Best Practice Tips for TouchWorks Lab Order Entry
*Ensuring Orders Cross Successfully to Clinisys SunQuest*

<u>Overview:</u> TouchWorks and Clinisys SunQuest (the laboratory information system or LIS) work as a coordinated pair: TouchWorks is where tests are ordered, and SunQuest is where the laboratory processes those tests. The two systems communicate through an interface engine that passes structured messages back and forth. When everything is entered correctly, the process is seamless:

1. Orders will flow to the lab
2. Specimens are collected and processed
3. Results return to the chart without delay

Please use these best-practice tips to help your laboratory orders process smoothly and efficiently, supporting timely results and better patient care.

🏥 Verify the Correct Performing Laboratory

- Several laboratory files automatically route the performing location to **Laboratory**
  - o If the wrong laboratory is selected, the interface will not know where to send the order.
- For testing performed at the hospital laboratory, **select "Hospital Laboratory"**:
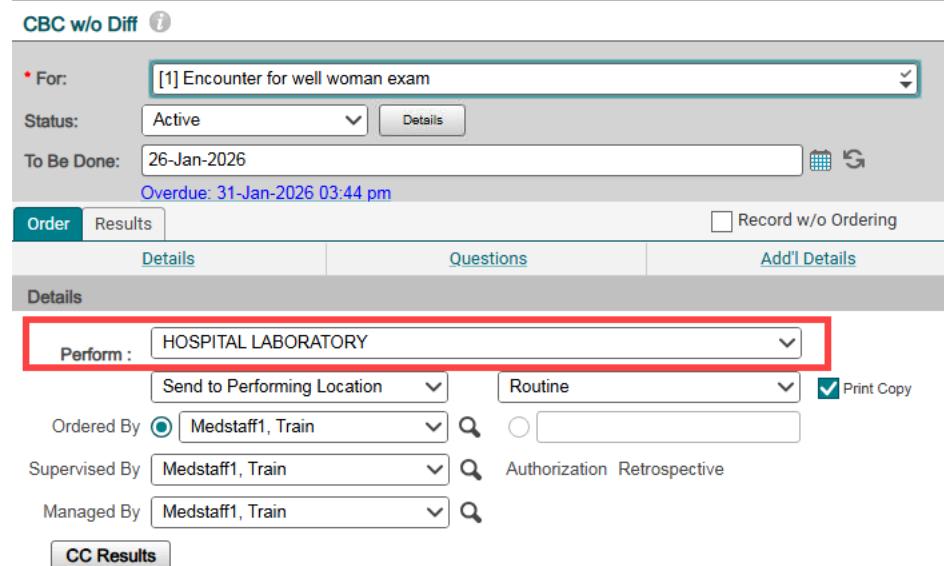
📝 Avoid Free Text Comments Unless Necessary Text Comments Unless Necessary

Free text comments often do **not** map to SunQuest fields and may cause interface errors.

- Use **structured fields** whenever possible.
- If comments are required, keep them **simple** and avoid **special characters**.

📅 Future Orders Marked as TBD / PRN / "Before Next Appointment"

When a medical staff selects a TBD option instead of a specific date (MM/DD/YY), TouchWorks does **not** assign an activation date. This creates a placeholder order that **does not cross the interface** to SunQuest. To best support seamless transition of orders, select an appropriate "to be done" date.

