

Managing the Results Inbox

Last Modified on 17/01/2025 2:07 pm AEDT

Review and action patient results from the Results Inbox. Actions include setting up a recall for the patient, sending them an SMS and assigning tasks to the nursing team. You can also review and action results using the [Doctor's app](#).

Useful Tips:

- 1) Display results beside the Inbox (not below) via Clinical > My Options: Results Inbox Layout = [Left to Right](#) (Zedmed v37 required).
- 2) Modify and create your own Action buttons as explained in our [Customise Results Inbox](#) guide.

Understanding the workflow

How results arrive

The Results Inbox receives results in three ways: electronically from laboratories, from staff who [Scan hard copies](#) and via the [Attach Document](#) option on the Summary Views > Results & Incoming Documents tabs. Files received via the Scan or Attach options require staff to designate the file as a Result or a Document. For electronically received files, this is done automatically.

For this guide, the term 'results' can apply to files designated as a Result or Document, as documents can include letters that accompany lab results and the outcomes of non-lab referrals.

What clinicians see

Incoming results for all patients appear in the Results Inbox and each result is automatically linked to the patient who had the test and to the doctor who created the referral. Nurses can see and monitor all results in the Results Inbox and manually link them to patients or doctors if required. Doctors see results for the referrals they have issued and results that do not have a doctor assigned. If a mistake is made and you need to change or assign the patient or doctor linked to a result, see the [Assign or Reassign results guide](#).

What clinicians can do

Once a result has been reviewed, the Actions buttons at the bottom of the inbox are used to initiate the follow-up, for example, booking an appointment, sending the patient an SMS or having a nurse call the patient. There are buttons for specific actions (configured by the practice) and an 'Update Result' action button that allows the clinician to manually initiate any possible follow-up. To learn more, see [Quick Actions & Update Results](#).

When an action is taken, the result's status is automatically updated from (I) Initial to (P) Pending. When no further actions are required, the status is manually changed to Complete and the result will disappear from the Inbox. To learn more, see [Status Types](#).

Example of a workflow

1. A patient gets a referral for a blood test from Dr. Davis.
2. The patient goes to the lab and gets the blood test.
3. The lab sends the results electronically to the clinic (received by the Zedmed server).
4. The blood test arrives in the Results Inbox, and Dr. Davis can see it (because he is the referring doctor).
5. Dr. Davis selects the Update Result Action button and uses it to send a message to a nurse/patient to make an appointment.
6. The patient comes in and Dr. Davis opens the results in the patient's Summary Views and explains them.
7. Dr. Davis changes the blood test status to Complete, and they are removed from the Results Inbox.

Results status types

All results have a status assigned to help manage their workflow. The status types are (I) Initial, (P) Pending and (C) Complete.

- (I) Initial—no one has looked at the results. They arrive in the Result Inbox and Patient Summary View with this status.
- (P) Actioned - results that have been looked at and are awaiting further action.
- (C) Complete - means no further action is required. Results were discussed with the patient or did not need to be.

In the **Results Inbox** - when an action is taken for a result with status (I) **Initial**, it is automatically updated to (P) **Pending**. The only manual status update that can be made is to **Complete**, which will remove it from the Results Inbox. To add it back, you would go to Summary Views and manually change it back to P or I.

Patient	Assigned To	Result Reported Date	Result Collected Date	* Result Type	Result Description
Holloway, Mr Knut	Davis, Dr Phillip (PDAVIS)	26/07/2024		Document	GP Referral
P Black, Emma	Administrator (Clinical)	26/07/2024		Result	FBC

In a patient's **Summary Views Results** tab, all 3 status types will appear, and the doctor can manually change a result to one of them.

