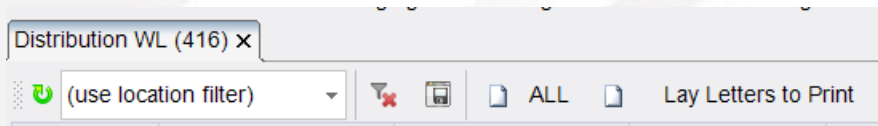


## Layletters

Select the Document WL



Initially this worklist will show both Lay Letters and Diagnostic Reports, so it is very helpful to create Custom Views to display the Lay Letters you need.



### Lay Letters to Print:

- ☞ All of the Lay Letters that are ready for you to print will be listed here.
- ☞ You can sort by BI-RADS code if your facility provides special handling for certain BI-RADS.
- ☞ To go to the Patient Folder to double check that the report matches the BI-RADS on the Lay Letter, you can right click a letter and choose Patient Folder.
- ☞ To print all of the available Lay Letters, single click one of the rows to highlight in blue. Then simultaneously press the Control (CTRL) and A keys on your keyboard. This will highlight all of the letters in blue. Click the **Start/Retry Job** button to print the selected letters.

Keep in mind that Lay Letters will always print to the designated Lay Letter printer assigned to your center.

### ❖ Lay Letters in Process:

- After you have started the print job for your Lay Letters, they will temporarily appear here. While your Lay Letters are printing, the letters you chose to print will appear on this list in a status of Pending, with the letter actively printing in a status of In Progress.

Created on	Status	Document Type	Destination Printer	Patient L
07-05-2013 4:09...	Hold	LAYLETTER		Sally
08-12-2017 2:02...	Hold	LAYLETTER	Main Printer Ceda...	Zulu
08-12-2017 2:02...	Hold	LAYLETTER	Main Printer Ceda...	Murcia
08-12-2017 2:02...	Hold	LAYLETTER	Main Printer Ceda...	

After your Lay Letters finish printing, check this tab to see if there are any letters still on this list stuck in a Pending Status. If letters remain but are not actively printing, check your printer to make sure that the printer is on, has paper, and is not jammed. If the printer appears normal, select all of the letters (CTRL A) and click the Pause button. This will put the letters back in a Hold status and will move them back to your Lay Letters to Print view. At this point, you should attempt to print them again. If they still do not print, please contact

#### Lay Letters Print Errors:

- ☞ If any letters go to an Error status, you will see them here. Check this list after printing Lay Letters to make sure that there are no errors.
- ☞ If you find any, check the printer (as above), and highlight the letters. You can click the Start/Retry Job button without having to pause the letters.
- ☞ If the letters still fall to the Print Errors view, please contact your RIS administrator for assistance.

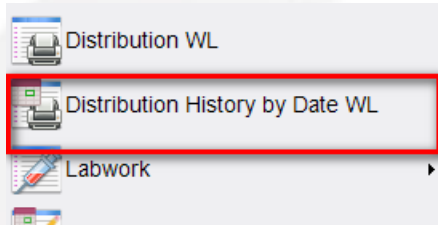
#### Checking to See If/When a Lay Letter was printed:

- ☞ If you want to verify if/when a Lay Letter was printed, right-click on the exam in the Patient Folder and select "Distribution History."
- ☞ The following tab will open:

Created Datetime	Manual Job...	Status	Document Type	BI-RADS	Activity Log	Delivery Method	Deliver To
03-20-2014 2:48 PM		Completed	LAYLETTER	0	3/20/2014 2:50:12 PM -07:00 Job completed 3/20/2014 2:48:10 PM -07:00 Job created	Print	Test, Denise
03-20-2014 2:48 PM		Completed	INTERPRETATION		3/20/2014 2:48:34 PM -07:00 Job completed	Fax	TEST, RADIOLOGIST
03-20-2014 2:48 PM		Completed	INTERPRETATION		3/20/2014 2:48:10 PM -07:00 Job created	Print	TEST, RADIOLOGIST
03-20-2014 2:48 PM		Completed	INTERPRETATION		3/20/2014 2:48:13 PM -07:00 -07:00 Job completed 3/20/2014 2:48:10 PM -07:00 Job created	EMR	TEST, RADIOLOGIST

- ☞ Find the line labeled LAYLETTER and look for the Status, which should say Completed.

- ☞ Look in the Activity Log to see when the Lay Letter was “created” (generated after the radiologist signs the report) and when it was “completed” (printed).
- ☞ You can also see a record of any reports that have been distributed from the Distribution History tab. Look for the document type of Interpretation.



### **Re-Printing a Lay Letter for a Patient:**

- ☞ If a patient calls because they did not receive their Lay Letter and you need to re-send it, you can do this from the Distribution History as well.
- ☞ Highlight the Lay Letter on the list and click the Start/Retry Job button in the lower-right of your screen. This will re-print the Lay Letter to the designated printer.