**Care Organizer Troubleshooting/FAQ’s**

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| 1. | Will all labs appear in Care Organizer? | Yes, they will appear under the time they were ordered for (same time that prints on the requisition) |
| 2. | What if I need to hold a lab because pt. not available – will CO change the time? | You can’t send a message to change time like you do pharmacy since those requests only go to pharmacy. You can modify the order in HEO/Wiz if it is not a once/now order. For now, you will continue to write the correct time on your Requisition. |
| 3. | If a lab gets cancelled in HEO or provider decides they don’t want it – how do I remove it from list? | Complete it in Care Organizer – this is not saying you have drawn it and no documentation is saved upon clicking on Completed |
| 4. | How can I pass on what still needs to be done in handover? | **Use CO during handover to review for both meds and labs still pending.** |
| 5. | How can I utilize the “labs due” functionality to time my troughs?” | Care Organizer will now show medications and lab orders on the same To Do screen, so you can easily visualize when a trough is due in association with the timing of the next medication dose. |
| 6. | I see labs in Active view that are overdue but they are not in my To do view – how do I complete them? | In Active View – click on Complete and ALL labs will display for your to complete each instance separately. Be careful not to complete those you have not yet collected. |
| 7. | I don’t see any times displaying in the bottom of my To DO screen – why not? | 1. Make sure the **worklist** box is checked so you can see the scheduler 2. If the scheduler displays but there are not numbers displaying without an H (for IV”s) or M for meds, you have no labs due 12h past or forward (use your scroll bar) 3. Always check the Overdues as well. |
| 8. | I have lost my configurations! | Reset your configurations under View and then always exit HED using the Exit button and **not** the Red X. |
| 9. | I can’t see my assignment but I know I created it. | See “Configuring Create Assignment” and “End an Assignment” articles |