Howdy Computerized Phlebotomy Login Process

C3-C1 Conversion Project

User Manual

Laboratory Patch LR*5.2*405

January 2012

Revision History

Date	Revision	Description	Author
June 2010	1.0	Initial draft version v1.0	CBeynon
July 2010	1.1	Added content	CBeynon
August 2010	1.2	Added content	LHarmon
August 2010	1.3	Prepared for release	CBeynon
August 2010	1.4	Added Blood Bank Clearance	LHarmon
September 2010	1.5	Updates after review	CBeynon
October 2010		Changed dates to October	CBeynon
December 2010		Changed dates to January 2011	CBeynon
January 2011	1.6	Revised section: User Instructions	CBeynon
February 2011	1.7	• Changed dates to February 2011 • Made adjustments to the usage of *option* • Modified Introduction bullet points	CBeynon
April 2011	1.8	• Changed dates to April 2011 • Updated with the IG and TM	CBeynon
April 2011	1.9	• Changed dates to May 2011 • Added TL and DH updates (new checksums)	CBeynon
May 2011	1.10	• Added PMH updates • Added updates from latest build t11	CBeynon
June 2011	1.11	• Changed dates to June 2011 • Updated page 15, #8: replace *is your best bet* with *works well for a majority of sites*	CBeynon
July 2011	1.12	• Changed dates to July 2011 • Added **Note:** The bingo board process was validated using a printer to verify functionality. Using a display monitor for the bingo board functionality was not tested, but may be included in a future release.	CBeynon
August 2011	1.13	• Changed dates to August 2011 • Updated with information for release build	CBeynon
September 2011	1.14	• Changed dates to September 2011 • Changed BCE Compatible to Print at Point of Collection (PPOC) and BCE to PPOC	CBeynon
October 2011	1.15	• Changed dates to October 2011 • Added note about Exclude Clinics	CBeynon

Date	Revision	Description	Author
November 2011	1.16	• Changed dates to November 2011 • Updated with information for the final build • Updated with comments from MB	CBeynon
December 2011	1.17	• Changed dates to December 2011 • Prepped for national release	CBeynon
January 2012	1.18	• Changed dates to January 2012 • Updated checksums	CBeynon

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Introduction

Patch LR*5.2*405 introduces the Howdy Computerized Phlebotomy Login Process as an automated laboratory check-in application which can be used within the Veterans Health Information Systems and Technology Architecture (VistA) Laboratory module. This software performs the following functions:

- Howdy automates laboratory check-in, accessioning of orders, and printing of specimen labels
- Howdy captures collection process times and provides the information required to create phlebotomy performance reports
- Howdy eliminates the need for a hand-written log book for sign-in where the patient's name and SSN can be compromised
- Howdy can utilize bar code technology to assist in the process of patient and specimen identification

Blood Bank Clearance

VistA Laboratory Patch LR*5.2*405 contains changes to software controlled by VHA.

```
EFFECT ON BLOOD BANK FUNCTIONAL REQUIREMENTS: Patch LR*5.2*405 does not
    contain any changes to the VISTA BLOOD BANK Software as defined by VHA
    DIRECTIVE 2004-058 titled VISTA BLOOD BANK SOFTWARE VERSION 5.2.

EFFECT ON BLOOD BANK FUNCTIONAL REQUIREMENTS: Patch LR*5.2*405 does not alter
    or modify any software design safeguards or safety critical elements
    functions.

RISK ANALYSIS: Changes made by patch LR*5.2*405 have no effect on Blood Bank
    software functionality, therefore RISK is none.

VALIDATION REQUIREMENTS BY OPTION: Because of the nature of the changes made,
    no specific validation requirements exist as a result of installation of
    this patch.
```

User Instructions

Review the *Howdy Technical Manual* in conjunction with the workflow assessments to assist in making decisions affecting configuration of the software and distribution of the hardware (computer workstations, bar code/strip readers, and label printers), and specifically affecting the choice of menu for initial implementation (Traditional or Print at Point of Collection (PPOC)). Regardless of menu choice, first configure the Howdy software according to local business rules (EDIT HOWDY SITE FILE).