Problem	Date	Status	Description
Referrals	26/07/2024	I	LFT
Results	26/07/2024	P	FBC
Results	06/09/2022	C	Xray of L hand
Immunisations	07/02/2020	I	Chemistry: EL

Change Result Status

- I Initial
- P Pending
- C Complete

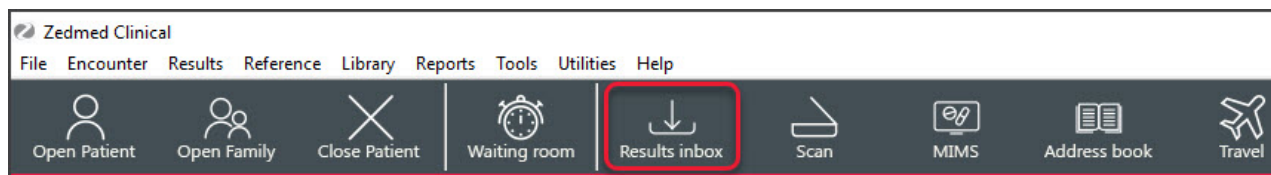
Navigating the Results Inbox

The Results inbox is used to manage patients' results in one place, and ensure they are quickly assigned to a patient and action by a practitioner. You can right-click results and documents to access many of the options described in

this guide.

Opening the Results Inbox

Go to Zedmed's **Reception** tab and select **Clinical Records**, then select **Results Inbox** from the clinical menu.



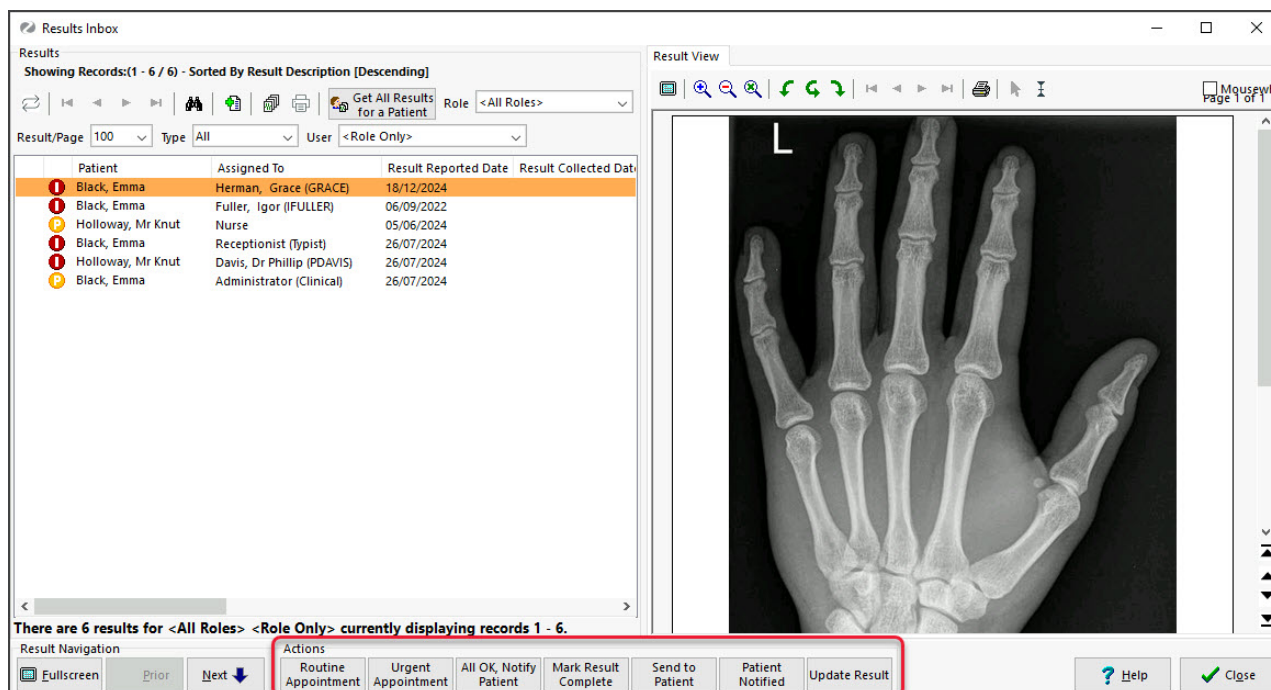
Viewing the results

The information shown for each result includes:

- **Status** - a red I (initial) icon means the result has not been actioned.
- **Result Type** - Will show **Results** (Pathology or Radiology) or **Document** (a letter from a hospital, specialist or provider).
- **Message** - comments added to actioned results like a message to a nurse to call a patient + a note that they are coming in.

