### PROBLEMS ASSOCIATED WITH EHRS AND THEIR IMPACT ON LAB SERVICES

<table>
<thead>
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<th>PROBLEM</th>
<th>EXAMPLE</th>
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| Information overload                   | • Failure to retrieve a particular test result that is buried in a mountain of other results  
                           • Failure to pick out important information within a test result because of excessive detail, boilerplate verbiage, or comments |
| Alert fatigue                          | • Incorrect or duplicate test orders caused by physicians ignoring an alert that would enable proper test selection |
| Excess complexity                      | • 10 mouse clicks required to turn off a standing order, leaves unnecessary standing orders in place  
                           • 100 ways to order glucose testing leads to incorrect glucose order  
                           • Failure to order the correct blood product because of complexity of the ordering process within the EHR  
                           • Failure to view relevant results that require multiple clicks to retrieve |
| Copy and paste errors                  | • Incorrect test orders caused by physicians using outdated data that had been copied from day to day rather than updated data based on the patient’s current status  
                           • Incorrect result interpretation on patient A because it was based on a pasted note from patient B  
                           • Erroneous copy and pasting of an interpretive lab report from one patient into the record of another |
| Provider attention diverted from patients | • Physician performing cumbersome computerized physician order entry (CPOE) steps misses clinically important visual cues from patient  
                           • Patient complaint about lack of empathy in care provider who is interacting frequently with CPOE system during history and physical |