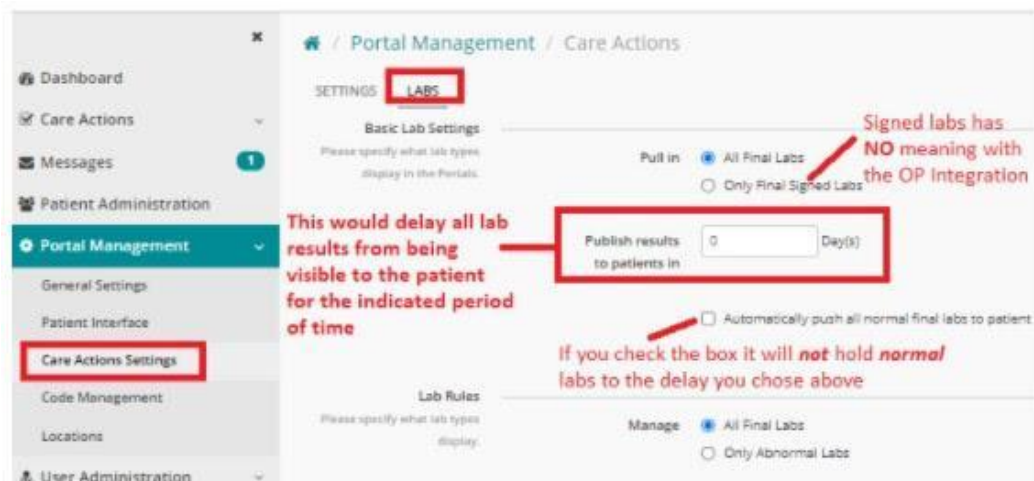


July 9, 2021 Portal Tips & Tricks

Lab Results on Portal

In order to be compliant with the 21st Century Cures Act, make sure your practice team is aware that all labs (unless the requisition has been marked a higher level of privacy than “any staff member”) are going to the portal as soon as they are received in OP. As a practice, you can decide to delay their display to families on the portal by a specific number of days, but that will apply to all labs, including rapid COVID and other in-house tests.



Portal Management / Care Actions

SETTINGS **LABS**

Basic Lab Settings
Please specify what lab types display in the Portals.

Pull in: ☒ All Final Labs *Signed labs has NO meaning with the OP Integration*
☐ Only Final Signed Labs

This would delay all lab results from being visible to the patient for the indicated period of time

Publish results to patients in: Day(s)

☐ Automatically push all normal final labs to patient
If you check the box it will not hold normal labs to the delay you chose above

Lab Rules
Please specify what lab types display.

Manage: ☒ All Final Labs
☐ Only Abnormal Labs

It is important to note that labs performed at outside national laboratories and most health systems, have their own portals where families are accessing test results as soon as they are received. This has become the standard of care in most settings. If practices are concerned about providers having the opportunity to process results, recommendations include the following:

- Implement a practice policy and plan to review all labs in a timely manner, including when a provider is out of the office.
- Set appropriate expectations with families when you order labs. Consider posting a lab review policy on your website or handing it to families when you order tests. Explain that if there are significantly abnormal results, the laboratory will contact your office and you will immediately reach out to them the same day you are notified of concerning results. Routine results are processed by providers within 48 hours of receipt. There may be minor abnormalities which appear concerning to families, but are not clinically important. Our team will discuss those with you when we relay the information about your test results and any changes to your treatment plan. Please allow us 2 days to initiate contact (either a phone call or portal message).