BRIEFING NOTE

Date:	**March 30, 2021**
Topic	**Missing Abnormal Flag on "Detected" COVID-19 Results**
Purpose:	☒ **Information** ☐ **Discussion** ☐ **Seeking direction** ☐ **Decision**
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Issue/Background:

"Detected" COVID-19 results normally display an "Abnormal" flag. COVID-19 results marked as "Detected" from March 18 to 25, 2021 are missing the abnormal flag.

On March 18, 2021, the Abnormal flags for most COVID-19 analyzers in NH were removed due to a system error. Approximately 120 "Detected" COVID-19 results were reported to EMRs/PowerChart without an Abnormal flag before the issue was resolved. Depending on the EMR vendor, the abnormal flag may display differently. In general, see examples below on how the error can impact the view.

NH Community EMR
NH Community EMR Expected View:
- "Detected" result with an Abnormal flag highlights the row in yellow and displays the A flag

SARS-CoV-2 RNA XXX QI NAA+probe	Detected	-	A

NH Community EMR View with Missing Flag
- "Detected" result is not highlighted and the A flag is missing

SARS-CoV-2 RNA XXX QI NAA+probe	Detected

PowerChart
PowerChart Expected View:
- The Abnormal flag is displayed as *A and the result in red
- A result without an abnormal flag is displayed in black text

Lab View	2021-03-17 19:25 PDT	20
Molecular Assays		
COVID-19 Coronavirus NAAT	* A Detected	
Influenza A Virus NAAT	Not Detected	

PowerChart View with Missing Flag

- "Detected" COVID-19 result appears in black text with no flag

Lab View	2021-03-20 10:5(MST
Molecular Assays	
COVID-19 Coronavirus NAAT	* Detected
Influenza A Virus NAAT	Not Detected

Recommendation:

Recommendation is for providers who use result flags in their workflow for checking results to review their EMR to ensure they are aware of any "Detected" Positive COVID-19 results. Positive COVID-19 results that were received between March 18 to 25, 2021 are missing the abnormal flag.

This incident has no effect on the COVID-19 result. Positive results still display as "Detected". The system error did not affect the actual result.

The Public Health communicable disease workflow for contact tracing and follow-up is based on the results, not the flag; therefore patients aren't impacted by the missing abnormal flag for positive COVID-19 cases.