



Rancho Los Amigos National Rehabilitation Center

INFORMATION MANAGEMENT SERVICES

POLICY AND PROCEDURE

SUBJECT: HIS Uncharged Orders Maintenance

Policy No.: IMS-525
Supersedes: 04/23/02
Revision Date: 06/26/13
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Background: Ancillary departments provide services to outpatients and inpatients utilizing the Affinity Order Management application. Requisitions are generated from Order Management, which notify ancillary departments which exams to provide to each patient. Ancillary departments that have chargeable order management items are required to disposition the order once the service is provided. There are instances where an order is placed and the exam is never performed. All Departments are required to review and disposition all uncharged orders outstanding for 90 or more days. IMS will audit the Uncharged Orders Report for all departments on a periodic basis for compliance.

Purpose: To provide the facility with a protocol for maintaining current, accurate, and complete data in the Order Management application. All exams not performed should be charged appropriately with the correct Not Done reason.

Scope: The scope of this procedure is to address the maintenance of the Order Management application specifically Uncharged Orders.

Ancillary Departments

1. Verifies the Departments uncharged orders do not exceed 90 days, by printing the Uncharged Orders Report at month end.
2. If order was performed, disposition order appropriately.
3. If order was not performed, select the Affinity Order Control\Charge Service application and charge the order(s) not performed as Not Done. Selects the correct Not Done Reason (Attachment A).

Information Management Systems

1. Prints the Uncharged Orders Report at month end, which displays outstanding orders for the last 12 months.
2. Notifies the Department Contact (Attachment B) of all outstanding orders older than 90 days.
3. Provides a copy of the Uncharged Orders Report to Affinity Oversight Committee on a monthly basis.

Rancho Los Amigos National Rehab Center
 DICTIONARY VALUE LIST
 1001047 - OC NOTDONE REASON
 Wed Mar 9, 2011 3:31 PM

Code	Description	Status	Fixed Value	Internal #
BLUE	BLUE SLIP GIVEN W/DISCHARGE	O		2404380
CA	TREATMENT CANCELLED	A		2801687
COS	CONSENT NEEDED	A		2403109
DISC	ORDER DISCONTINUED	A		2801526
DNW	PATIENT DID NOT WAIT	A		2000699
DUP	DUPLICATE ORDER	A		2402390
ERR	ORDERED IN ERROR	A		2000701
GEN	GENERIC ITEM NON BILLIABLE	A		2000700
HELD	ORDER HELD	A		2801525
IC	INAPPROPRIATE CONSULT	A		2404752
IL	PATIENT ILL	A		2801685
INADE	INADEQUATE SPECIMEN	A		2404382
IO	INCOMPLETE ORDERS	A		2403110
ISCI	INSUFFICIENT CLINICAL INFO	A		240000642
ISI	IMPAIRED SKIN INTEGRITY	A		2403111
LOA	LEAVE OF ABSENCE	A		2801519
MALFU	MACHINE MALFUNCION	A		240000686
MEDCO	MEDICAL CONDITION	A		240000660
NA	PATIENT NOT AVAILABLE	A		2801688
NOAUT	NO PRIOR AUTHORIZATION	A		2801676
NOFIN	NOT FINANCIALLY CLEARED	A		2801677
NPO	PATIENT NPO	A		2801522
NR	PATIENT NOT READY	A		2403112
NS	NO SHOW	A		2403113
OTH	OTHER	A		2403114
OW	OPEN WOUND	A		2403115
PD	PATIENT DISCHARGED	A		2403259
PE	PATIENT EXPIRED	A		240000051
PO	POST OP	A		2403116
POU	PATIENT OFF UNIT	A		2801524
PROCL	PRO AND CL INFO DOES NOT MATCH	A		240000658
PRODO	PROCE DONE TOO EARLY TO REPEAT	A		240001869
PSLP	PATIENT ASLEEP	A		2801527
PUD	PATIENT UNABLE TO DO	A		2403117
RFED	PATIENT REFUSED	A		2801523
SF	SYSTEM ERROR	A		240001391
SU	PATIENT TO SURGERY	A		2801686
TH	PERSONNEL NOT AVAILABLE	A		2801689
UNCOP	PT UNCOOPERATIVE	A		2801675

Rancho Los Amigos National Rehabilitation Center
Uncharged Orders Contact Person

DEPARTMENT/LOCATION	NAME
Medical Imaging X-Ray	Amelia Bernabe
Medical Imaging-MRI	Amelia Bernabe
Medical Imaging -CT	Amelia Bernabe
Medical Imaging-Ultrasound	Amelia Bernabe
Medical Imaging-Urology	Amelia Bernabe
Cardiology Lab	John Greenwood
Lab JPI B170	Boontar Valinluck
Microbiology Lab HB 205	Boontar Valinluck
Pathology	Boontar Valinluck
Nuclear Medicine Bldg 100 Rm 27	Mark Washington
Consult-Medicine	Keisha Bellmaster
Consults-Neuroscience	Keisha Bellmaster
Consult-Pediatrics	Keisha Bellmaster
Consults-Anesthesia	Keisha Bellmaster
Consults-Surgery	Keisha Bellmaster
Urology 55 Bldg 100	Amelia Bernabe
Nursing Resource Office	Vickie Bagley
Electrophysiology Comarr Bldg	Kristin Roberts
Cast Room	Jose Flores
Blood Bank	Boontar Valinluck
Morbidity	Sue Hwang
Consent	Sue Hwang