MEDITECH Expanse delivers integrated care which includes our Outreach Laboratory functionality as part of MEDITECH’s Laboratory and Microbiology solution. MEDITECH’s Outreach Laboratory integrates with outpatient and non-affiliated organizations, such as physicians’ offices, enabling outreach labs to operate efficiently and profitably.

**Optimize Workflow Utilizing Roles-Based Desktops**

MEDITECH’s Outreach Desktop centralizes access to common routines and reports used by outreach labs. From one screen, staff has the ability to:

- Enter requisitions individually or in a batch.
- Edit the client or patient ID.
- Enter, process, and print labels for standing orders.
- Assign and pre-print barcode labels.
- Enter and process customer issues.
- Track container distribution.
- Print letters and reports.
- Manage a callback list.

**Accession Specimens Efficiently and Accurately**

MEDITECH streamlines outreach requisitioning and specimen processing by giving staff the ability to:

- Enter orders for Laboratory, Microbiology, Blood Bank, and Pathology.
- Quickly enter orders with abridged patient information.
- Register patients and assign medical records, if necessary, after accessioning, reducing front-end paperwork.
- Pre-print bar-coded client requisitions and labels, eliminating the need to re-label collected specimens in the Laboratory and thereby reducing errors.
- Provide clients with the option of maintaining their own numbering wheel and patient identifiers.
- Perform batch requisitioning for off-site or corporate screenings.
- Check Medical Necessity at the time of ordering.
- Customize reference ranges within result groups for outreach clients.

**Track and Document Callbacks and Customer Service Issues**

MEDITECH’s Outreach promotes timely callback and efficient tracking of callback attempts. Staff can systematically call clients regarding specimen results, document call attempts, and log read-back using free or canned text. Audit trails are also available to log the time and date of all documented call attempts. Callbacks can be determined by:
● Requisition.
● Result.
● Specimen priority.
● Technologist intervention.
● Client criteria or parameters.

In addition, staff can log and track client issues, supplies, letters, and problems through the Outreach Customer Service feature.

**More Efficiently Manage Standing Orders**

Staff can easily enter standing orders, which enables managers to track these orders and determine workloads. Staff is able to:

- Create single and series orders.
- Enter a preliminary order, even when patient and specimen information is missing.
- Automatically cancel uncollected orders after a predetermined period of time.
- Avoid having standing orders appear on pending logs.
- Renew expiring series orders.
- Receive warnings when a series is complete.

**Provide Clients with Streamlined Outreach Billing Solutions**

Integration between MEDITECH’s Laboratory Information System and Revenue Cycle solutions help outreach labs smoothly and effectively handle patient and client billing to improve the timely payment of lab invoices. Our flexible billing procedures give your organization the ability to:

- Bill independently or integrate with your hospital’s billing system.
- Utilize unlimited fee schedules to offer each client specialized rates and discounts.
- Have charges automatically flow to Revenue Cycle once demographic information is complete.

**Produce Comprehensive Reports**

Managers have access to a variety of reports, which enables them to provide clients with the information they need, when they need it, and in the format they desire. Managers can efficiently:

- Handle multiple client addresses for reporting.
- Create client-centric reports, such as statistical, workflow, and patient reports.
- Determine how reports should be distributed, such as fax or email.

**Experience the Benefits of Integration**

Outreach labs have the option to integrate lab results with the patient’s medical record in the MEDITECH system. The inherent flexibility of our LIS gives your outreach lab the ability to:

- Populate the Electronic Health Record with patient results.
- Assign medical record numbers to patients not currently in the system.
- Transmit charge information to Revenue Cycle to help eliminate lost charges.

For more information, contact a MEDITECH Marketing Consultant.