

Precision Medicine Electronic Ordering & Problem Documentation Frequently Asked Questions

Entering Orders and Problem Documentation in iKnowMed Generation 2 have a lot of benefits, especially when it comes to automation for Precision Medicine Electronic Ordering. The questions below help share details about why you should be entering orders, completing problem documentation and associating problems.

Q: Why should I enter orders for precision medicine?

A: There are many benefits for using Precision Medicine Electronic Orders, including:

- **Transparency** into ordering practices to best address education issues and look for opportunities to increase testing
- **Transparency** into the ordering process to help the staff follow up as needed
- **Flexible** workflow options, including use of Orders Queue
- Network **compliance** processes

Q: Why don't the pdf forms display when I click the Precision Medicine button anymore?

A: The pdf fillable forms will display if an order is entered first. As we transition to electronic ordering, we have linked specific orders to the Precision Medicine functionality which will serve as an anchor for future workflow.

The previous fillable pdf experience did not require an order to be entered and left opportunity for additional Transparency, flexible workflow options for future functionality and order entry compliance processes.

Q: I entered an order, why isn't the pdf fillable form displaying?

A: It is best practice to select the order from your Order Panel managed by your EHR lead at your practice. Orders can continue to be searched for in the search screen, but to streamline order selection and to ensure the order that is linked to the fillable pdf forms and electronic orders are selected, please reach out to your EHR lead and or Ontada Account Manager should you experience a form not present as expected.

Q: Which orders are included in Precision Medicine available through electronic ordering and through the Bio marker Ordering Tool (fillable pdf)?

A: Prior to the new Precision Medicine ordering being enabled at your practice, the Ontada team will work with your practice EHR lead to ensure the list of orders included in the functionality are searchable, orderable and present in your Order Panels per practice preference. There could be downstream effects of Outbound Lab Orders Interface or your practice LIS if changes are made without consultation with your EHR lead.

Q: Why should I document staging and principal diagnosis in the Problems Tab?

A: Staging information is a required and editable field in the precision medicine electronic ordering workflow. Documenting principal diagnosis and staging in the Problems Tab provides the following value:

- **Quality of Care:** Charting is easier and more accurate, improving problem data capture to support care plan development.
- **User Customization:** Mark frequently used diagnoses and ICD10 codes with star icon as a favorite.
- **Helps Improve Financials:** Metastatic site involvement is integrated into the workflow. Additionally, support for alcohol and tobacco use documentation displays HCC codes helping add the correct elements for billing.

Q: What happens if I complete staging, principal diagnosis and ICD-10 codes prior to Precision Medicine Electronic Ordering?

A: Completing this information helps automate your order:

- **Prevents Delays:** It will prefill information in your electronic order, decreasing the likelihood of lab vendor follow up looking for staging information.
- **Drives Operational Efficiency:** Supports ordering, scheduling and authorization workstreams at your practice. When this information is not documented, additional communication is needed across staff and can delay how quickly an order is processed.
- **Helps Automate Mapping:** Molecular tests will promote a better experience with molecular results mapping functionality decreasing the likelihood that there will not be a problem match when results are received which delays the ability to map directly back to the problem.
- **Reduces Clicks:** Prefills during regimen ordering in Clear Value Plus

Q: How does associating a problem and ICD-10 code help with Precision Medicine Electronic Ordering?

A: Associating the problem (diagnosis) associated with the reason for ordering helps streamline the ordering, authorization, and follow-up processes. It prevents additional follow-up by lab vendors with clinical staff.

Q: Why should I use a principal diagnosis designation on a problem?

A: Using a principal diagnosis designation on a problem will automatically associate it to all orders, decreasing the need to select it during the ordering process and prefilling it in the electronic order.

Q: I want to use the Problems tab in iKnowMed but need a refresher. What materials are available to reference?

A: There are several materials you can reference, including the following:

- [Training materials](#)
- [Overview video](#)