



Online order



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## 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:**

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Order Queuing for User Directed Release</b>	Receipt of and queuing of order until patient or specimen arrives.
<b>Order Release Manager Console</b>	Used by lab or diagnostic imaging staff to locate, view and release selected tests and imaging procedures when patients or specimens.
<b>Centralized Worklist</b>	Prioritized order queue for collaborative requisition handling and clear visibility to order status, regardless of format (EMR eOrder, PDF or Fax)
<b>Flexible workflows and routing by type of order</b>	Customized workflow and routing variations based on order types and integrated system data format and enrichment requirements.
<b>Patient ID matching, demographics validation and augmentation</b>	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.
<b>Provider ID Mapping</b>	Basic provider ID mapping for order and result routing is provided when a full provider registry is not available.
<b>Provider registry data augmentation (optional with Provider Registry licence)</b>	Augments provider information not provided on lab order such as NPI and service location when a provider registry is present.
<b>Test/order code mapping and reconciliation</b>	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.
<b>Code Mapper</b>	User interface for maintaining order codes, observation codes and provider IDs/names.

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

## FOR PROVIDERS AND THEIR STAFF:

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Automated result routing</b>	Reconciliation and delivery of test results and imaging reports to patient's electronic record without manual intervention.
<b>Unsolicited results processing</b>	Filters, matches and delivers results not explicitly ordered, such as reflex results or provider carbon copy.
<b>Test and observation code mapping</b>	Maps returned results back to original test order codes and expected observation codes.
<b>Patient data enrichment</b>	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.)
<b>Provider identification and mapping</b>	Basic provider ID mapping for order and result routing is provided when a full provider registry is not available.



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