

Quality Update

SPECIAL EDITION

JUNE 2020

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LAB INFORMATION SYSTEM (LIS) CONVERSION AND WHAT THIS MEANS TO YOU

This Quality Update Special Edition is focused on CompuNet's IT connectivity project and what this means to you. On June 13, 2020, CompuNet will convert from the QLS Lab Information system (LIS) to Sunquest 8.1 LIS. The LIS conversion to Sunquest is a result of CompuNet's divestiture from Quest Diagnostics in 2017. Prior to 2017, connectivity with CompuNet was routed through Quest's QLS system. With Sunquest, customers will now connect directly to CompuNet. Both the Sunquest and Atlas Physician Portal platforms give us greater flexibility for technology enhancements that suit the needs of our customers.

The LIS conversion is a change to our internal information system and there should be minimal impact for clinicians. We are confident that any issues you may encounter will be temporary.

- For a brief period of time you may experience a slight delay in test turnaround times. However, our staff has been training on Sunquest for the past several months and is familiar with the workflow and processes in a test environment.
- Following the conversion, there may be a longer wait time when calling Client Services. Any delay you experience should be temporary as our staff quickly becomes comfortable with using Sunquest in a live environment.

The following pages highlight the specific changes and benefits based on how you order and receive your test results.

HOW TO CONTACT US WITH QUESTIONS RELATED TO THE LIS CONVERSION

1. Contact your CompuNet Account Representative. If you do not know who your Account Representative is, please call (937) 297-8336 or
2. Call the IT Help Desk at (937) 296-3040, Option 1 / Toll-Free (844) 217-1220 or
3. Call CompuNet Client Services Department at (937) 297-8260.

SUNQUEST LIS CHANGES AND IMPACTS: PREMIER HEALTH PREMIER AMBULATORY AND HOSPITAL EPIC

ORDERING	SPECIMEN COLLECTION	RESULTS
<ul style="list-style-type: none"> No change/No Impact 	<ul style="list-style-type: none"> Some tube type changes. Check CompuNet’s online directory for tube updates: www.compunetlab.com/physicians-and-providers/find-a-test-dos.html. If you have “Ask at Order Entry” questions in the lab order, please print off and include with requisition. 	<ul style="list-style-type: none"> Positive cultures will be flagged as “abnormal”. Fax Copy requests: faxed report will be easier to read than previous faxed reports. Due to tests being arranged alphabetically by lab department, you may see reflex test results appear before the initial test on printed/faxed results. If Zunknown, Provider appears in the Provider field of the lab results, with an <u>NPI# 9999999995</u> please contact CompuNet with your updated NPI information.

SUNQUEST LIS ENHANCEMENTS: PREMIER HEALTH

- The Epic Lab Formulary has been updated to match CompuNet’s current test offerings which has resulted in a number of tests being added to the Epic Lab Formulary. More lab orders will now be available for Epic Beaker sites.
- Improved interface: With Sunquest, a more robust interface has been developed that will have a positive effect when Premier Health goes live with the Epic Infection Control module.
- Test Not Performed (TNP) Messages: Providers currently may receive a TNP message in Epic. After Sunquest is implemented, providers will receive a cancellation message instead with a reason code which provides clarification on why the test was cancelled. (Coming Soon after Go-Live)
- CompuNet’s online payment portal will be streamlined so that patients will no longer have to enter every accession they have been billed for. CompuNet will perform a look up by order number and patients will be able to see all outstanding bills.
- For end users within the lab, Sunquest will provide an improved Graphical User Interface (GUI) as opposed to “green screen”.

EPIC BEAKER

Please watch for future updates as we get closer to go-live for Epic Beaker at MVH and MVHS, scheduled for April 2021. It is important to note that the hospital labs will *not* be impacted since the Sunquest conversion is being implemented at CompuNet’s core lab.

Important Post Implementation Recommendations

- Please begin using the new test compendium/order codes beginning 6/14.
- Monitor lab results for a few weeks after June 13 to ensure that results are reported as expected.
- Monitor your EMR error queue for lab results.

QUESTIONS & ANSWERS

CRITICAL VALUES

Q: *I have specific critical values for certain tests. Will these remain with the Sunquest conversion?*

A: The Sunquest platform will allow for only one set of critical values (see pages 6-7). Values are based on best practice laboratory standards and approved by CompuNet Medical Directors. We are converting from three priority levels to one critical value set point which will be called 24/7. If you previously had client-specific critical values different than the new critical values, you will be contacted as you had been in the past.

CUSTOM PRINTED REQUISITIONS

Q: *I use printed hard copy custom and drug screen requisitions. How will this impact my use of these requisitions?*

A: You may continue to use the requisitions you currently have without having them replaced and you may continue to order your current custom requisitions.