Opening a result

Select a patient and their results will appear in the **Result View** section.



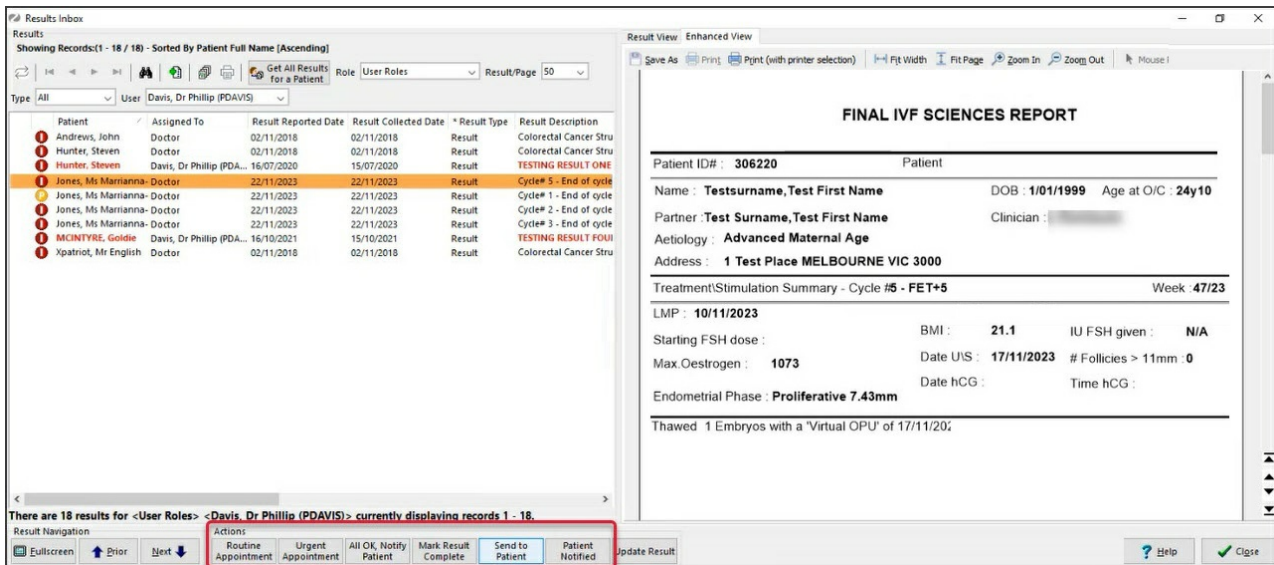
Quick Action buttons (preconfigured)

You can configure buttons for specific follow-up actions. When you click one of these buttons, its action will be immediately applied. Zedmed comes with Quick Action buttons, and the practice can create their own under the Results tab in Global Options.

Examples of quick action buttons:

- **Routine Appointment** - The result is sent to the nursing staff inbox so a nurse can make an appointment.
- **Urgent Appointment** - Result sent to the nurses to make an urgent appointment. An urgent flag is added to the first column.
- **No Action Required** - No action is required and the results will be marked as complete.
- **Mark Result Complete** (the doctor has completed the follow-up.) The results will be removed from the Inbox.
- **Patient Notified** - The doctor has spoken to the patient. You will then be prompted if you want to select Complete.
- **Send to patient** - Uses **Secure Send** to send a copy of the results of the patient and Cc practitioners.

Summary Views > Results are also supported by Secure Send.



Update Result button

This option opens the **Update Results** screen, which can be used to initiate a follow-up action.

