

Transcribed Hemoglobin A1C (HbA1C) Workflow for Providers and Clinical Staff

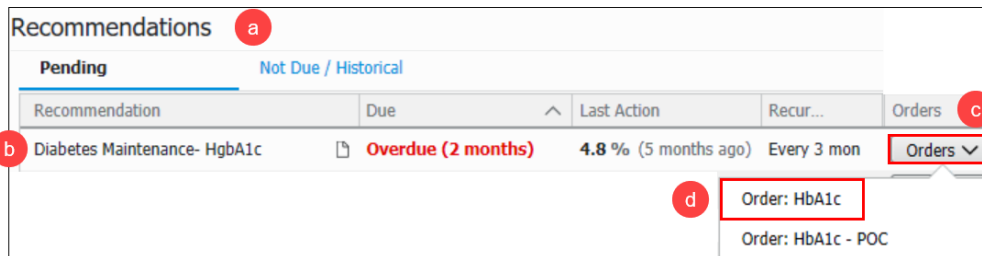
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Summary: A Diabetes Maintenance-HbA1c is recommended for patients with a diagnosis of Diabetes. This health maintenance recommendation will automatically display on the Recommendations component within the Ambulatory Workflow page every 90 days.

Support: Ambulatory Informatics at 231-392-0229.

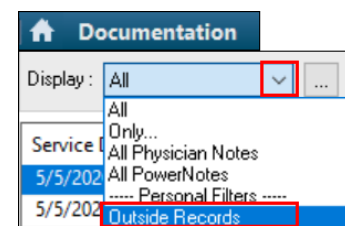
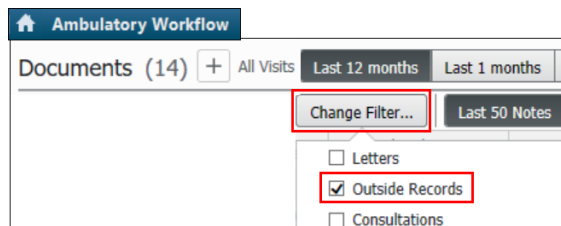
Addressing a Patient's HbA1C Recommendation

1. Check to see if HbA1C was ordered.
2. If it **HAS NOT** been ordered, order HbA1C from Recommendations as an **Order** with Communication Type: **Cosign Required** and notify the patient. **Note:** If the patient has an endocrinologist and the primary care provider does not manage the patient's diabetes, do not order the HbA1c.
 - a. Navigate to Recommendations on the Ambulatory Workflow page.
 - b. Find the Recommendation: Diabetes Maintenance-HgbA1c.
 - c. Click on the Orders drop-down.
 - d. Select Order: HbA1c

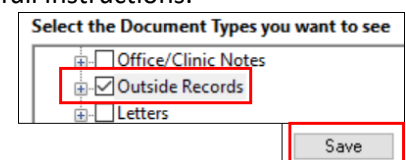


3. If HbA1C **HAS** been ordered:
 - a. Check to see if the result is displaying in the Last Action column.
 - b. If the result **IS** displaying and the value is within the recommendation parameters, the Recommendation is up to date.
 - c. If the result **IS NOT** displaying in the Last Action column:
 - i. Check Documents to see if Outside Labs are available in Outside Records.
 1. You can view this from the Ambulatory Workflow Documents Component or from the Table of Contents Menu Documentation tab.

Recommendation	Last Action
Diabetes Maintenance- HgbA1c	Ordered (3 weeks ago)



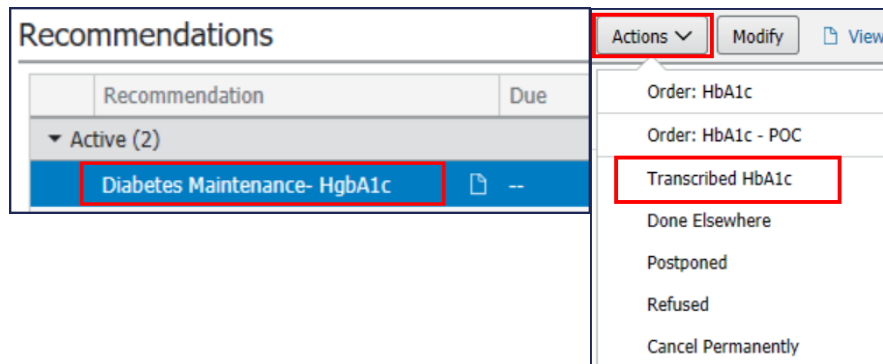
2. To set a filter to view Outside Records in Documentation from Table of Contents Menu see [Using Advanced Filters in Document Viewer](#) for full instructions.
 - a. Select Outside Records in the section under "Select the Document Types you want to see" and click Save.



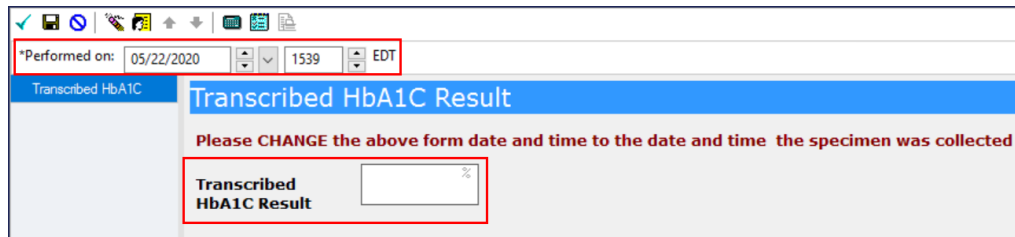
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- d. If outside lab results are **NOT** present:
 - i. Check with the patient to see if they completed the HbA1C. If not, check if the patient has an order. If needed, order HbA1c as an Order, Cosign Required and notify the patient.
- e. If outside lab results **ARE** present:
 - i. Note the HbA1c results for the past 12 months and navigate back to the Recommendations component on Ambulatory Workflow.
 - ii. Select Diabetes Maintenance-HbA1c recommendation and click on the Actions drop-down. Select Transcribed HbA1C.



- iii. Fill out the Transcribed HbA1C PowerForm and sign.
 - 1. Change the Performed on date to the date and time the specimen was collected.
 - 2. Enter the HbA1C Result(s) for the past 12 months. A separate PowerForm will need to be completed for each result.
 - 3. Sign the form by clicking the green checkmark.



- f. If the outside lab values **DO NOT** fall within the recommendation timeframe parameters:
 - i. Check with the patient to see if they completed HbA1C. If needed, place an order for HbA1c as Cosign Required and notify the patient.
 - ii. **Note:** If the patient has an endocrinologist and the primary care provider does not manage the patient’s diabetes, do not order the HbA1c.
- g. Once the Transcribed HbA1c results are entered, they will be viewable in Results Review in the patient’s chart.

