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## ARUP eEXCEPT

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### Improved ARUP Connect™ eExcept Experience Coming August 17, 2022

August 16, 2022

On Wednesday, August 17, ARUP will launch a new design with improved functionality to our flagship specimen quality application **eExcept**, which is part of ARUP Connect™.

The new design retains the same, intelligent workflow you have come to know and expect with this tool but incorporates new, intuitive updates to the look and feel of our exception handling program.

#### What changed?

- On the **Summary Screen** (page 2 example), the Open/Complete tabs have been updated to buttons.
- Updated status values and colors:
  - A new status, **"Action Required,"** will consolidate and replace the **"New"** and **"ARUP Replied"** statuses; this status will be labeled in red to indicate an action is required.
  - An **"In Progress"** status will replace **"Responded"**; this status will be labeled in gray to indicate that no action is required while ARUP reviews the except.
- The number of issues defaults to 10 per page, with added pagination.

As part of this update, the **Except Detail Window** (page 3 example) has been redesigned into a more user-friendly layout. Instead of in a pop-up window, this information will display on the right side of the screen, while allowing navigation and interaction with the Summary Screen in the background.

Improvements to the Except Detail Window include:

- Collapsible, **patient-specific information section** with applicable test and order details, including patient and provider information related to the except.
- **Print option drop-down** contains forms that may be printed based on the except. These include Exception Details, Additional Sample form (ASF), Resubmission at No Charge (RNC) form, and Print Resolution form.
- ARUP Test Number will include a **hyperlink** to the ARUP Lab Test Directory.
- **Redesigned dialog box** will feature a chat-style conversation. ARUP comments will appear shaded in gray along with an ARUP logo; your comments will appear in blue.
- **Updated resolution options** will now be a dropdown menu, which replaces radio buttons.
- ARUP comments will be replaced with a **free-text field**: "Write a message for ARUP Laboratories..."

Questions? Contact our Client Relations Training team via email: [clienttraining@aruplab.com](mailto:clienttraining@aruplab.com).

(Screenshot examples below)

# ARUP eExcept

## Summary Screen example

Order Management > eExcept

### eExcept

Monitor and manage sample and specimen quality issues.

ARUP Client List: 5 of 8 clients selected

Open - 22 Complete - 28

Action Required (2)  In Progress (20) [Refresh](#)

Status	Client ID	Accession #	Patient Name	Test Name	Issue	Issue Age
Action Required	13726	22210800031	TestDW, Cert4-0729	Allergen, Food, Blueberry	Test Mismatch	4D 19H 33M
Action Required	13726	22210800030	TestDW, Cert3-0729	Allergen, Food, Basil IgE	Temperature	4D 19H 36M
In Progress	13726	22210800029	TestDW, Cert2-0729	Allergen, Food, Carrot	No Identificat	4D 19H 41M
In Progress	13726	22210800028	TestDW, Cert1-0729	Allergen, Food, Beet Root IgE	Identification Discrepancy	4D 19H 44M
In Progress	13726	22137469003	TESTDWC, PEPPER-0517	Allergen, Food, Black Pepper	Test Mismatch	19D 21H 43M
In Progress	13726	22136800035	TestDWC, Cherry-0516	Allergen, Food, Cherry IgE	Clotted	76D 18H 24M
In Progress	13726	22136469003	TESTDWC, MELON-0516	Allergen, Food, Honeydew/Cantaloupe	GC Technician	76D 18H 34M
In Progress	13726	22136800060	TestDWC, Lime-0516	Allergen, Food, Lime IgE	Duplicate Order	76D 18H 53M
In Progress	13726	22136800063	TestDWC, Orange-0516	Allergen, Food, Orange	Glass Tube	76D 19H 2M
In Progress	13726	22136800064	TestDWC, Papaya-0516	Allergen, Food, Papaya	Hemolyzed	76D 19H 12M

1 to 10 of 22 items < 1 2 3 >

# ARUP eExcept

## Except Detail Window

### Exception Detail

**i** It's our turn to review your case. Editing not available.

Patient: TestDWC, Lime-0516 [Print Options](#)

Date of Birth: 05/16/1988

Patient Identifier: 160

Order Details	
Client Order Alias Not Provided	Collection Date 05/16/2022 02:30:00 PM
Admitting Physician Test,	Order Date 05/16/2022 02:31:38 PM
Client Accession Number N/A for Manual Orders	ARUP Accession Number 22136800060
Visit Number (FIN) 160	Test Number 0098271 (test directory) <a href="#">↗</a>
Status In Progress	Test Name Allergen, Food, Lime IgE

**i** Duplicate Order

**ARUP** 05/18/2022 02:15:31 PM By ARUP  
XXX is a component of YYY, which is also being performed on this patient. Please clarify cancellation of duplicate component.

05/25/2022 04:23:30 PM By W-Cert, D-Admin  
Client Entered Resolution of:Order is a duplicate; cancel testing.

Resolution

Select resolution option

Write a message for ARUP Laboratories...

Questions? Call Exception Handling: (800) 242-2787 ext. Cancel Submit

### About ARUP Specimen Processing and Exception Handling

#### Inappropriate Submissions

All specimens must be collected, labeled, transported, and processed according to procedure. Review the appropriate container type, volume, and special handling requirements needed for analysis before the specimen is collected. If any of the guidelines for these processes are not met, the specimen may be rejected, or the test may be canceled. ARUP's Exception Handling department will contact the client for resolution.

The following list represents some possible causes for specimen rejection or test cancellation:

- Compromised specimen (e.g., hemolyzed, lipemic, or clotted specimens)\*
- Improper specimen transport
- Improperly labeled specimen
- Inappropriate specimen container
- Inappropriate specimen type
- Insufficient volume for analysis
- No source provided\*
- No specimen type provided
- Prioritize testing (insufficient number of specimens submitted)
- Specimen has been submitted in incorrect or expired transport media
- Specimen has leaked in transit
- Specimen without a test order
- Test order without a specimen

\*The source of a specimen, when appropriate, must be included electronically with Interfaced or Connect orders. The source of a specimen is required for all infectious disease testing, including PCR tests.