

Troubleshooting Lab Results in Scotland

Unmatched Units

1. Select the **Status** column to sort the messages. Unmatched Units display in **Turquoise**.
2. Select the unit, right click and select **Copy**.
3. Now select **Tools** (at the top) - **Lookup** and then the **Units** tab.
4. Select **Add**.
5. Right-click in box on left hand side and select **Paste**.
6. Select the arrow in the middle find and select the appropriate units.
7. Select **Add to Translations**.



Training Tip - Don't forget to file the result.

Unmatched Patients

Select the **Patient** column heading to sort, **Unmatched** patients start with a *

- Check the patient's address and details on the lab result (bottom pane) and then either:
 - Right-click on the result and select **Assign to Patient**, or
 - If this is not your patient, select **Print** and where appropriate contact the lab. Now right click on the message and then select **Delete**.

Missing Staff

If the **Staff** column is blank:

1. Right click on the message and select **Allocate to Staff**.
2. Select the staff member required and then select **OK**.



Training Tip - Don't forget to file the result.

Read Codes Unmatched

1. Select the **Status** column to sort the messages.
2. Select the **Read code**, right-click and then select **Copy**.
3. Now select **Tools** (at the top) - **Lookup** and then the **Read Code** tab.
4. Select **Add**.
5. Right-click in box on left hand side and select **Paste**.
6. Select **Change**.
7. If you know the **Read code**, enter it, if not tick display by keyword and find the term required.
8. Select **Add to Translations**.



Training Tip - Don't forget to file the result.

Duplicate and Partial Results

Partial results display with a **Red** Folder.

In some cases results are sent at different stages. If this is the case the additional results are not greyed out. Either:

- Select the result, right click and select **File All**. Dependent on your health board/practice the tick box may be ticked or not ticked to give the option or not for clinicians to know that they are looking at updated results.
- If the result is a genuine duplicate, right click on the message and select **Cancel/Superseded**.

Read Codes That Start With 4

Valid **Read codes** that **Vision 3** can't match display in **Yellow**.

1. Notify the pathology lab.
2. In **Consultation Manager**, manually input results in the patient record, it might be easier to print the result out first.



Training Tip - To enter a **Read code**, start with #.

3. In **Mail Manager**, right click on the message and select **Message - Cancel/Superseded**.

Staff Identifier Not Matched

1. Select the **Staff** column to sort the messages.
2. Select the **Identifier**, right-click and select **Copy**.
3. Now select **Tools** (at the top) - **Local ID**.
4. Select **Add**.
5. Right-click in **Local Identifier** and then select **Paste**.
6. Select the appropriate **Staff Member**.
7. Select **OK**.



Training Tip - Don't forget to file the result.

Additional Training Tips

- Right clicking on an item only processes the one result. Use the toolbar options to process all results ticked. Remember to untick the results after completing the required action.
- For results where the status is **Available for filing** and none of the above apply, it is probably because you have mapped a similar result before. Right click on it and select **File All**.
- Remember to archive your results, select **File - Archive - Archive all message to which I have rights - Archive**.
- There are two tabs at the bottom of a result:
 - The **Result** tab displays the xml message as sent.
 - The **Labs Summary** attempts to recreate the paper form.