Implementation of the additional Howdy menu options provides for patient check-in, order selection and accessioning, and label printing, as well as optional capture of actual collector and actual lab receipt time.

Howdy Menu Options

The VistA Howdy Computerized Phlebotomy Login Process provides two configurations for outpatient phlebotomy collection.
1. **Howdy Main Menu**
   Use this menu for the traditional Howdy process.
2. **Howdy PPOC Main Menu**
   Use this menu if you implement the Print at Point of Collection (PPOC) process.

```
Select OPTION NAME: HOWDY
     1    HOWDY MAIN MENU          HOWDY MAIN MENU
     2    HOWDY PPOC MAIN MENU     HOWDY PPOC MAIN MENU
```

Menu Option 6: Edit Howdy Site File [LRHY SITE FILE EDIT]

Notes:
> **Howdy Site File**
> The menu option Edit Howdy Site File [LRHY SITE FILE EDIT] is included in both the Howdy Main Menu and Howdy PPOC Main Menu.
>
> **Exclude Clinic**
> If an order for the *excluded clinic* is for **today**, the order will accession.
> If an order for the *excluded clinic* is for **tomorrow**, and you run the program, the order will be ignored.

This menu option enables the LRHY keyholder to edit the Howdy Site File.

> **Note:** Give the key only to lab personnel (LIM/ADPAC) who understand:

- Business rules of the lab and
- How the Howdy Site File (#69.86) parameters dictate this functionality.

```
Select HOWDY MAIN MENU Option:  EDIT   EDIT HOWDY SITE FILE
EDIT WHICH FIELD: ALL//


Select HOWDY SITE FILE NAME: [ENTER SITE FILE NAME]


Select HOWDY PPOC MAIN MENU Option:  EDIT   EDIT HOWDY SITE FILE
EDIT WHICH FIELD: ALL//


Select HOWDY SITE FILE NAME: [ENTER SITE FILE NAME]
```

> **Note:** Refer to the *Howdy Technical Manual* for detailed information on how to configure Howdy.

Howdy Main Menu [LRHY HOWDY MAIN MENU]

This menu provides access to the traditional Howdy Main Menu.

```
Select OPTION NAME: HOWDY MAIN MENU        HOWDY MAIN MENU

(1)    SCAN   SCAN PATIENT CARD
(2)    PL     PHLEBOTOMY LOG
(3)    IN     SCAN SPECIMENS INTO LAB
(4)    TRAK   TRACK COLLECTION
(5)    WAIT   PATIENT WAIT TIME
(6)    EDIT   EDIT HOWDY SITE FILE
```

Menu Option 1: Scan Patient Card [LRHY PATIENT CARD SCAN]

This menu option enables Howdy to
- search and select laboratory orders for specimen collection through preferred scanning of the VIC when a patient arrives at the phlebotomy area
- initiate label printing

This requires a VistA session open to the Scan Patient Card menu option.

1. Select the **SCAN PATIENT CARD** menu option.
2. Type in the name of the Howdy Site File you are using (medical center or CBOC name, etc.).
3. Press **Enter**.
4. Select the shared printer that prints the bar code accession/order labels.
5. The prompt, **Please swipe your ID CARD or Type SSN:** displays.

```
Select HOWDY MAIN MENU Option:  SCAN    SCAN PATIENT CARD
Select HOWDY SITE FILE NAME: YOUR SITE
```

```
Choose a label printer: HOWDY PRINTER


Please swipe your ID CARD or Type SSN:
```

The following is an example of the display on the computer monitor when a veteran swipes the VIC and existing orders are found that meet the criteria.

