The Clinical Studies Bulletin

Monday, December 17, 2018
HAPPY HOLIDAYS
TO YOU AND YOUR FAMILY

DEPARTMENTAL ANNOUNCEMENTS

WELCOME TO OUR LOCUMS:

- Dr Marc Raffe will be in Emergency & Critical Care December 17-23.

1. **GRAND ROUNDS!** This week’s seminar on *Wednesday, December 19, 2018* will be held at 8:30 – 9:30 am in Rm 1714 LLC. Presenting this week:

   Jaqueline Scott
   “Laparoscopic Splenectomy vs laparoscopic assisted splenectomy”

2. **OVC HEALTH & SAFETY COMMITTEE** is searching for a Faculty Member rep from Clinical Studies, as Fiona James is stepping down. **Thank You, Fiona, for your commitment.** If you are interested in becoming the Clinical Studies rep on this committee, contact the Chair’s office.

3. **OVC INFORMATION TECHNOLOGY SERVICES HOLIDAY UPDATE:** Attached at the end of this bulletin is a **BEST PRACTICES & WHY THEY IMPROVE PATIENT CARE** list to follow, especially over the Christmas break when OVC IT will not be around to ‘fix’ things. Following their tips will go a long way to improving the turnaround time for testing.

4. **SEARCH COMMITTEES UPDATES:**

   - Diagnostic Imaging [Tenure Track Assistant or Associate Professor](https://ovc.uoguelph.ca/clinical-studies/) – in process
   - Small Animal Surgery [3 yr CL Assistant Professor](https://ovc.uoguelph.ca/clinical-studies/) – in process
   - Radiation Oncology [3 yr CL Assistant Professor](https://ovc.uoguelph.ca/clinical-studies/) – in process
   - Cardiology [Tenure Track Assistant or Associate Professor](https://ovc.uoguelph.ca/clinical-studies/) – in process
   - Neurology – [Assistant Professor](https://ovc.uoguelph.ca/clinical-studies/) – in process
   - Large Animal Internal Medicine – Assistant or Associate Professor – in process

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*Unconscious Bias Training is a requirement to sit on any Faculty Search Committee and must be completed during each new Faculty Collective Agreement. Training for current committees must have been completed after July 2017 and confirmed with the Chair’s Office. The link to the online course is below if training has not been completed. [https://uoguelph.eu.qualtrics.com/jfe/form/SV_9Hc3pJm2XK5gczX](https://uoguelph.eu.qualtrics.com/jfe/form/SV_9Hc3pJm2XK5gczX)*
5. **Call For University Awards 2019** Nomination forms and details regarding the nomination process can be found on the University Secretariat website. The awards are to be given at convocation ceremonies beginning in 2019. **Nominations must be received by the University Secretariat by January 15, 2019.** For questions related to the nomination process, please contact univsec@uoguelph.ca.

6. **Faculty Information Exchange Series 2018-19: Best Practices in Graduate Student Supervision** Experienced graduate student supervisors will share tips that will help researchers build and maintain productive relationships with their students, assist students in successful, timely degree completion, and reduce and solve potential problems. **Tuesday, January 15, 2019 from 12:00 – 1:00 pm** More information is available on their website. [https://www.uoguelph.ca/research/alerts/content/faculty-information-exchange-series-2018-19-best-practices-graduate-student-supervision](https://www.uoguelph.ca/research/alerts/content/faculty-information-exchange-series-2018-19-best-practices-graduate-student-supervision)

7. **Course Outline Manager Tool** The Course Outline Manager Tool should be used to create draft course outlines for new course addition submissions. These include new undergraduate, associate diploma and graduate courses making their way through governance. Using the tool in advance of the approval process will help streamline the process and support implementation of new courses once approved. If you need assistance, there are help videos and tutorials available, as well as CourseLink Technical Support at courselink@uoguelph.ca.

8. **INSTRUCTOR EVALUATIONS for W19** using CEVAL (Phase 1-3) are now open and will be available up until the last day before each of their final exams (not available Dec 21-Jan 7). **Faculty are encouraged to remind students to complete the online survey.** The link for students has been posted to the Clinical Studies website under Instructor Evaluations (CEVAL) on the Forms & Links of Interest (Misc Forms) tab.
BEST PRACTICES & WHY THEY IMPROVE PATIENT CARE

STRINGSOFT LAB ORDERS - Best Practices and WHY they improve patient care

* Before entering any medical data in Stringsoft, please click on the top left StringSoft logo, select Log on as another user and logon with your own Stringsoft account. Why? This ensures the correct individual’s name is associated with SOAPS, lab orders, treatments, etc.

