

Resolving InfoLink Issues

InfoLink issues are messages about events in the MayoACCESS application. For example, if you request a callback when test results are available, an Infolink Callback issues is generated. These issues are generated automatically or occur as a result of a system event. The issues types that you see are controlled both by the security group to which you belong and parameters of the issues.

An InfoLink issue might not be related to an order. When an issue is related to an order, you can use SmartLinks on the InfoLink Inbox page to perform the following additional tasks:

| Task | SmartLink |
|--|------------------------------|
| View detailed information about the issue and edit the issue notes. | Issue Detail |
| Change the status of the selected issue from Read to Unread or from Unread to Read. | Mark As Read or Unread |
| Change the status of all the issues shown on this page from Read to Unread or from Unread to Read. | Mark All as Read or Unread |
| View the order that is associated with the selected issue. | Find Order |
| Generate the post-batch processing report for the selected issue. | Post Batch Processing Report |
| Specify callback settings for the selected order. | Order Issue Management |

Note: SmartLinks that are not shown on the InfoLink Inbox page are available on the SmartMenu.

InfoLink Issue Types

The InfoLink issue types are described in the following table:

| Issue types | Description |
|--|---|
| Callback | Generated when a Callback request is added when a user places a new order or when a user batches an order. |
| ES Order Received – Duplicate Result Codes | Generated when an order is received from an electronic system (ES) that contains duplicate result codes. |
| Fax Report – Faxback | Generated when a user requests a faxback of a report while the user places a new order or when the user batches an order. |
| Faxback Request | Generated when a Faxback request is added to an order. This issue remains in a New status unless it is removed from an order. |

| Issue types | Description |
|---|---|
| HL7 Test Cancel Rejected | Generated when the request to cancel a test is rejected. |
| Insurance Provider Priority Changed | Generated when an ADT or ORM HL7 file is processed into the system and the priority of an insurance provider changed. |
| Insurance Provider Removed from Encounter | Generated when an ADT or ORM HL7 file is processed into the system and an insurance provider is removed from the encounter. |
| Insurance Provider Status Changed | Generated when an ADT or ORM HL7 file is processed into the system and an insurance provider is removed from the Associated Insurance Provider list. |
| Missing Required Information | Generated when an order is saved with missing information that does not delay the order. This issue is generated for each blank required field, such as date of birth (DOB) or ask-at-order-entry (AOE) question. |
| Missing Required to Save | Generated when information is missing that is required before batching an order. This issue is generated for each required field on the order. |
| Patient Demographics Updated | Generated when a patient ID, patient name, or date of birth has been changed. |
| Supplemental Data Received | Generated when a digital image has been uploaded for an order. |
| Supplemental PDF Report Loaded | Generated when a supplemental PDF that contains results has been attached to a report. |
| Test Manually Cancelled | Generated when a user cancels a test for an order by using the Cancel Test link. |
| Unable to Create Order | Generated when an order with errors is received by the MayoACCESS application. |
| Unbatchable Order | Generated when an order is received that has an associated issue or another problem, such as invalid test code, obsolete test ordered, or unknown test received, which makes that order unbatchable. |
| Unknown Test Received | Generated for test results that are sent from the performing lab to an ordering site that has no record of the test in the Test Catalog. |

| Issue types | Description |
|-----------------------------|---|
| Unsolicited Result Received | Generated when a result is sent from the performing laboratory to an ordering site and there is no association between the sent result and the test that belongs to the laboratory order in the Test Catalog. |

Viewing InfoLink Issues

You can view all InfoLink issues from the InfoLink Inbox page, or you can view issues that are associated with a specific order from the following pages:

- Orders
- Reports
- Batch Processing

To view all issues or search for specific issues, use the InfoLink Inbox. To view issues associated with a specific order, go to the Order Search, Reports, or Batch Processing pages. The following topics describe how to view issues.

Viewing Issues in the InfoLink Inbox

To view InfoLink issues, follow these steps:

1. On the **User** menu, click **InfoLink Inbox**.



The issues for the previous 7 days are shown on the InfoLink Inbox page. The detailed description for the selected issue is shown in the **Description** text box. From this page, you can view or print the issue information, change the issue details, mark the issue as read, and find the order that is associated with an issue.

2. To search for specific issues, click the **Search Criteria** tab.

3. On the Search Criteria page, specify any of the following criteria to locate the issue:

Tip: You can select a previously saved search from the **Query** drop-down list.

| Search Criteria | Description |
|-----------------|--|
| Contains | Any text that occurs in the subject, description, or notes of the issue |
| Order # | The order number from your Laboratory Information System (LIS) if this field was sent on the original order. If this order number was not submitted, the order number is the same as the accession number. |
| Accn # | The accession number that the MayoACCESS application assigned to the order |
| Issue ID | The ID number assigned to the issue |
| Issue Type | The type of issue. For example, you can search for unsolicited test or unknown result issues. |
| Issue Status | The status types of the issue. For example, you can search for issues that are new, in progress, or resolved. |
| Source | The source of the order that is associated with an issue. Integrated orders originated from a Laboratory Information System (LIS) and manual orders originated from the MayoACCESS application. |

| Search Criteria | Description |
|--------------------------|---|
| Show Issues Which Are | <ul style="list-style-type: none"> New Issues that no one has viewed Unread by Me Issues that you have not viewed |
| Where Recipients Include | The specified recipients of a private issue |
| Created By | The creator of the issue |
| Last Activity Date Range | The range of dates during which the issue was last changed Tip: Use the calendar icons to specify the dates. |
| Created Date Range | The range of dates during which the issue was created Tip: Use the calendar icons to specify the dates. |
| Distribution | Whether the issue is classified as public or private. Private issues are those that specify a certain user as the recipient of the issue. |
| Order Related | Whether the issue is related to an order |

Tip: To save your search criteria selections for future use, click **Save**.