<Card is swiped>

```
Searching the database for orders...
```

```
                    Howdy <Patient's Name>
                 Welcome to <Medical Center Name>
               Your Host is <Pathology Service Chief>,
                        Chief of Service
                   Orders for date: 10/01/2010
                      Please take a seat.
             We will call for you in just a few minutes.
          We respect YOUR service to the United States of America.
                              AND
                  We appreciate your patience.
                Please check with clerk at the Desk
```

Alternative Howdy Screen Displays

Howdy is unable to find any lab orders

```
Please swipe your ID CARD or Type SSN:


No Orders found. Please check with clerk at the Desk
NO ORDERS
```

VIC card is faulty

```
Please swipe your ID CARD or Type SSN:


Didn't read that Partner. Try again.


Please ask the clerk for assistance.


Please check with clerk at the Desk.
```

Howdy encounters multiple days with lab orders

```
Please swipe your ID CARD or Type SSN:


MULTIPLE DAYS WITH ORDERS
MULTIPLE ORDERS


Please check with clerk at the Desk.
```

The patient is not in the VistA database

```
Please swipe your ID CARD or Type SSN:

The SSN cannot be found:
No record for this person.
```

Menu Option 2: Phlebotomy Log [LRHY PHLEBOTOMY LOG]

This menu option captures the phlebotomy collection time and collector ID.

> **Note:** For use by all phlebotomists, you must have a separate, secure monitor in the Phlebotomy area with a VistA session open to the PHLEBOTOMY LOG menu option.

1. Select the **PHLEBOTOMY LOG** menu option.
2. Collect and label all specimens.
3. Enter your own ID/SSN (the phlebotomist).

> **Note:** You can use a local employee ID badge, if the ID has a bar code.

4. Scan each specimen bar code.

```
Select HOWDY MAIN MENU   Option: PHLEBOTOMY LOG

Please swipe your ID badge: (NOT DISPLAYED)
12345 Technologist

Select Accession or UID: 1001930001

HEMATOLOGY  (JUL 12,2010)  1
```

Menu Option 3: Scan Specimens into Lab [LRHY SCAN SPECIMENS INTO LAB]

This menu option allows the receiver in the laboratory service to scan collected specimen labels to capture the lab receipt time.

1. Select the **SCAN SPECIMENS INTO LAB** menu option.
2. In the lab, scan the specimen bar codes.

```
Select HOWDY MAIN MENU  Option: SCAN SPECIMENS INTO LAB
Scan label UID bar code: 0601930001


SIEMENS DVA  (JUL 12,2010)  1
Scan label UID bar code: 1001930001


HEMATOLOGY  (JUL 12,2010)  1
Scan label UID bar code:
```

Menu Option 4: Track Collection [LRHY TRACK COLLECTION]

This menu option displays patient-specimen collection demographics.

1. Select the **TRACK COLLECTION** menu option.
2. Enter the accession or UID for the report.

```
Select HOWDY MAIN MENU    Option: TRACK COLLECTION


Select Accession or UID: 1001930001
HEMATOLOGY  (JUL 12,2010)  1
UID:      1001930001
ACCESSION: HEMA 0712 1
ORDER #:   1325256
--------------------------------------------------------------------------
All tests on this order:
HE 0712 1      CBC                       ROUTINE
DV 0712 1      CHEM 8(BMP)               ROUTINE
--------------------------------------------------------------------------
Patient: HOWDYPATIENT,ONE   SSN: 0000  DOB: APR 29,1958 PROVIDER:
   PHYSICIAN,EIGHT
--------------------------------------------------------------------------
                           LOCATION:FCBOC
CBC
ROUTINE
UID: 1001930001
WALK-UP SCAN TIME:                          07/12/2010@10:07:16
TIME LABELS PRINTED:                        07/12/2010@10:19:17
```

```
COLLECTOR:                                    Phlebotomist A
TIME SPECIMEN COLLECTED:                      07/12/2010@10:19:17
TIME SCANNED INTO LAB:                        07/12/2010@10:24:46
RECEIVED INTO LAB BY:                         12345
```

Menu Option 5: Patient Wait Time [LRHY PATIENT WAIT TIME]

This menu option displays how long a patient waits to have a sample drawn.

