

## Lab Orders Workflow Updated February 2025

	Provider	Reception	Lab Staff	Lab Outreach	Outreach
<b>Known Disease Management Patient</b>	<ul style="list-style-type: none"> <li>Ensures DX on problem list</li> <li>Send Patient to check-out</li> <li>Send patient case to reception if not in office</li> </ul>	<ul style="list-style-type: none"> <li>Schedule appointments for OV &amp; Labs</li> <li>Update the alert</li> </ul>	<ul style="list-style-type: none"> <li>Draw patient according to protocol</li> <li>Create any necessary orders</li> </ul>	N/A	Per disease management outreach calendar
<b>New Disease Management Patient</b>	<ul style="list-style-type: none"> <li>Put DX on problem list</li> <li>Send patient to check-out with DM &amp; frequency</li> <li>Send patient case to reception if not in office</li> </ul>	<ul style="list-style-type: none"> <li>Schedule appointments for OV &amp; Labs</li> <li>Update the alert</li> </ul>	<ul style="list-style-type: none"> <li>Draw patient according to protocol</li> <li>Create any necessary orders</li> </ul>	N/A	N/A
<b>Provider Directed Change in OV or testing frequency</b>	<ul style="list-style-type: none"> <li>Change check out slip</li> <li>Send patient to check-out after visit</li> <li>Send patient case to reception if not in office</li> </ul>	<ul style="list-style-type: none"> <li>Schedule appointments for OV &amp; Labs</li> <li>Update the alert</li> </ul>	<ul style="list-style-type: none"> <li>Draw patient according to protocol</li> <li>Create any necessary orders</li> </ul>	N/A	N/A
<b>Orders not on DM Grid or One-Time orders</b>	<ul style="list-style-type: none"> <li>Create order</li> <li>Send patient to check out after visit</li> <li>Send patient case to reception if not in office</li> </ul>	<ul style="list-style-type: none"> <li>Schedule lab appointment</li> </ul>	<ul style="list-style-type: none"> <li>Draw patient according to order</li> </ul>	Automated Calls: <ul style="list-style-type: none"> <li>30 days</li> <li>90 Days</li> <li>180 Days</li> </ul>	N/A

***\*\*For Non-DM standing orders, provider must write “ongoing” in the Note to Lab to ensure lab staff renew the order***

***February 2025***