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SystmOne – Remove outstanding Pathology Requests

Remove Outstanding Pathology Requests

You may need to remove outstanding pathology requests on SystmOne. These requests are generated when an electronic pathology request is created – for example, when you request a test using ICE.

When the test result is sent to you electronically, the outstanding request is reconciled with the incoming result. In the case of tests such as cytology, the result is returned to the practice on paper rather than electronically. This means the test request is never reconciled with the result.

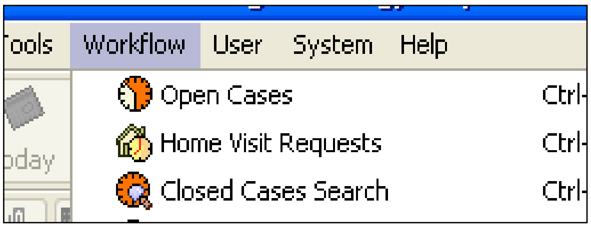
If these requests are not dealt with in some way, they will remain on SystmOne. Currently, this will have no impact but it is good practice to keep the system tidy.

You may wish to delete outstanding pathology requests if you know the result will not be returned electronically. Alternatively, you could mark the request as completed when you receive the manual copy of the result.

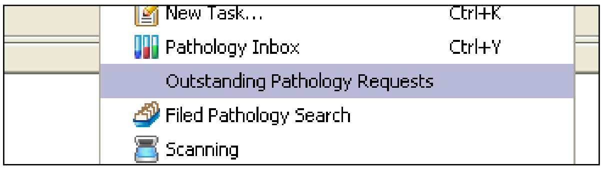
Cancelling or completing a pathology request

Note: Deleting the request from SystmOne will not delete the request from ICE at the current time. Please check Change Messages in SystmOne that are associated with pathology requests to ensure this is still the case.

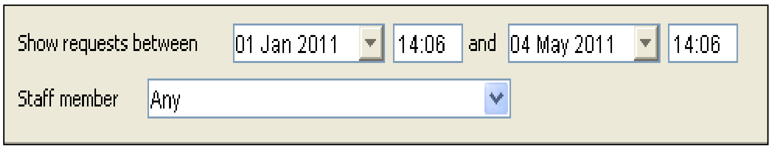
1. Click the **Workflow** drop down menu.



2. Select **Outstanding Pathology Requests**.



3. Set your search parameters to search for requests made in a certain date range or by a certain member of staff and click **Run Report**.



4. Right click on the request you wish to cancel or complete.

5. You have the following options:

    a. **Completed** – this will mark the request as completed
    b. **Cancelled** – this will mark the request as cancelled
    c. **Retrieve Patient** – this could be used if you needed to check any details in the patient record.

6. Select either **Completed** or **Cancelled**.

7. Confirm your action when asked.