1. Select **PATIENT WAIT TIME** menu option.
2. Enter the date and time at which to begin the report.
3. Enter the date and time at which to end the report.

```
Select HOWDY MAIN MENU Option:  WAIT    PATIENT WAIT TIME
Please enter date and time to start search: T@9am
Please enter date and time to end search: T@10am


                        PATIENT WAIT TIME

Time Patient Name    Type Arrived Drawn   TAT   TECH    ACC   CLINIC
9    PATIENT A 2646  BLD  09:03   09:25   22    1874    CH 1012 111   CARDIO
9    PATIENT B 8343  BLD  09:26   09:26   0     68328   CH 1012 104   PCB PA
10   PATIENT C 6736  BLD  09:21   09:22   1     56340   HE 1012 67    RUR


          Mean TAT:                7.7   Minutes
          Median TAT:              1     Minute
          Total Time:              23    Minutes
          Total Patients Drawn:    3


             TAT > 7 minutes: 1
             TAT < 7 minutes: 2
             TAT = 7 minutes: 0
      Collectors:
          PHLEBOTOMIST A            1    Drawn

          PHLEBOTOMIST B            2    Drawn

Report example
```

Howdy PPOC Main Menu [LRHY HOWDY PPOC MAIN MENU]

This menu provides access to the Howdy PPOC Main Menu.

```
Select OPTION NAME: HOWDY PPOC MAIN MENU        HOWDY PPOC MAIN MENU

(1)     SCAN      SCAN PATIENT CARD (PPOC)
(2)     PPOC      PRINT PPID LABEL
(3)     IN        SCAN SPECIMENS INTO LAB
(4)     TRAK      TRACK COLLECTION
(5)     WAIT      PATIENT WAIT TIME
(6)     EDIT      EDIT HOWDY SITE FILE
```

Menu Option 1: Scan Patient Card (PPOC) [LRHY PATIENT CARD SCAN (PPOC)]

This menu option enables Howdy to search and select laboratory orders for specimen collection through preferred scanning of the VIC when a patient arrives at the phlebotomy area.

> **Note:** Labels do not print at this time.

This requires a VistA session open to the **SCAN PATIENT CARD (PPOC)** menu option.

1. Select the **SCAN PATIENT CARD (PPOC)** menu option.
2. Type in the name of the Howdy Site File you are using (medical center or CBOC name, etc.).
3. Press **Enter**.
4. Select **Bingo Board Device**; if none was configured,
   select **1 NULL DEVICE**.

   > **Note:** The bingo board process was validated using a printer to verify functionality.
   > Using a display monitor for the bingo board functionality was not tested, but may
   > be included in a future release.

5. The prompt, **Please swipe your ID CARD or Type SSN:** displays.

```
Select HOWDY PPOC MAIN MENU Option:  SCAN    PATIENT CARD SCAN (PPOC)
Select HOWDY SITE FILE NAME: "YOUR SITE"
1. NULL DEVICE
2. BINGO BOARD DEVICE NAME
Choose PPOC Bingo Board:


Please swipe your ID card or Type SSN:
```

> **Note:** The bingo board process was validated using a printer to verify functionality.
> Using a display monitor for the bingo board functionality was not tested, but may
> be included in a future release.

The following is an example of the display on the computer monitor when a veteran swipes the VIC and existing orders are found that meet the criteria.

