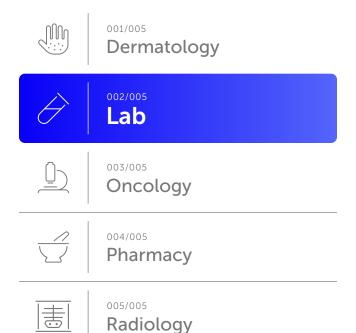DSS
INCORPORATED

# Order Tracking Manager

## Lab module

# Keep Veterans at the center of highly reliable care with Order Tracking Manager

**Order Tracking Manager** is a web-based, Veterans Health Information Systems and Technology Architecture (VistA) - integrated solution that leverages real-time data to provide clear oversight and task management for staff and administrators. With one specific location for this data, OTM helps avoid delays in patient care and extra work for administrative and medical staffs.

## OTM includes five unique modules

| | 001/005<br>Dermatology |
|---|---|
| | 002/005<br>**Lab** |
| | 003/005<br>Oncology |
| | 004/005<br>Pharmacy |
| | 005/005<br>Radiology |

## Achieve highly reliable Veteran care

Sensitivity to operations

Preoccupation with failure

Reluctance to simplify

Commitment to resilience

Deference to expertise

OTM supports VA's journey to becoming a High Reliability Organization (HRO) by providing multidisciplinary teams the opportunity to collaborate, placing patients at the center of care through operational efficiency and maximized care quality.

### HRO-centric features:

+ Critical code tracking, order status tracking

+ Visibility of patient data in one location to improve planning and communication across managed care teams for better outcomes

+ One-click filtering options for more efficient workflows

+ Fast access to detailed patient information

+ Customized worklist displaying real-time data through bi-directional interfacing

+ Display of critical lab values

## Leveraging bi-directional real-time data

OTM is designed to meet the unique demands of different workflows. A customizable Today Screen shows a filtered Worklist of different order types. A Metrics Dashboard provides real numbers in real-time. All relevant data from the different Worklists are presented in one easy-to-navigate screen, enabling users to drill down for an even closer look.

## Keep workflows in motion

Administrators can assign tasks to user roles, specific users, or clinic locations. OTM tracks the progress of every task from start to finish. For recurring tasks, OTM automatically reschedules by frequency, making things easier, and keeping everything and everyone on track.

# Lab module

OTM Lab is designed to enhance communication between clerks, phlebotomists, and patients, so sites can efficiently manage lab appointments and simplify the phlebotomy collect process.

## 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

+ 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

The Lab Module patient detail page allows users to easily view many data points regarding patient details at-a-glance and provides a real time bidirectional interface with VistA. View the appointment details at a patient centric level including attending and primary providers, service connection, primary eligibility, PACT assignment, vitals, service branch, service medals/ribbons, active allergies and other patient level statuses such as diabetic, nursing home, or a patient's disability status.

+ 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

+ Metric Dashboard shows Real Time Lab and Patient Data

+ The Lab Module Reports:
  › Patient Time Line Report
  › Productivity Summary
  › Productivity Detail

+ The Lab Module is configurable:
  › User Configuration
  › Administrative Configuration
  › Waiting Room Board
  › Configuration
  › Clinic Location Configuration

M23 - 2012 - 08

**Document Storage Systems, Inc. (DSS)** is a catalyst for health care innovation, keeping pace with evolving technologies as a solutions provider, systems integrator, and services contractor to the Department of Veterans Affairs. DSS is committed to assisting VA in its High Reliability Organization journey and delivering care quality for Veterans by meeting top initiatives, changing regulatory requirements, and implementing enhanced business transformation across VA enterprise.

**For more information**
Email: federalsales@dssinc.com
Phone: 561.284.7000
Web: dssinc.com

**Corporate headquarters**
12575 U.S. Hwy 1, Suite 200
Juno Beach, FL 33408