

FAQ:
MiChart Release Time Consolidation for Routine Lab Draws

Q: When will the new release time consolidation go into effect?

A: The new MiChart release time schedule for routine lab draws will go live on December 4, 2023.

Q: Why is this change happening?

A: Routine lab orders are currently released from MiChart to SoftID 10x per day. Consolidating orders into four release times each day will give phlebotomists greater visibility of upcoming labs, for a longer window of time, so orders can be combined for routine draws when multiple lab orders are placed.

Q: What will the new release times be?

Release Time Start	Orders Released From	Orders Released Until
AM Draw	3:00am	10:00am
Routine Afternoon	10:01am	15:00pm
Routine Evening	15:01pm	23:00pm
Routine Night	23:01pm	2:59am

Q: Will this change delay labs throughout the day?

A: No. Providers can choose to include orders in the current time window and these orders will be released immediately.

The screenshot shows the 'Basic Metabolic Panel' interface. At the top right, there are 'Accept' and 'Cancel' buttons. The 'Frequency' section includes a search bar with 'Next Routine Collect' and several buttons: 'Next Routine Collect', 'STAT', 'AM Draw', 'Routine Afternoon (draw by 1500)', 'Routine Evening (draw by 2300)', and 'Routine Night (draw by 0300)'. Below this, the 'Starting' section shows the date '11/10/2023' with 'Today' and 'Tomorrow' buttons. The 'For' section shows the number '1' with 'Occurrences', 'Hours', 'Days', and 'Weeks' buttons. The 'First Occurrence' section has 'Include Now' and 'As Scheduled' buttons. At the bottom, it displays 'First Occurrence: Today 1500' and 'Final Occurrence: Today 1500'. A small calendar icon is visible in the bottom right corner.

Q: Will the change impact AM labs?

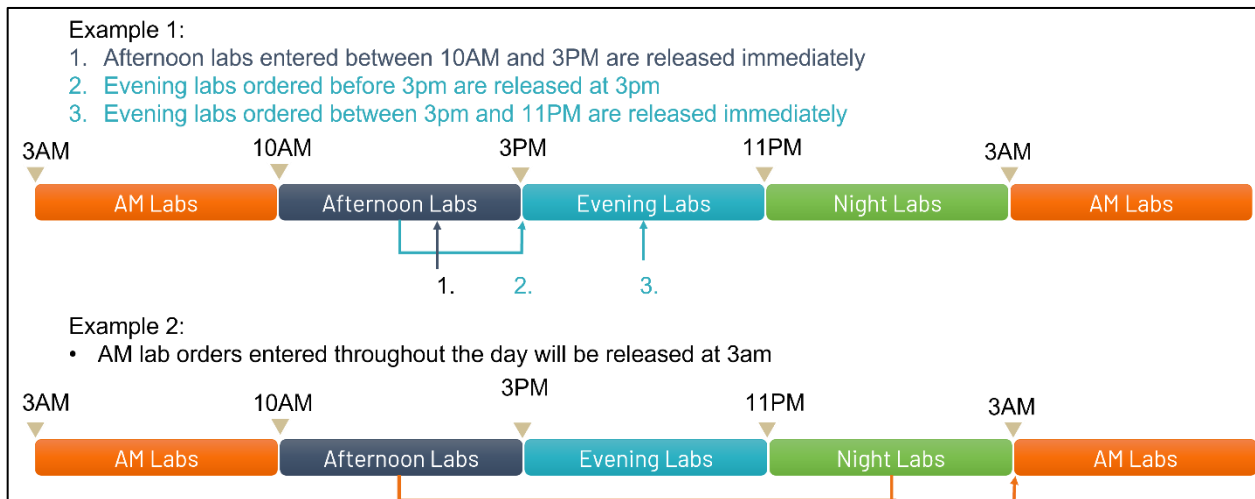
A: No, the release time for AM labs will remain the same but be more inclusive of the entire morning.

Q: Will the change impact STAT and Time Critical labs?

A: No, the change targets “routine” labs only.

Q: Will this change mean a reduction in service?

A: No. Orders can still be released immediately in the current time window. The expectation is that service levels will improve overall, as phlebotomists will be able to combine routine draws for multiple labs scheduled throughout the day.



Q: What metrics will be monitored to ensure this change does not have a negative impact?

A: Phlebotomy’s standard service level is to collect routine labs within 240 minutes (about 4 hours). We will monitor that metric to assess service reduction or improvements. We will continue to monitor the turnaround time for routine, stat, and time critical lab orders.

Q: How will this change benefit patients?

A: Patients can expect fewer pokes throughout the day as phlebotomists will be able to see what labs are scheduled for a longer window of time and draw multiple labs at once.

Q: Can orders be changed after they have been released?

A: No, both now and after this change, once an order has been released it cannot be changed. Follow normal reordering process if an order needs to be modified.

Q: How will Nursing be impacted?

A: Nurse Collect orders will batch more efficiently to worklist shifts. This will help manage the day’s workload more effectively in coordination with other tasks.