<Card is swiped>

```
Searching the database for orders...




                          Howdy <Patient's Name>
                     Welcome to <Medical Center Name>
                  Your Host is <Pathology Service Chief>,
                             Chief of Service
                        Orders for date: 10/01/2010
                           Please take a seat.
                  We will call for you in just a few minutes.
           We respect YOUR service to the United States of America.
                                  AND
                       We appreciate your patience.
                     Please check with clerk at the Desk
```

Alternative Howdy PPOC Screen Displays

Howdy is unable to find any lab orders

```
Please swipe your ID CARD or Type SSN:


No Orders found. Please check with clerk at the Desk
NO ORDERS
```

VIC card is faulty

```
Please swipe your ID CARD or Type SSN:


Didn't read that Partner. Try again.


Please ask the clerk for assistance.


Please check with clerk at the Desk.
```

Howdy encounters multiple days with lab orders

```
Please swipe your ID CARD or Type SSN:


MULTIPLE DAYS WITH ORDERS
MULTIPLE ORDERS


Please check with clerk at the Desk.
```

The patient is not in the VistA database

```
Please swipe your ID CARD or Type SSN:


The SSN cannot be found:
No record for this person.
```

Menu Option 2: Print PPOC Label [LRHY PPOC LABEL PRINT]

This menu option allows the collector to verify the Patient Identification at the time of collection.
- Each collecting station has a dedicated PC, scanner, and bar code label printer.
- Howdy recognizes the person as the collector and records the date and time of collection.

1. Select the **PRINT PPOC LABEL** menu option.
2. Type in the name of the Howdy Site File you are using (medical center or CBOC name, etc.).
3. Press **Enter**.
4. Enter the name of the dedicated phlebotomy workstation, label printer.
5. Press **Enter**.
6. The prompt, **Please swipe your ID CARD or Type SSN:** displays.

```
Select HOWDY PPOC MAIN MENU Option:  PPOC PRINT PPOC LABEL
Select HOWDY SITE FILE NAME: "YOUR SITE"
WHICH LABEL PRINTER:"PHLEBOTOMY STATION LABEL PRINTER"


Please swipe PATIENT ID CARD or Type SSN:
```

7. The collector scans the patient's VIC, armband, or can type the SSN on the keyboard.
8. The patient's demographics display on the screen with the current accessioned orders.
9. Enter **YES** to confirm patient identification.
10. After collecting the indicated specimens, enter the list number(s) for specimens actually collected, to initiate label printing.
11. Affix labels to the specimens.
12. Scan each specimen bar code to confirm collection and specimen labeling.
    (prompt **Select Accession or UID**)

13. Swipe the patient's VIC or scan the patient's ID bar code to associate collected specimens with the correct patient.

```
HOWDYPATIENT,ONE                           000-00-0000   03/22/1946
HC 82 BOX 1D                        NIRVANA MASSACHUSETTS
PT CONFIRMATION PROMPT. Is this the correct Patient?? NO// YES


1)CH 1001 16GREEN
2)HEM 1001 7LAV


Proceed with COLLECTION:
Select specimen(S) you actually collected to print corresponding labels:
   "1,2"


   Please Scan label UID bar code here
Select Accession or UID: xxxxx


   Please Scan label UID bar code here
Select Accession or UID: xxxxx


 Please Scan label UID bar code here
Select Accession or UID: <enter>


Please swipe PATIENT ID CARD or Type SSN:000000000


WXUAHN,ULAWE FHYH
CH 0512 1            PROSTATIC ANTIGEN
EVERYTHING MATCHES UP HOWDYCLINICIAN, GREAT JOB!
```

Menu Option 3: Scan Specimens into Lab [LRHY SCAN SPECIMENS INTO LAB]

This main option allows the receiver in the laboratory service to scan collected specimen labels to capture the lab receipt time.

1. Select the **SCAN SPECIMENS INTO LAB** main option.
2. In the lab, scan the specimen bar codes.

```
Select HOWDY MAIN MENU  Option: IN   SCAN SPECIMENS INTO LAB
Scan label UID bar code: 0601930001

SIEMENS DVA  (JUL 12,2010)  1
Scan label UID bar code: 1001930001

HEMATOLOGY  (JUL 12,2010)  1
Scan label UID bar code:
```

Menu Option 4: Track Collection [LRHY TRACK COLLECTION]

This menu option displays patient-specimen collection demographics.

