# Using the Result Exceptions Tab in Workforce

The Orphaned Results tab is now titled Result Exceptions

The Workforce tab formerly titled "Orphaned Results" is now titled, "Result Exceptions". The Result Exceptions tab remains visible only to Portal Administrators and includes the same functionality that Orphaned Results allowed for, plus additional functionality that allows users to search for and match results to other pending orders, including those associated with Random Pools. Users can also search for and match donors to existing donors or create new donors. There are four new Error types on this grid. Please see below for descriptions and instructions for resolving each error.
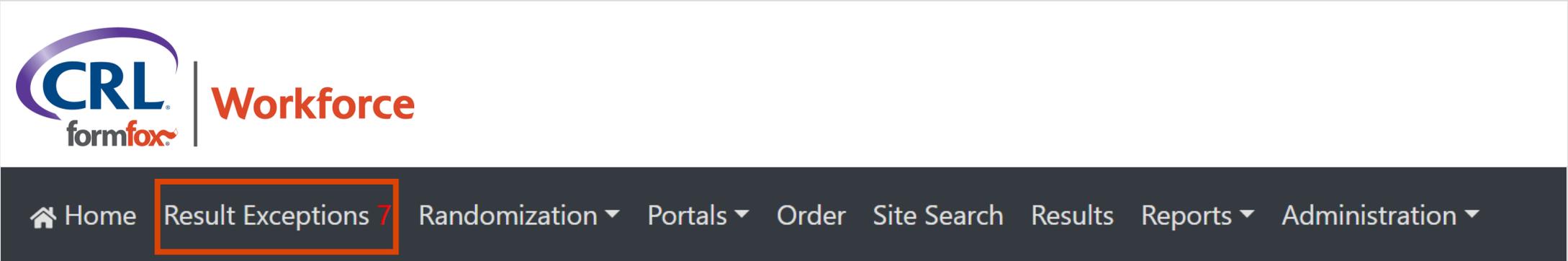
Account Not Found: Allows User to locate the company the result belongs to and add the corresponding lab account code within the portal.

To resolve: Click the error message link on the grid. Enter the name of the company the result belongs to. Click **Accept** to move the result to that company portal and add the account number to the portal as well. Any additional tests on the exception grid that also have this lab account assigned to the result will also be moved to that company portal.

Account Not Found Error ✕

Select the company that owns this lab account

QZZ.FLX.HOUSE

clini ⌄

Clinical Reference Laboratory, Inc.

Cancel   Accept

2. Donor Not Found

Donor Not Found: Allows User to locate an existing Donor in the Database to assign to the test result or create a new donor record for the result

To resolve: Click the error message link on the grid. To search for existing Donor to match result to, select the preferred donor demographic from the drop-down menu, enter that demographic and click search. When the correct donor is found, check the box on left and click **Accept** to submit. The Result will be added to that Donor's record. If an existing Donor is not found, click Create New Donor, enter the required information and save. A New Donor will be created, and the result will be saved to that donor.

Donor Not Found Error   ✕

Search for the Donor to assign to this result Or select Create New to create a new donor and test: .

[All Personnel IDs ▾] [Search] [🔍] [CLEAR]

	First Name	Last Name	IDs	Company	Location
☐	ABRAHAM	ALVAREZ	AlternateID: N/S	27482 Test	
☐	Famous	Dave	EmployerID: 12345678	27482 Test	
☐	Levi	Noring	SSN: ****	27482 Test	

Total records: 14612

First   Previous   **1**   2   3   Next   Last

Cancel   Create New   Accept

3. No Matching Random

No Matching Random: Allows User to locate a Pending Random test if one exists. If not, they can create a new test record for the result.

To resolve: Results will have this error if the inbound result is a **Random** test, but the matched Donor doesn't have a Pending Random test **OR** there is a pending Random test, but it is outside the current Random selection period. To resolve, click the error message link on the grid. Review the current Donor's Pending Random tests. If there is a match, select the desired record to attach the result to the existing pending Random. If no match exists, click Create A New Test, add required information and click **Accept** button.

No Matching Random Error ✕

Search for the Donor to assign to this result Or select Create New to create a new donor and test: .

All Personnel IDs ▾	Search	🔍	CLEAR

	First Name	Last Name	IDs	Company	Location
☐	ABRAHAM	ALVAREZ	AlternateID: N/S	27482 Test	
☐	Famous	Dave	EmployerID: 12345678	27482 Test	
☐	Levi	Noring	SSN: ****	27482 Test	

No Matching Test Found: Allows User to locate a PENDING test, if one exists, for a test that has not matched to an existing pending test. If not, they can create a new test record for this result.

To resolve: Results will have this error if the inbound test result matches to a Donor that doesn't have a matching Pending test. To resolve, click the error message link on the grid. Review the current Donors Pending tests and determine if there is a match or create a new test. If no match exists, click Create A New Test, add required information and click Accept button.

No Matching Test Error ✕

Review the current Donors Pending tests and determine if there is a match or create a new test.

Pending Drug Tests

	Reason	PoolID	Regulated	Type	Created
	Not Tests Found				

Cancel   Create New   Accept