Recommended steps for updating results:

1. Review the **Audit trail** section to check what, if anything, has been done with this result.
2. Check the **Next Appointment** section to see if the patient has an appointment.
3. Follow up on the result using any of the 5 actions explained below the screenshot: Call or SMS the patient, forward the result to another clinician to follow up, add to your To Do list or book an appointment.
4. If the patient was contacted, select the **Patient Notified** button and the date will be recorded above the button.
5. If no further action is required, right-click the result and select **Mark Document Complete**.

Update Result

Patient Details
 Black, Emma
 30 3rd Street ELLEN GROVE 4078
 (H) (W) (M) 0409211060

File No:

Patient Notified
 Date: / /
 Patient Notified

Priority
 Routine
 Urgent

Common Phrases
 All OK, no appt needed
 Appt made for
 Doctor requires file
 Make appt when patient calls
 Nurse make appt urgent.
 Patient notified, OK, set as Complete
 Patient refuses to come back!!!
 Recall required for 6 12 24 months
 Recall set for 6 12 24 months
 Reason for patient, make appt app

Today's Message
 SMS this message to the patient

Currently Assigned To
Herman, Grace (GRACE)

Next Appointment
 None scheduled

Action
 Send To User:
 Davis, Dr Phillip (PDAVIS) v
 Send To Role:
 Nurse v
 Complete

Add To Do List Add Recall

Audit Trail

Date	Performed By	Assigned To	Message
18/12/2024 11:03:09 AM	PDAVIS	GRACE	Result Created (Image) and Result Linked to Patie

Result update options

1) Call the patient using the phone number displayed.

2) SMS a patient who has a mobile phone displayed:

1. Select **SMS this message to the patient** (tick box).
2. Compose a message by selecting from **Common Phrases** or typing into **Today's Message** box.'
3. Select the **Save** button to send the SMS.

The Send button in the screenshot above will display **Save** when SMS is selected.

3) Send the results to someone to follow up:

1. Compose a message by selecting from **Common Phrases** or typing into **Today's Message** box.
2. Under **Priority**, select **Routine** or **Urgent**.
3. Select **Send To User** and select the user - or - select **Send To Role** and select a role like **Nurse**.

If you send to a role, everyone with that role will see the result.

4. Select **Send**.

4) Add a follow-up action to the doctor's To-Do List:

1. Select **Add To Do List** to open the **To Do List**.
2. Select **Add to List**.
3. Fill in the **Add to List** information and select **OK**.

5) Add a Recall to get the patient back for an appointment:

1. Select the **Add Recall** button to open the **Recalls** screen.
2. Select **New** then select the **Recall Type** from the drop-down list.
3. Select the **Maturity Date** for the patient to come in on.
4. Select **OK**, then **OK** on the **Recalls** screen. The nursing team will be sent the request.

Display setup

By default, the Results Inbox displays the selected result below it. Zedmed v37 and later allows you to display the results beside the Results Inbox.

To enable this, from **Clinical**, select **Tools > My Options** and select **Left to Right**.

The screenshot shows the 'My Options' configuration window with the following sections:

- General** (selected tab)
- Drug Options**
- Document Handling**
- Function Selections**
- My Health Record**

Defaults

- Show Pathology Details Form
- Show Pathology Paper Request Prompt
- CRS Close Prompt
- Show Audit Records
- Problem Quick Select
- Patient Close Prompt
- Show Graph Values
- Show Main Button Captions
- Show Encounter Button Captions
- Show Mark Referral As Complete Prompt
- ACIR Immunisation Prompt
- Show Problem Criticality
- Default ICPC search to show Problems / Symptoms Only
- Default to viewing enhanced Results view (PDF or RTF)

Problem Search Type

- ICPC Search
- My Most Recent

Images (Zoom To)

- Page Width
- Whole Page
- Custom Size (%) 1

Show Alert Dialog if Patient:

- Pregnant
- Breast Feeding
- Elite Sports Person
- Age Greater Than [] Years
- Has Recalls Due/Overdue
- Has Pending / Initial Results
- Overdue Influenza for Patients Over [] Years

Results Inbox Layout

- Top to bottom
- Left to right