



Order Tracking Manager (OTM) Lab

Smarter teamwork, better data access, and more time for what matters: patient care.

Outdated laboratory information systems, manual data entry, and poor integration with other clinical systems are some of the challenges that lab clinicians at the Veterans Affairs Medical Centers face. These issues slow down test processing and result reporting, increasing the risk of errors and delays that can negatively impact timely diagnosis and patient care.

Order Tracking Manager (OTM) Lab is a web-based VistA/CPRS - integrated solution that leverages real-time data. It is designed to enhance communication between clerks, phlebotomists, and patients, so clinicians can efficiently manage lab appointments and simplify the phlebotomy collection process.

Benefits

- + **Streamline lab workflows** with a patient detail page that offers a comprehensive, at-a-glance view of patient data and a real-time, bidirectional interface with VistA.
- + **Boost productivity and efficiency** with the Appointment Worklist, which provides clear visibility into the day's appointments to streamline workflow. Easily identify patients without lab orders and send timely requests to providers to prevent delays.
- + **Support high reliability care** by improving operational efficiency and maintaining a strong focus on quality across your facility.



Features

- + List of all Lab clinic appointment(s) including patients added as walk-in(s)
- + Users can also see future and past appointments for selected clinics
- + View patients checked in for their appointments
- + Appointment is linked to Consults
- + The name of Clerk that created the Appointment along with any comments entered
- + The worklist has fast access to detailed updated patient information
- + Clerk review
 - › Update the status of the Lab visit
- + Scheduling
- + Phlebotomist Functions
 - › Review and sort existing uncollected orders using various data points
- + The Laboratory Worklist is filtered into specific categories for easy viewing
- + Waiting Room display board with visual and audio cues for each patient
- + Patient Assigned Queue number
- + Appointment Status
- + The status of the Patient in real-time as Ready, Called, With Phlebotomist, Call Again, Done and Assigned Window
- + Important comments created by clinic staff for any information
- + Metric Dashboard shows Real Time Lab and Patient Data
- + The Lab Module Reports
 - › Patient Timeline Report
 - › Productivity Summary
 - › Productivity Detail
- + The Lab Module is configurable
 - › User Configuration
 - › Administrative Configuration
 - › Waiting Room Board
 - › Configuration
 - › Clinic Location Configuration



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