- The order is not transmitted to SunQuest.
- A user must **cancel** the TBD order and **re-enter** a new order with a specified date.
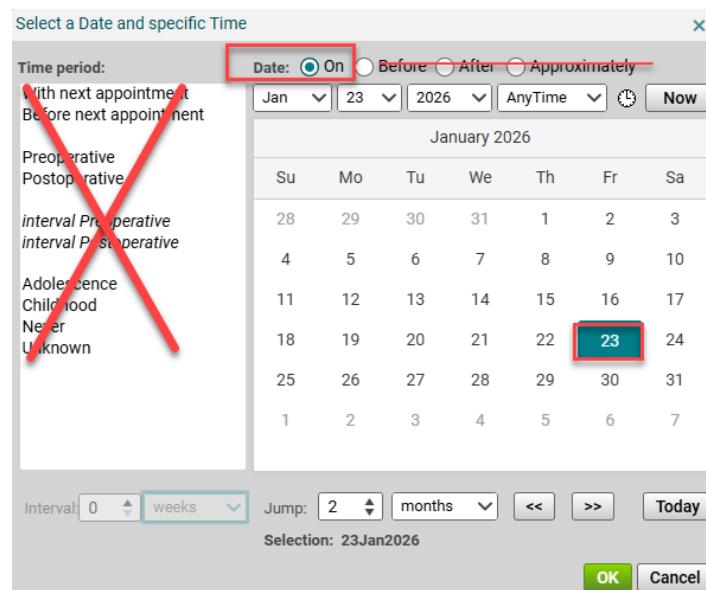
⬅ Why Updating a Lab Order in TouchWorks Does Not Update It in SunQuest

- TouchWorks sends the order **once**, at the moment it is signed.
- SunQuest creates a **locked lab order** based on that message.
- TouchWorks does **not** send updates or corrections.
- The lab continues working from the **original** information, even if you change it in the EHR
  - **Result:** TouchWorks may show your edits, but **SunQuest will never receive them**.

❇ TouchWorks Does Not Send "Order Update" Messages to SunQuest

TouchWorks Sends	TouchWorks Does NOT Send
• New orders • Order cancellations	• Order modifications • Updated To Be Done dates • Updated Ask-at-Order-Entry answers • Updated ICD-10 codes • Updated specimen information • Updated medical staff information • Updated timing or priority

Even if the order is edited in TouchWorks, **no update message is generated** for SunQuest.

✔ Correct Workflow: Cancel and Re-enter-Enter

If anything about the lab order needs to change:

1. **Cancel** the original order in TouchWorks
2. TouchWorks sends a **cancel message** to SunQuest
3. **Reenter** a new order with the correct information
4. TouchWorks sends a **new order message**
5. SunQuest creates a **clean, accurate accession**

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This ensures:
- The lab receives the **correct** information
- The **audit trail** remains intact
- **Billing** and medical necessity rules are satisfied
- The patient receives the **appropriate** test without delay

Failed Medical Necessity Checking

The Failed Medical Necessity Checking screen informs the user when the selected diagnosis linked to an orderable item does not meet the requirements for medical necessity. This function is only active for patients with federal payers such as Medicare and Medicare Advantage Plans.

DX Not Covered
One factor that can trigger a Failed Medical Necessity warning is that Medicare may not cover the procedure for the selected diagnosis
Available actions to address this warning:
1. Select a **Covered diagnosis**
   a) Link a covered diagnosis from the current patient problem list
   b) Link a covered diagnosis from the covered diagnoses list and add to the patient's problem list
2. Select the **ABN Waiver disposition** and continue with existing order and linked problem
3. Select **Remove Order**.

In the Orders tab, an icon will be present to show the Medical Necessity status as indicator icons:

🙂	Passed Medical Necessity	Selected a Dx that will be covered by Medicare
😐	Failed Medical Necessity Checking	Uncovered diagnosis selected and an option in ABN Waiver section was chosen
🙁	Failed Medical Necessity Checking	User selected a Dx not covered and did not address the FMN indicator. This order failed medical necessity, and an ABN Task has been triggered

<u>Summary:</u> TouchWorks and SunQuest work together through structured order messages. Because SunQuest cannot accept updates after an order is created, the accuracy of the initial order is critical. Following best practice workflows—selecting the correct performing lab, avoiding free text comments, using real dates for future orders, canceling/re-entering when changes are needed, addressing Failed Medical Necessity alerts—ensures that orders flow smoothly, results return reliably, and patient care stays on track.