



Online order



Search

PRODUCT FEATURE SHEET: **ORDER QUEUE MANAGER**

IMT's Order Queue Manager (OQM) Solution automates the routing and reconciliation of electronic orders and results between clinician ordering systems and diagnostic testing system, to remove manual efforts from the process and ensure that staff spend time only on exceptions.

OQM leverages trusted enterprise patient and provider information so that patient identities are matched automatically to link orders with results, and results are returned to the right systems and with the originating identity information. This solution, which may be implemented on-premise or hosted, is built upon flexible workflow and transaction routing technology that can be customized to specific order types and integrated system needs. Users receive access to dashboards that allow them to easily locate and process inbound orders as patients or specimens arrive for testing.

The OQM solution is comprised of the following components which may be utilized separately or in tandem based on your unique needs:



FOR FULFILLMENT SIDE SUCH AS OUTREACH HOSPITAL LABS AND DIAGNOSTIC IMAGING CENTERS:

COMPONENT	DESCRIPTION
Order Queuing for User Directed Release	Receipt of and queuing of order until patient or specimen arrives.
Order Release Manager Console	Used by lab or diagnostic imaging staff to locate, view and release selected tests and imaging procedures when patients or specimens.
Scheduling Worklist	Prioritized order queue for proactive scheduling of requisitions received from providers.
Flexible workflows and routing by type of order	Customized workflow and routing variations based on order types and integrated system data format and enrichment requirements.
Patient ID matching, demographics validation and augmentation	Collects and augments additional patient information required for registration events from the EMPI that are not included in the order. Examples are insurance provider, next of kin.
Provider ID Mapping	Basic provider ID mapping for order and result routing is provided when a full provider registry is not available.
Provider registry data augmentation (optional with Provider Registry licence)	Augments provider information not provided on lab order such as NPI and service location when a provider registry is present.
Test/order code mapping and reconciliation	Code mapping service performs reconciliation across test and procedure code sets and may be administered directly by lab and imaging staff as new test types become available.
Code Mapper	User interface for maintaining order codes, observation codes and provider IDs/names.



Auto patient registration	Automates HIS system registration if patient is not currently known by facility to prevent backlog of manual data entry and increase accuracy for billing.
Exception Handling	Dashboard presents transactional exceptions in data enrichment and routing for notification and resolution with a message handler.
Order Queueing for Automated Group and Release	Collection and automated release of orders based on one or more criteria (time, order set, panel grouping).

FOR PROVIDERS AND THEIR STAFF:

COMPONENT	DESCRIPTION
Automated result routing	Reconciliation and delivery of test results and imaging reports to patient's electronic record without manual intervention.
Unsolicited results processing	Filters, matches and delivers results not explicitly ordered, such as reflex results or provider carbon copy.
Test and observation code mapping	Maps returned results back to original test order codes and expected observation codes.
Patient data enrichment	Identifies correct patient information in EMPI and augments with additional available data typically not available on orders. (Examples are next of kin, guarantor and additional patient contact information.)
Provider identification and mapping	Basic provider ID mapping for order and result routing is provided when a full provider registry is not available.



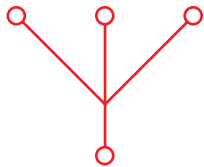
WHAT'S INCLUDED IN YOUR LICENSE

Order Queue Management License includes the fully managed transactional service across the connected systems. Order Queue Manager supports one or many workflows to route, map enrich and deliver orders, results and unsolicited results between two or more systems.

A workflow is defined as:

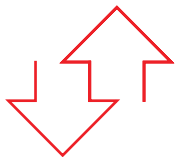
1. a roundtrip order and results exchange path for an order type (i.e. lab or radiology) between an ordering and fulfilling system, OR
2. unsolicited results routing from a diagnostic testing system to a provider's EMR.

If you do not currently have an active EMPI or provider registry, you can purchase the bundled EMPI for patient and provider (IBM MDM Standard Edition v11.6 – Patient and Provider) entities for enterprise patient and provider data management.



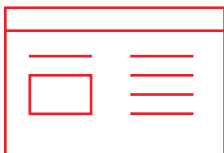
Integration

OQM uses standard HL7 v2 formatted messages for orders and results routing (ORM, ORU, ORR) and has implemented Order Queue Manager against systems such as Allscripts, Cerner, NextGen, Siemens, Varian, Affinity, Delphic, GE and SoftLab.



Deployment Options

OQM can be deployed on-premise or in cloud in RedHat / SQL Server environments or using client deployed database such as SQL Server, MySQL, Oracle or DB2.



Browser Support

Order Queue Manager user interface supports IE 11.0, Edge, Chrome and Firefox.