1. Select the **TRACK COLLECTION** menu option.
2. Enter the accession or UID for the report.

```
Select HOWDY MAIN MENU      Option: TRACK COLLECTION


Select Accession or UID: 1001930001
HEMATOLOGY  (JUL 12,2010)  1
UID:       1001930001
ACCESSION: HEMA 0712 1
ORDER #:   1325256
-------------------------------------------------------------------------
All tests on this order:
HE 0712 1       CBC                        ROUTINE
DV 0712 1       CHEM 8(BMP)                ROUTINE
-------------------------------------------------------------------------
Patient: HOWDYPATIENT,ONE   SSN: 0020  DOB: APR 29,1958 PROVIDER:
   PHYSICIAN,EIGHT
-------------------------------------------------------------------------
                              LOCATION:FCBOC
CBC
ROUTINE
UID: 1001930001
WALK-UP SCAN TIME:                       07/12/2010@10:07:16
TIME LABELS PRINTED:                     07/12/2010@10:19:17
COLLECTOR:                               Phlebotomist A
TIME SPECIMEN COLLECTED:                 07/12/2010@10:19:17
TIME SCANNED INTO LAB:                   07/12/2010@10:24:46
RECEIVED INTO LAB BY:                    12345
```

Menu Option 5: Patient Wait Time [LRHY PATIENT WAIT TIME]

This menu option displays how long a patient waits to have a sample drawn.

1. Select **PATIENT WAIT TIME** main option.
2. Enter the date and time at which to begin the report.
3. Enter the date and time at which to end the report.

```
Select HOWDY MAIN MENU Option:  WAIT     PATIENT WAIT TIME


Please enter date and time to start search: T@9am
Please enter date and time to end search: T@10am
```

```
                           PATIENT WAIT TIME
Time Patient Name      Type Arrived Drawn   TAT   TECH     ACC   CLINIC
9     PATIENT A 2646   BLD  09:03   09:25   22    1874    CH 1012 111   CARDIO
9     PATIENT B 8343   BLD  09:26   09:26   0     68328   CH 1012 104   PCB PA
10    PATIENT C 6736   BLD  09:21   09:22   1     56340   HE 1012 67    RUR


        Mean TAT:                     7.7   Minutes
        Median TAT:                   1     Minute
        Total Time:                   23    Minutes
        Total Patients Drawn:         3


            TAT > 7 minutes: 1
            TAT < 7 minutes: 2
            TAT = 7 minutes: 0
   Collectors:
        PHLEBOTOMIST A                1    Drawn
        PHLEBOTOMIST B                2    Drawn
```

Verify the Functionality of Traditional Howdy

Necessary Prerequisite: There must be pending (uncollected) laboratory orders on a patient used to test Howdy functionality.

1. Use menu option Scan Patient Card [LRHY PATIENT CARD SCAN] to initiate the Howdy process, using the greeting from the Howdy Site File and to print labels.
2. Verify that the tests were accessioned, using menu option [Order/test status] on the Laboratory DHCP Menu, Phlebotomy sub-menu, Order/test status menu option.
3. Verify that all lab test labels printed.

    Note: If labels do not print, check the Howdy Site File for Excluded Lab Tests or Order Label Tests (for tests that are not to be accessioned using Howdy).

