricia Boucher	Further revisions provided by ieMR Business Analysts and ieMR Subject Matter Experts
20/03/2018	1.0	Patricia Boucher	Final
24/03/2018	1.1	Patricia Boucher	Updates following DTV Testing