

**ERROR**

Not Orderable test: [OBSOLETE] Test name, source.

**Issue Type: Invalid Test Received from EOS**

Test is not part of the client's OCT.

**Issue Type: Invalid Test Received from EOS**

**SOLUTION**

- Click on **CANCEL TESTS** in the *Batch Processing screen* (if Cancel Tests is not an option, you have to select it in the Smart Menu) and cancel all. Order will be in a Cancelled status.
- Client corrects the order in their LIS—transmits the new test(s) using the exact same Medical Record and accession number.
- Order will now be in a Ready or Incomplete status in MayoAccess to batch.  
\*\*\*OR\*\*\*
- If the client does not want to fix or resend in their LIS but wants to get the batch to "Ready" in MayoAccess: Click on **EDIT ORDER**, then add on the correct test and continue through the screens. Then click on **CANCEL Tests** and cancel the obsolete test. Order will go to Ready or Incomplete.
- Client will often have to edit the order on their LIS for the results to file correctly.

- Click on **CANCEL TESTS** in the *Batch Processing screen*. Order will be in a Cancelled status.
- Client corrects the order in their LIS—transmits the new test(s) using the exact same Medical Record and accession number.
- Order will now be in a Ready or Incomplete status in MayoAccess to batch.

\*\*\*OR\*\*\*

- Click on **EDIT ORDER** in the *Batch Processing screen*. Add correct test.
- Click on **CANCEL TESTS** in the *Batch Processing screen*.
- Cancel the test that shows up—which will be the incorrect test they ordered. Order will then go to Ready.
- Client will often have to edit the order on their LIS for the results to file correctly.

\*\*\* OR\*\*\*

If this is a client specific profile that the client has not yet had added to their OCT, Contact Client Support team to add the test to the client's OCT.

- Fill out a manual downtime form for the test. (May be sent along with other tests that are batchable on the order if they exist.)

## ERROR

Client transmits an invalid test number—one that does not exist—or a Generic Orderable was sent incorrectly.

**Issue Type: Unknown Test Received**

Lab Order: No Tests are Included on the Order.

**Issue Type: Unknown Test Received**

Client transmits order with missing

- Last Name
- First Name
- DOB

**Issue Type: Missing Required to Save**

Client transmits order with missing

- Collection Date
- Collection Time

**Issue Type: Missing Required to Save**

Client sends duplicate component and profile on same order.

**Issue Type: Invalid Test Received from EOS**

## SOLUTION

- Re-submit the order with the correct test information and the same order number out of client's LIS.
- Click on **EDIT ORDER** in the *Batch Processing screen*. Step through it without changing anything. Order status will change to Ready.

- Re-submit the order with the correct test information and the same order number out of client's LIS.
- Click on **EDIT ORDER** in the *Batch Processing screen*. Step through it without changing anything. Order status will change to Ready.

\*\*\*OR\*\*\*

- Click on **EDIT ORDER** in the *Batch Processing screen*, add on the test and continue through the screens. Note: Client will also want to change it in their LIS.

- Highlight patient on *Batch Processing screen*.
- Select Demographics under Patient Menu.
- Fill in missing information.
- Order will now show up as Ready or Incomplete.

- Click on **EDIT ORDER**.
- Fill in missing information.
- Order will now show up as Ready or Incomplete.

- Click on **CANCEL TESTS** in the *Batch Processing screen*. Order will be in a Cancelled status.
- Client corrects the order in their LIS—transmits the new test(s) using the same Medical Record and a different accession number.
- Order will now be in a Ready or Incomplete status in MayoAccess to batch.

\*\*\* OR \*\*\*

- Click on **CANCEL TESTS** in the *Batch Processing screen*. Order will be in a Cancelled status.
- Order the test on a manual order with a different client accession number.



3050 Superior Drive NW  
Rochester, Minnesota 55901  
[www.MayoMedicalLaboratories.com](http://www.MayoMedicalLaboratories.com)  
800-533-1710

MC0153-09