


Laboratory Daily Checklist for Cornerstone* Software

It's important to check your Cornerstone* Software Lab Requests and Results  window **daily** for requests and results that must be resolved. From this window you can:

- Assign orphan results to patient records and update billing items.
- Update Not Requested billing items.
- Evaluate outstanding pending requests.

Why do I have unresolved requests and results?

Tip: If a request is updated before sample pickup, make sure the most recent requisition form accompanies the sample.

	Cause	Solution
Orphan results	<p>You did not create a request within the Cornerstone* Software, so there was no request to match the results.</p> <p>Causes:</p> <ul style="list-style-type: none"> • Sending a paper form to IDEXX Reference Laboratories • Entering a request directly on vetconnectplus.com • Deleting a request after the lab receives the sample, without calling the lab. 	<p>Always create laboratory requests within the Cornerstone Software. Doing so:</p> <ul style="list-style-type: none"> • Ensures all charges are captured. • Assigns results correctly. • Indicates proper work flows are followed. <p>Tip: Test results will not appear in the patient record until the orphan status is resolved. For help, double-click the item row, and then press F1.</p>
Not Requested results	<p>More results were received than were requested.</p> <p>Causes:</p> <ul style="list-style-type: none"> • Calling the reference lab to add additional tests without updating the request in Cornerstone. • Performing additional tests without a request or entering a request directly on the IDEXX VetLab Station • Item not linked to correct profile 	<p>Always update the original request within the software. Doing so:</p> <ul style="list-style-type: none"> • Ensures all charges are captured. • Assigns results correctly. • Helps you assess whether custom profiles are accurately set up and linked to the correct profile. <p>Tip: Test results will not appear in the patient record until the orphan status is resolved. For help, double-click the item row, and then press F1.</p>
Unresolved pending requests	<p>Fewer results were received than were requested.</p> <p>Causes:</p> <ul style="list-style-type: none"> • Calling the reference lab to cancel tests without deleting the request • Not performing all tests ordered at the IDEXX VetLab Station • Connection problems that prevented results from being imported • Item not linked to correct profile • Deleting and recreating a request but submitting the sample with the previous requisition form 	<p>Always update the original request within the software. Doing so:</p> <ul style="list-style-type: none"> • Ensures all charges are captured. • Assigns results correctly. • Indicates proper work flows are followed. <p>Tip: If pending tests persist, ensure that the correct profile is linked. For help, double-click the item row, and then press F1.</p> <p><i>Connection problems:</i> Go to Activities > Lab Work > Lab Results Log to verify that results are being imported. Call Cornerstone customer support, if needed.</p>

Find this guide

Look under "Resources by Topic" on the [Cornerstone Software Resources](#) page.