



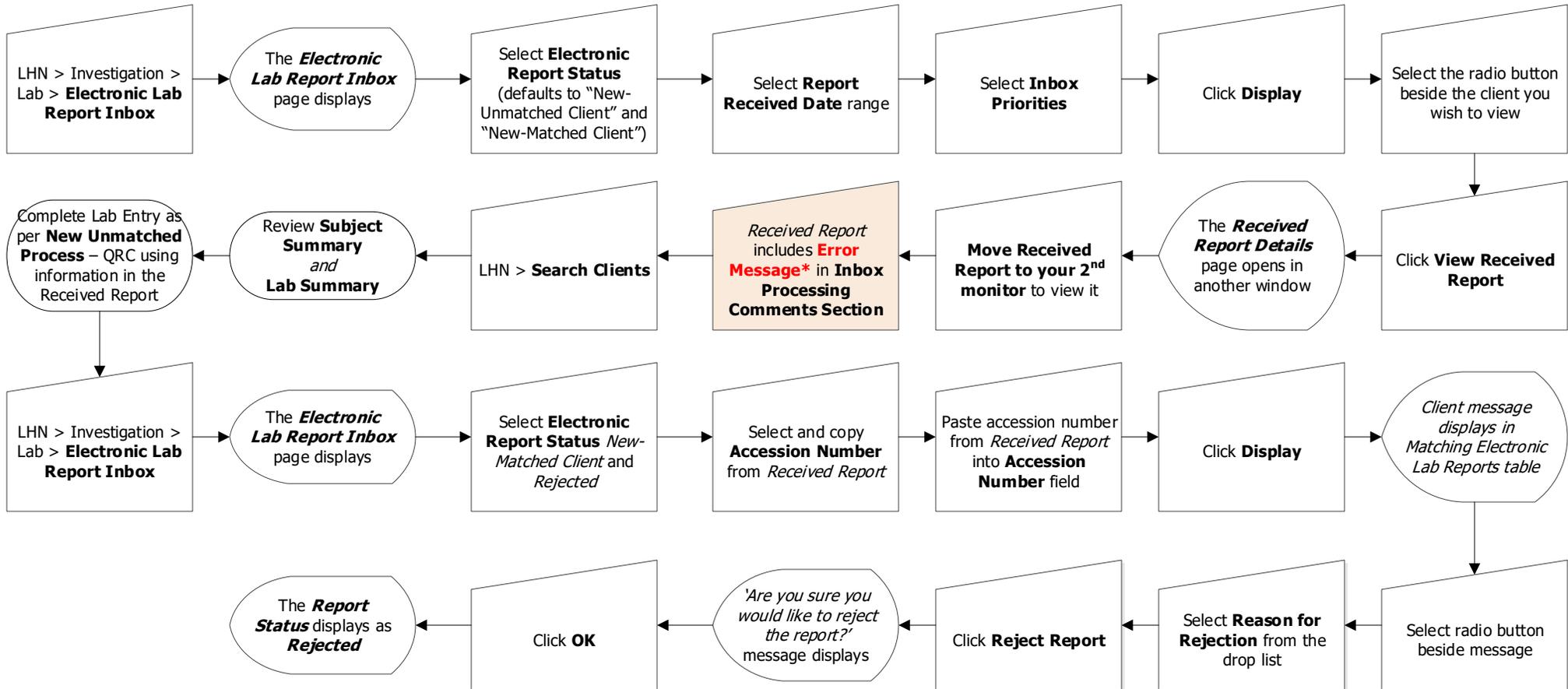
#### **Points to Remember**

- A lab result will be rejected in the Lab Inbox if the **test name, result name, interpreted result, specimen type, or microorganism** is not currently configured in PHIMS.
- The Lab Report will be assigned as Priority 0 if the failed test name, result name, interpreted result, specimen type or microorganism prevents the Lab Inbox from automating the Disease, since the Disease outlines the Priority.
- The message to reject the result will appear on the Received Report. Lab results **should only be rejected** if they include this message, with one exception:
  - If a date, such as the Specimen Collection date, is incorrectly reported in the future (such as a day or month reported as "10" when it is "01"), the date validation will fail and the message will not be able to be completed. These errors come from the Laboratory and should be confirmed. The Laboratory may resend the report with a corrected date, but the initial report will need to be rejected.
- You **cannot set a client in context from the Electronic Lab Report Inbox**. You must search for and set the client in context before entering the lab result using Lab Quick Entry.  
**Important:** The client you previously had in context will still be in context until you search for and set the next client in context.
- **Enter the lab result using lab Quick Entry before rejecting the message to avoid missing the message entirely.** This QRC outlines steps to view the Received Report and identify the error message, search for the client and set in context, enter the lab report using Lab Quick Entry and then reject the message in the Lab Inbox.
- Once a Lab Inbox message is Rejected, it will move to the Rejected Inbox. To see the report in the Lab Inbox after it is rejected, select the "Rejected" Electronic Report Status checkbox



# Laboratory Inbox: Rejected Message – Lab Report Page 2

QRC



**\*Error Message Text:**  
**INBOX PROCESSING COMMENTS:** This lab message contains errors which prevent further action. You will need to enter the information into PHIMS manually. To do so, print the View Lab Report and enter the lab data accordingly. Once complete, reject the original lab report from the inbox.