PATIENT SERVICE CENTERS

Q: *Will CompuNet's patient service centers be open during the Sunquest conversion?*

A: Only those patient service centers that have Saturday hours will be impacted on June 13. Those locations will have the same Sunday hours instead.

CLIENT SERVICES WAIT TIMES

Q: *Do you anticipate heavier Client Services call volumes than normal?*

A: We anticipate longer wait times temporarily, however, CompuNet is increasing Client Services staff to assist. Prior to calling Client Services with a results issue you believe to be a result of the Sunquest conversion, please check your EMRs and fax files for your patient lab reports.

CANCELED TEST / TNP MESSAGE (Coming Soon After Go-Live)

Q: *If I receive a Test-Not-Performed (TNP) or Test Canceled message, will I be notified of the reason for cancelation?*

A: Yes. A benefit of the new Sunquest platform is that it will provide for more clarification for why a test was not performed.

PARTIAL RESULTS

Q: *Will CompuNet hold results until all are ready to report?*

A: CompuNet will no longer hold test results. Results will be released as they become available.

PATIENT ONLINE PAYMENTS

Q: *Will CompuNet's patient payment portal be updated?*

A: CompuNet's online patient portal will be streamlined so that patients will no longer be required to enter every accession and will be able to see all outstanding bills.

SUNQUEST LIS CHANGES AND IMPACTS

The following changes are based on how you are placing your order (e.g. Epic, Atlas, Paper).

EMR INTERFACE (NOT PREMIER EPIC)

ORDERING	SPECIMEN COLLECTION	RESULTS
<ul style="list-style-type: none"> Please notify the Client Services or your account representative when there is a change or a new provider. Custom panels that include anatomic path or micro tests: If you are unable to build ask-at-order-entry (AOE) questions in your EMR, please send a hard copy list of AOE's /answers with your specimen. 	<ul style="list-style-type: none"> Some tube type changes. Check CompuNet's online directory for tube updates: www.compunetlab.com/physicians-and-providers/find-a-test-dos.html If you have "Ask at Order Entry" questions in the lab order, please print off and include with requisition. 	<ul style="list-style-type: none"> Positive cultures will be flagged as "abnormal". Fax Copy requests: faxed report will be easier to read than previous faxed reports. Due to tests being arranged alphabetically by lab department, you may see reflex test results appear before the initial test on printed/ faxed results. If Zzunkwn Provider appears in the Provider field of lab results, with an NPI# 999999995 please contact CompuNet with your updated NPI information.

ATLAS PHYSICIAN PORTAL

ORDERING	SPECIMEN COLLECTION	RESULTS
<ul style="list-style-type: none"> Must use Internet Explorer— IE11 browser. Patient Centric Repository: Pop up screen allows you to validate/update patient information. Updated patient information will cross over enabling us to have accurate patient data. If you prefer to turn this feature off please submit a ticket at: helpdesk@compunetlab.com. Please notify Client Services or your account representative when there is a change or a new provider. Provider & NPI# are required in Atlas so that orders can cross in to Sunquest LIS. 	<ul style="list-style-type: none"> Some tube type changes. Check CompuNet's online directory for tube updates: www.compunetlab.com/physicians-and-providers/find-a-test-dos.html If you have "Ask at Order Entry" questions in the lab order, please print off and include with requisition. 	<ul style="list-style-type: none"> Test Panels (e.g. Pap + HPV): Results will report out separately for each test. Positive cultures will be flagged as "abnormal". Fax Copy requests: faxed report will be easier to read than previous faxed reports. Due to tests being arranged alphabetically by lab department, you may see reflex test results appear before the initial test on printed/ faxed results. If Zzunkwn, Provider appears in the Provider field of lab results, with an NPI# 999999995 please contact CompuNet with your updated NPI information.

SUNQUEST LIS CHANGES AND IMPACTS

The following changes are based on how you are placing your order (e.g. Epic, Atlas, Paper).

PAPER REQUISITION ORDERS OR HOME HEALTH AGENCIES

ORDERING	SPECIMEN COLLECTION	RESULTS
<ul style="list-style-type: none">• Provider full name and NPI will be required for every order.• To place an order for a CBC with diff, you must now order as CBCD.	<ul style="list-style-type: none">• Some tube type changes. Check CompuNet’s online directory for tube updates www.compunetlab.com/physicians-and-providers/find-a-test-dos.html)	<ul style="list-style-type: none">• Positive cultures will be flagged as “abnormal”.• Fax Copy requests: faxed report will be easier to read than previous faxed reports.• Due to tests being arranged alphabetically by lab department, you may see reflex test results appear before the initial test on printed/faxed results.• If Zzunkwn, Provider appears in the physician/ Provider field of the lab results, with an NPI# 999999995 CompuNet needs your updated NPI information.

