

The GP Surgeries
Via the OCCG Weekly Bulletin

10 May 2018

Question	Where do Results go when they are “Rejected” in EMIS?
Answer	Nowhere

Dear colleagues,

Although ICE has made a pivotal difference in reducing the number of results arriving at the wrong surgery, there are still issues with EMIS Lab Reports for ‘Unmatched’ patients where the details on the incoming result don’t match a Registered patient. The most common reason is because the request was made by hand NOT using ICE and the wrong GP surgery was put on the form – largely beyond your control.

When an “Unmatched” report appears in EMIS, please be aware that when you click “Reject”, the Report is simply DELETED in EMIS - it is **not** returned to the hospital (as the word reject implies). This is a clinical risk that concerns me and I have highlighted to EMIS.

Although the correct action for an unmatched Report in EMIS will often be to select the report and click “Reject”, you first need to communicate to the hospital that you have received misdirected correspondence so that they can try to identify to whom it should be sent. This may be best done by emailing ORH-Tr.OUHLaboratoryMedicineIT@nhs.net (or oxon.radiologyadvice@nhs.net for radiology). You could telephone through the OUH Switchboard 01865 741 166 (or the GP hotline 01865 234 560) asking for the path laboratory technician, or to speak with Radiology reception.

If you become aware of a compromise of care sufficient to warrant writing up a Significant Event Analysis because of this issue, please report the event via DATIX, so that we can use the event to help EMIS prioritise improving this part of their software to be more transparent.

Yours sincerely



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