



Customer Portal Test Orders: Accuracy Essentials

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Dear Vitalant Hospital Partner,
Accurate data entry is critical when transitioning to the Customer Portal for Patient Test Orders to ensure patient safety and timely results.

1. Patient Identification

- **Verify all patient demographics are correct:**
 - Full name (**first and last, entered in correct fields**)
 - Date of birth (**MM/dd/yyyy**)
 - Medical record number (**case sensitive**)

Errors can lead to specimen mix-ups, incorrect results, or treatment delays.

2. Test Order Details

Confirm all test specifications are accurate:

- Test type
- Collection requirements
- Special instructions

Incorrect details may cause improper collection, specimen rejection, or delayed results.

3. Required Field: Visit Number

A Visit number is required for every order and links to the patient, visit, specimen, and results.

This may be labeled as:

- Patient Account Number
- HAR
- CSN

- Visit ID/Number
- Admission ID/Number

You can find in the LIS/HIS/EMR, on the patient's wristband, clinical documentation, or specimen labels.

Reminder: Accurate entry of patient and order information is essential to a smooth testing process and high-quality patient care.

Refer to the User Guide located in the Customer Portal for detailed instructions.

Any questions, please contact [Customer Experience Support](#)

Thank you