4. Use menu option Phlebotomy Log [LRHY PHLEBOTOMY LOG] to scan the specimen bar code, which records the collector's phlebotomy performance times.
5. Use menu option Scan Specimens into Lab [LRHY SCAN SPECIMENS INTO LAB] to scan the specimen bar code, which allows the receiver to scan collected specimen labels to capture lab receipt time.
6. Use menu option Track Collection [LRHY TRACK COLLECTION] to display the patient specimen, collection demographics. The Track Collection menu option can be used to identify the phlebotomist who collected a specimen and to view/edit the collection time.
    Use this menu option after the phlebotomist and collection time are put in using the PHLEBOTOMY LOG menu option.
7. Use menu option Patient Wait Time [LRHY PATIENT WAIT TIME] to display each patient's arrival and specimen collection date/time, the collector, accession number, associated clinic and wait time calculations based upon patient arrival and specimen collection times for all patients within a user-selectable date range.

Verify the Functionality of Howdy Print at Point of Collection (PPOC)

1. Use menu option Scan Patient Card (PPOC) [LRHY PATIENT CARD SCAN (PPOC)] to scan the patient's VIC when the patient arrives at the phlebotomy area.
2. Review the patient information to confirm identification.
3. Select the test(s) by entering the number next to the procedure, separated by commas.
4. Scan the UID for each specimen drawn to record the collector and the collection date and time.
5. Enter the patient SSN or scan the VIC to confirm that all tests are correctly associated with the patient.
6. Use menu option Print PPOC Label [LRHY PPOC LABEL PRINT] to verify the Patient Identification at the time of collection.
7. Use menu option Scan Specimens into Lab [LRHY SCAN SPECIMENS INTO LAB] to scan the specimen bar code, which allows the receiver to scan collected specimen labels to capture lab receipt time.
8. Use menu option Track Collection [LRHY TRACK COLLECTION] to display the patient specimen, collection demographics.
9. Use menu option Patient Wait Time [LRHY PATIENT WAIT TIME] to display individual patient arrival and specimen collection date/time, collector, accession number, associated clinic and wait time turnaround time (TAT) calculations.

Troubleshooting

Printers

	Problem	**Solution**
1.	**Accession labels do not print**	• No orders for patient • Multiple orders • No printer assigned at sign on • Printer not connected to network • Card scanner not connected • Incompatible printer in use
2.	**Order labels do not print**	• Entry in Howdy Site File is not defined • Wrong printer routine defined in Howdy Site File • Check solutions described in problem 1 • Check order label field in Howdy Site File
3.	**Label type printing incorrectly**	Entries in the Howdy Site File (#69.86), Printers (#10) field should also exist in the LABORATORY SITE file (#69.9), Label Device field (#360). • This field is a pointer to the DEVICE file (#3.5). • Specific information and support pertaining to Lab Label printer configurations are detailed in the Lab patch descriptions: LR*5.2*161 and LR*5.2*218.

4.	**Specimen labels do not print**	• No orders for patient
		• Check that the date range agrees with the order date
		• Check for exclusions in the Howdy Site File
		  a. Test exclusion
		  b. Status exclusion
		  c. Location exclusion
		• Check that the printer name is correct in the device file

Note: If you have any questions concerning the implementation of this application, contact the VA Service Desk at 1-888-596-4357 or directly log a Remedy ticket via Remedy Requester application using
Category: Applications-VistA
Type: Lab 5.2
Item: Howdy

Frequently Asked Questions (FAQs)

1. **What equipment is required with Howdy?**

    Using the Howdy Main Menu
    - Dedicated PC with an attached scanner
    - Optional keyboard for patient check-in
    - Shared barcode label printer
    - Shared PC with scanner for phlebotomy staff

    Using the Howdy PPOC Main Menu
    - Dedicated PC with an attached scanner
    - Optional keyboard for patient check-in
    - Barcode label printer per phlebotomy station
    - Display (Bingo) board

2. **With Howdy, what type of scanners do I use?**

    It does not matter, as long as the scanner is a magnetic or a bar code scanner; either will work with the patient's VIC.

3. **Does Howdy require someone to *man the station* at the receiving desk?**

    No, as long as there is someone available to address issues.

    It is better not to have someone at the receiving desk; patients want the personnel to scan for them. Without someone at the receiving desk, the patient will read signage and automatically scan the VIC without assistance.