* Select your own name for the Vet ID and include your iPhone # in the history. Why? AHL may need clarification on testing requirements and all they can go by is the User ID associated with the electronic order. They lose a lot of time calling the wrong clinician for information, which impacts patient care.

* When submitting multiple samples for cultures, indicate if the samples can be pooled. Why? You save our clients unnecessary expenses if samples can be pooled.

* EOH cases: Make sure the patient medical record has all the core patient data before placing a lab order, i.e. Patient name, Sex, Species AND Breed. Why? Without this core data, the lab interface cannot relay your order to AHL, and this causes unnecessary delays in testing.

* EOH STAT CBC’s, Profiles or Cytologies: If requiring STAT results Out Of Hours, please order the special Out of Hours tests we set up for EEC. The test names all start with ‘OOH’ and include the Stat fee. Why? If you order the inappropriate (non-STAT) tests, AHL removes those tests and adds the right ones to Labvantage, but are unable to add the correct OOH test to Stringsoft. Meanwhile, the OOH charges are not on the client’s bill and the charges will to be written off if they are not billed in a timely manner.

* Remember to SEND the order when it is complete! Why? AHL can’t process your sample if they do not have the electronic order to ‘receive’.

* Price quotes: Please use Stringsoft’s Product or Service Price Check to lookup client’s fees for AHL lab tests. Enter a keyword or the AHL fee guide test code and press ENTER to get the list of tests and the OVC charge for these tests. Why? AHL fee guide does not include OVC’s markup

* If you leave your Stringsoft session, even for 10 minutes, save whatever it is you’re working on and click Log on as another user to ensure that others do not update medical records under your identity. Why? AHL won’t be calling YOU for information on an order someone else placed under your account name. This is a legal document, it should accurately reflect who is responsible for the patient’s care.

Terminology:

A Lab case ID is equivalent to ONE AHL Submission ID. Any problems with an order, the Lab Case ID is what we need to be able to help you.

Email news and updates to csevents@uoguelph.ca by Friday @ noon. Thanks!
A unique ACC # is required for each specimen you submit to AHL

Each specimen/Acc # can have more than one test ordered on it.

Tag # is where you record Donor names for Crossmatch samples, or the Tag # of the Farm Service herd animal being tested.

Acquisition Site is necessary for tissue samples, or methods the samples were drawn.

The flow:

1. Start order, add sample/test, save. Add a STAT charge on same link/acc # if test is STAT.
2. Order any other tests to be done on that sample, save.
3. Generate a new Accession ID for next sample/tests, saving after each test.
4. Repeat till all samples and tests are recorded and save.
5. Print the labels, check off STAT on the label, if the test is required STAT.
6. SEND THE ORDER!!!

ICU: OOH Tests – the OOH tests include the STAT fees.

If regular turnaround time is sufficient, just order the standard test, regardless of the date/time/AHL being open.

If AHL is still open and the test is required STAT, order the test plus the STAT charge.

If AHL is closed and the test is required STAT, order one of the OOH tests, and AHL will call in technicians run the tests immediately.

The Lab instruction field under the test name has order hints and often lists what parameters are included in that particular test.

Redirecting the charge for lab orders

If you forget to add/charge the alternate billing contact for these tests, you can edit the invoice charge and redirect it afterwards. No need to delete and start over.

Necropsy orders – Enter the necropsy test order first, then the disposal method. (Communal vs PC).

If the body is to be held for private cremation, the private cremation order requires one Acc ID for the carcass, and another Acc ID for the (outgoing) Remains.
Disposal orders (no PM) – Any carcass going to AHL requires an AHL order for the disposal

Private Cremations (no PM) – Only bodies to be held at AHL for pickup need a Private Cremation order.

Mistakes/Add-ons – call Elizabeth Reemeyer Ext. 54691 or AHL Spec room 54530

* To add tests to an order already in progress, call AHL reception and have them add it for you, and adjust client invoice.

* To cancel a test & remove charges, notify AHL Reception (or me) and provide them with the Lab Case ID & Accession # for the test.

* Never change/add or edit a sent order, and NEVER resend a lab order. It duplicates what you’ve already sent and causes a lot of date entry issues for AHL

Print the Specimen Labels

If you SEND the order and then edit Lab order to print the labels, you are less likely to forget to SEND the submission. If you forget to SEND the order, please call me and let me push it across for you. If you edit an unsent order and SEND it, it will fail to cross because the Veterinarian name will be the name of whoever’s account you are on at the time.