

News from

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NovoPath's Discrepancy Module

How does your lab handle case discrepancies? As much as we try to avoid any discrepancies in the lab workflow, they will occur at times, so be prepared and let us help you out. Move away from a manual workflow with an integrated, electronic solution. NovoPath now offers a compliant way for lab administrators to manage the discrepancy workflow. This integrated aides by defining custom categories – whether it be paperwork inconsistencies, missing specimens, incorrect labeling or anything else. The module includes a record of the resolution and a section to store notes. Lab users can manage the discrepancies more easily with discrepancy worklists to ensure nothing falls through the cracks. As a heads up, we plan to dedicate our first quarterly webinar in March to highlight the benefits of our Discrepancy Module. We hope you'll join us to learn how this module can add value to your lab's workflow. If you are interested in learning about this module now, please reach out to your Client Services rep or email us at our general inbox: clientservices@novopath.com

Discrepancy Module Highlights:

- ✓ Manages Discrepancy Workflow
- ✓ Defines Custom Categories
- ✓ Notes Section
- ✓ Records Resolution
- ✓ Aids In Complianceand more!

Webinar Schedule 2020

March: Discrepancy Module

June: Useful Tips, Tricks & Suggestions

September: Staff Scheduler & Case Distribution

December: NovoPath X20

This Webinar schedule may be subject to change. We hope you can join us for our quarterly webinars. Please look for your email invitation to register and join our presentations!

User Quick Tips

Q: How can I resubmit a failed delivery for an HL7 result?

A: Users can resubmit failed jobs by going to the NovoDeliver Log. Here users can check the box for the failed delivery and click the 'Resubmit' box. To check if the job was successfully resubmitted, simply filter for the case and ensure the status notes a successful delivery. The screenshot below may be helpful. Need assistance? Contact our Support Team at support@novopath.com

Screenshot to the right shows the
NovoDeliver Client – Log Table

Resubmit A Report
Delivery

All	Type	File	Status	Destination	Details	Date Processed	Created By	Client Code	Contact Number
1	PDF	SP16-00002.doc	PCFas	John Smith @ NERMO@SERV11111	Success	2/11/2016 8:53:00 PM	novos	UKSR	
2	PDF	SP16-00001.doc	PCFas	John Smith @ NERMO@SERV11111	Success	2/10/2016 6:20:00 PM	novos	UKSR	
3	PDF	SP16-00001.doc	PCFas	@	Success	2/10/2016 6:08:00 PM	novos	UKSR	
4	PDF	SP16-00001.doc	PCFas	@	Success	2/10/2016 6:04:00 PM	novos	UKSR	
5	PDF	SP16-00000.doc	PCFas	@	Success	2/10/2016 4:54:00 PM	novos	UKSR	
6	ER	016-00001	Failed	BlackPathologyReport	BlackPathologyReport template is	2/10/2016 1:07:00 PM	cl		
7	PDF	016-00000.doc	PCFas	@	Success	2/8/2016 10:22:00 AM	mpa	UKSR	
8	ER	016-00001	Failed	BlackPathologyReport	BlackPathologyReport template is	2/8/2016 5:04:00 PM	cl		
9	Fax	S16-00019.doc	Failed	John Smith @ 732292028@1	BlackPathologyReport template is	2/1/2016 1:32:00 PM	mpa	UKSR	
10	Fax	S16-00019.doc	Failed / Resubmitted	John Smith @ 732292028@1	required for another	2/1/2016 1:17:00 PM	mpa	UKSR	
11	Email	S16-00019	Failed	John Smith @ novos@novopath.com	Possible Reasons:	2/1/2016 1:17:00 PM	mpa	UKSR	
12	Print	S16-00019.doc	Printed	John Smith @ 1@		2/1/2016 1:17:00 PM	mpa	UKSR	
13	PDF	S16-00019.doc	PCFas	John Smith @ NERMO@SERV11111	Success				

Client CRM Updates

NovoPath wants to make sure you have all the latest updates on our products and services. Help us keep our records up to date! Clients, please be on the lookout for an email from NovoPath's Client Services team. This email will have a list of contacts for your facility. We ask that you review the list, make any necessary changes and return it to us. NovoPath will apply the changes in our CRM system, which it utilizes for sending client communications including general correspondence letters, quarterly newsletters and quarterly webinar invitations. We appreciate your time and cooperation on this important matter. Questions or Concerns may be directed to clientservices@novopath.com