4. Click **Search**.

The issues that match the specified search criteria are shown. The **Description** text box shows the issues that are associated with the selected order or result. Use the scroll bar on the right side to view all the text in the text box.

The screenshot shows the 'InfoLink Inbox' interface. At the top, there are two tabs: 'Issues' and 'Search Criteria'. Below the tabs is a table with the following columns: Created, Issue ID, Crt'd By, Issue Type, Subject, Status, and New. The table contains three rows of data:

| Created | Issue ID | Crt'd By | Issue Type | Subject | Status | New |
|------------------|-----------------|----------|-----------------------|------------------------------|--------|-----|
| 03/02/2015 09:23 | C72345880001507 | SYSTEM | Missing Required Info | Site ID: C7234588 Order 867 | Resolv | X |
| 03/02/2015 09:23 | C72345880001507 | SYSTEM | Missing Required Info | Site ID: C7234588 Order 867 | Resolv | X |
| 02/27/2015 14:21 | C72345880001507 | MMLM128 | Callback | Site ID: C7234588 A callback | New | X |

Below the table, there is a 'Description' text box. The description for the selected issue reads: "Order # 8675309-4 with accession # Q100035009 saved at site C7234588- by user [redacted] for patient, TEST,PATIENT (patient ID: C7234588-000011). Order is missing CAIU - Catecholamine Fract, Free, U: Urine Volume information. Order notes:"

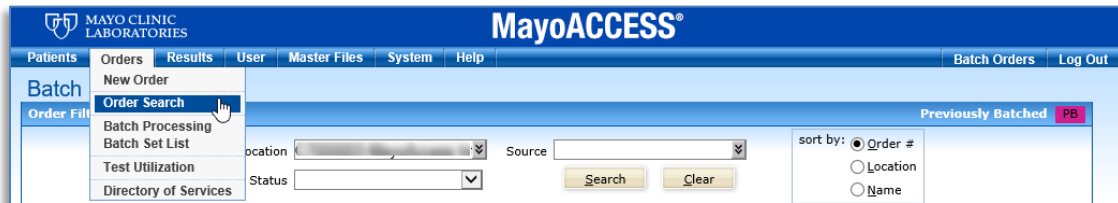
At the bottom of the interface, there are several action buttons: Issue Detail, Mark As Read, Order Issue Management, Post Batch Processing R..., Find Order, and Mark All as Read.

Viewing Issues for a Specific Order

To view issues associated with a specific order, follow these steps:

1. On the **Orders** menu, click **Order Search**.

Tip: Alternatively, you can view issues on the **Reports** page or the **Batch Processing** page.



2. On the Order Search page, click the **Orders** tab.
3. Select the order or patient that you want to view.
4. Click the **Issues** tab.

Issues for the selected order are shown.

Order Search

TEST,PATIENT
 ID: C7234588-0... Female 04/22/1977 37Y Prim. Phys: Dr. L. B. Mc...
 SSN:

Orders

Search Criteria

| | ABN Printed/Signed | P/S | Callback | CB | Faxback | FB | Stat Orders | SO |
|-----------|--------------------|--------------|--------------|-------------|---------|-----------------|-------------|----|
| Collected | Order | Order Status | Name | ID | Acct | Phys | Type | |
| 03/02/15 | 8675309-4 | Sent To Lab | TEST,PATIENT | C7234588-00 | C7234 | Dr. L. B. McCoy | Account | |
| 02/27/15 | 8675309-3 | Sent To Lab | TEST,PATIENT | C7234588-00 | C7234 | Dr. L. B. McCoy | Account | CB |
| 02/25/15 | 8675309 | Cancelled | TEST,PATIENT | C7234588-00 | C7234 | Dr. L. B. McCoy | Account | |
| 11/02/11 | WWR1503382 | Final | | JR10003382 | C7234 | | Account | |
| 11/02/11 | WWR1503378 | Final | | JR10003378 | C7234 | | Account | |

[Order](#) [Edit Order](#) [Perform Order](#)

[Search Results](#) [Pending Tests](#)

Tests

Issues

All Issues

Require Action

No Action Required

| Issue ID | Subject | Issue Type | Issue Status | Created By | Created Date | Status Update Date |
|---------------|------------------------|------------|--------------|------------|--------------|--------------------|
| C723458800015 | Site ID: C7234588 A ca | Callback | New | | 02/27/2015 | 02/27/2015 |

[Issue Detail](#)