Problem(s):

- a. I created an order using wrong chart#
- b. I created an order with the wrong doctor
- c. I created an order with the wrong date
- d. Order has wrong Mailed Date/Returned date
- e. This is/is not an FYI order
- f. Order needs to be "Marked as Not Mailed," or "Marked as Not

Returned." Using these tabs, instead of manually changing the date, ensures that the date is put back to the appropriate format.

Fix:

a. **Barnestorm Office**: Make sure patient is selected on the Main screen. (If not, you will need to enter the patient manually on the Track Orders Screen.)

b. Go to Orders>Track Orders

- c. Click on the order or key in the 9-digit Order#.
- d. Make the necessary changes, and click Save.

There is additional information on the left side of this screen, that explains how this screen works.

IMPORTANT: Modifications should only be made by the designated staff member with the appropriate permissions. If the order was mailed, extra steps may be required per your agency procedures.

NOTE: If you have 2 charts that share the same order number; or an order that shows the wrong patient and/or text, this is a different issue. You will need to follow the steps in this article: <u>Order Number Has</u> <u>Wrong Patient and/or Text</u>, to resolve that issue.

Knowledgebase

http://kb.barnestorm.biz/KnowledgebaseArticle51149.aspx