

## *Ascension Michigan Laboratory Services EHR Client Interfaces What to Expect Document*

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Thank you for choosing to integrate with Ascension Michigan Laboratory Services.

This document will provide you with an overview of the steps to build your laboratory interface. If you have any questions about the process, please feel free to reach out to our Sales Specialist or Client Account Specialist assigned to your account.

### **STEP 1: Request the interface**

Indicate interface selection on the Ascension Michigan Laboratory Services Interface Request Form (attached). Appropriate vendor contact information must be provided in order for us to start discussions with your vendor. The submission of this form does not indicate approval for the interface.

### **STEP 2: Request Information from your Vendor**

Place a request or ticket with your EHR Vendor requesting to build an interface with Ascension Michigan Laboratory Services. From your vendor, obtain the scope of the project and fees applicable of building this interface. **Note: The lab does not cover any monthly/yearly maintenance fees, physician's fees, or ongoing fees associated with this interface.**

Ascension Michigan Laboratory Services will contact your Vendor and will request an information sheet. By completing this sheet, your vendor is indicating their willingness and ability to create an interface.

### **STEP 3: Vendor Contract Discussions Begin**

Any contracts required by your vendor, must be submitted to Ascension Health National Legal Team for review.

Once reviewed, we will engage in discussions with your vendor. At this point, or at any point in the project, if we feel the Vendor may not be able to respond to this interface in a timely manner, Ascension Michigan Laboratory Services Application Specialists will reach out to your office for additional assistance. **Note: The process of securing a contract with your vendor could take anywhere from 6-12 weeks, depending on the complexity of the organization, experience with integrating with EHR Vendors or HL7 interfaces.**

### **STEP 4: Technical Resources Scheduled**

Once the contract is secured and reviewed, your assigned Sales Specialist or Client Account Specialist will provide you with an EMR Contract for signatures.

We will then begin the process of engaging our technical resources of our middleware company, Atlas. **Note: The scheduling of this technical component can take 30-60 days depending on availability/project loads.**

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### **STEP 5: Managing the Project**

When Atlas Technical Support is available, the implementation will be assigned to a Laboratory Application Specialist, who will coordinate the project with the Vendor. This person will contact you once the project has been kicked off and will be your primary point of contact through the go-live of the interface in production. **Note: These interface implementations take 8—16 weeks and can vary depending on the experience of the Vendor and complexity of the clinical interface and workflow. You will stay informed of the progress through bi-weekly calls or emails provided to you by the Laboratory Application Specialist.**

### **STEP 6: Interface Go Live**

When the interface development and testing work has been completed, the Labworks Application Specialist will contact you for a Go Live Date and Time.

### **STEP 7: Review and Validation**

After the interface has been moved to Live, the Laboratory Application Specialist will contact you for a time to review and validate live test patients in your EHR. This person will contact you with a set of patient names and will require a hard copy print off of these results in your EMR to verify the results have crossed appropriately.

### **STEP 8: Sign Off**

Once you have completed the review, and we have received documented test validation patients, we will ask you to sign and submit the document Interface Sign Off to validate that the clinical information appears appropriately. Once that document is received, we will enable the interface.

### **STEP 9: Shutting Off Manual Results**

We require a 30 day validation of results filtering into your EMR before shutting off any auto faxing, telecom printing, or US Mailed reports. If you would like to shut off these results, please construct a letter on your office letter head stating your request. Please submit this to your assigned Sales Specialist or Client Account Specialist.

### **STEP 10: Future CAP Validation**

Once the EMR has been set to a live environment and has been active for some time, St. John Providence Laboratory is required for our CAP Accreditation to validate that this interface is functional. Every **two** years, a Laboratory Application Specialist will contact you directly to validate live test patients in your EHR. It is required that you print off these test patient results and submit to our Laboratory for written documentation these results are correct.