4. **Why have signage?**

    Signage is an important piece for Howdy--to be most efficient.

    Using Howdy, the check-in process does not require the assistance of a staff member for over 80% of the patients; the patient does need instruction on what to do. Once patients are familiar with this process, they like to assist new patients.

5. **What is the advantage of having a keyboard available with a dedicated Howdy PC?**

    When a patient cannot use the VIC, (do not have it or it is damaged), the patient can type the SSN on the keyboard, which serves the same purpose as scanning the VIC. This eliminates the need for a staff member to assist and saves time.

6. **Does the Bingo Board have to be a wall-mounted screen?**

    No, you can use a computer screen, as long as it is visible to the phlebotomy staff.

    Note: The bingo board process was validated using a printer to verify functionality. Using a display monitor for the bingo board functionality was not tested, but may be included in a future release.

7. **Should there be laboratory policies pertaining to Howdy?**

Yes
Once you determine how Howdy works best for your site, you develop your policies accordingly. Be sure to communicate this to your providers and scheduling staff, so the ordering practices match. This makes the flow of patients through the phlebotomy check-in process much smoother.

8. **What is the optimum date range for Howdy to find orders?**

Optimum date range is up to the individual site.
- If you set the range short, you get too many **no orders found**.
- If you set the range wide, you get too many **multiple orders**.

We have found that **+7 days and back 31 days** works well with a majority of sites.

9. **Does Howdy change laboratory *turnaround time* (TAT) in VistA?**

No
Howdy retrieves information only from VistA. Generating reports from Howdy is a standalone tool to help you with your laboratory practices. TAT in the Laboratory package is still accession time to verification time.

Glossary

Term	Definition
Accession	A sequential identifier made up of a number and a monthdayyear
ADPAC	Automated Data Processing Application Coordinator
PPOC	Print at Point of Collection
Bingo Board	Nickname given to an electronic monitor display board within the phlebotomy waiting area It is used to notify patients that it is their turn to proceed to the phlebotomy lab. **Note:** The bingo board process was validated using a printer to verify functionality. Using a display monitor for the bingo board functionality was not tested, but may be included in a future release.
BOT	Cyber non- human proxy user
CAC	Clinical Application Coordinator
Class 1	Software produced inside of the Office of Enterprise Development (OED) organization.
Class 3	Also known as Field Developed Software Refers to all VHA software produced outside of the Office of Enterprise Development (OED) organization
CPRS	Computerized patient Record System
DOB	Date of Birth
GUI	Graphical User Interface
HCW	Health Care Worker
HIS	Hospital Information System
IEN	Internal Entry Number – A patient-specific Identifier
IRM	Information Resource Manager
LRHY	Namespace assigned to Howdy Computerized Phlebotomy Login Process by the Database Administrator
Phlebotomy	The process of drawing samples from patients for laboratory analysis.
PII	Personally Identifiable Information
PPID	Positive Patient Identification
RSD	Requirements Specification Document
Section 508	Under Public Law, agencies must provide employees and members of the public who have disabilities access to electronic and information technology that is comparable to the access available to employees and members of the public who are not individuals with disabilities.
SSN	Social Security Number
TAT	Turn Around Time (patient time spent in phlebotomy)
UID	Unique Specimen Identifier

Term	Definition
Proxy User	A *non-human* user in the NEW PERSON file (#200), which is assigned to the user when a patient VIC card is scanned or SSN entered; it is used to limit the accessibility of the person logged in.
VA	Department of Veterans Affairs
VAMC	Department of Veterans Affairs Medical Center
VHA	Veterans Health Administration
VIC	Veteran's Identification Card
VistA	Veterans Health Information Systems and Technology Architecture An enterprise-wide information system built around an electronic health record used throughout the Department of Veterans Affairs medical system.
VistA Lab	The legacy Laboratory application into which Howdy is placed.