Important Post Implementation Recommendations

- Please begin using the new test compendium/order codes beginning 6/14.
- Monitor lab results for a few weeks after June 13 to ensure that results are reported as expected.
- Monitor your EMR error queue for lab results.

Please review the new Critical Values Table. Values are based on best practice laboratory standards and approved by CompuNet Medical Directors. We are converting from three priority levels to one critical value set point which will be called 24/7. If you previously had client-specific critical values different than the new critical values, you will be contacted as you have been in the past.

CRITICAL VALUES TABLE—JUNE 13, 2020 (Non-hospitalized patients)

TEST	UNIT OF MEASURE	CRITICAL VALUE
CHEMISTRY		
Acetaminophen	mcg/ml	>100
Bilirubin, Total (<2 month old patient)	mg/dL	>15.0
Calcium (Total)	mg/dL	<6.0 or >13.0
Carbamazepine	mcg/ml	>20
Digoxin	ng/ml	>3.0
Fetal Fibronectin		All positives
Gentamicin Random	mcg/ml	>12
Gentamicin Peak	mcg/ml	>12
Gentamicin Trough	mcg/ml	>2
Glucose (plasma/serum)	mg/dL	<50 or >500
Glucose, Tolerance Test (last timepoint)	mg/dL	>600
Lithium	mmol/L	>2.0
MB	ng/ml	>10.0
Magnesium	mg/dL	<1.0 or >5.0
Phenobarbital	mcg/ml	>60
Phenytoin (Dilantin), Free	mcg/ml	>3.0
Phenytoin (Dilantin), Total	mcg/ml	>40
Phosphorus	mg/dL	<1.1
Potassium (non-dialysis patient)	MEQ/L	<2.0 or >6.5
Potassium (dialysis patients)	MEQ/L	<2.0 or >7.5
Salicylate	mg/dL	>30
Sodium	MEQ/L	<115 or >170
Theophylline	mcg/ml	>40
Troponin T (5th generation)	ng/L	>/= 100
Valproic Acid	mcg/ml	>150
Vancomycin Peak	mcg/ml	>80
Vancomycin Random	mcg/ml	>80
Vancomycin Trough	mcg/ml	>80

CRITICAL VALUE APPROVALS

CompuNet Medical Director Meeting: March 18, 2020

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CRITICAL VALUES TABLE—JUNE 13, 2020 (Non-hospitalized patients)

TEST	UNIT OF MEASURE	CRITICAL VALUE
HEMATOLOGY & COAGULATION		
WBC	10 ³ /uL	<0.5 or >100.0
Absolute Neutrophils	K/mm ³	<0.5
Organisms in Blood Smear		Intracellular organisms
Hemoglobin >12 years	g/dL	<6.0
Hemoglobin <12 years	g/dL	<7.0 or >22.5
Platelet count	10 ³ /uL	<20 or >1500
INR		>8.0
APTT	sec	>60.0
Anti-Factor Xa, UFH	IU/mL	>1.00
Fibrinogen	mg/dL	<75
Factor VIII	%	<1.0
Factor IX	%	<1.0
Heparin Induced Platelet Antibody (HIPA)		Positive
ADAMTS13	%	<10

INFECTIOUS DISEASES		
SMEARS AND RAPID TESTS	CULTURES	MOLECULAR
Positive CSF Gram Stain	Positive Blood Cultures	Positive CSF Molecular Test
Positive Joint Fluid Gram Stain	Positive CSF Cultures	Positive Bordetella pertussis PCR
Positive Sterile Body Fluid Gram Stain	Isolation of Mycobacterium tuberculosis	Positive M. tuberculosis PCR
Positive Tissue Gram Stain	Positive AFB Culture	Positive Group B Strep (Maternal)
Positive Cryptococcal Antigen on CSF	Positive Group B Strep Culture: Maternal	Positive Coronavirus-19 PCR
Positive AFB Smear	Listeria	
Positive Malaria Smear	Clostridium perfringens (any source)	
Positive KOH	Zygomycete	
Positive Streptococci Group A	Positive Cornea Cultures	
Positive Pneumocystis DFA	Positive for Bioterrorism Agents: Bacillus anthracis, Brucella sp., Francisella tularensis, Burkholderia pseudomallei, Yersinia pestis	
RAPID/STAT HIV- any result		

CRITICAL VALUE APPROVALS

CompuNet Medical Director Meeting: March 18, 2020



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