Customer Portal Frequently Asked Questions (FAQs)

As we transition to using the new Customer Portal for submitting test requests, we've compiled answers to the most common questions we've received to help support a smooth experience.

Q: Should I include a copy of the Customer Portal test order with the specimens I send?
A: Yes, including a printout of the test order with each specimen is highly recommended. This helps both your facility and the testing laboratory quickly identify the request, reduce delays, and minimize the need for follow-up — leading to faster results.

Q: Will I be able to see the status of my test requests as they progress?
A: Yes. The Customer Portal provides transparency by displaying real-time status updates throughout the testing process. Statuses you may see include: "Submitted," "Received," "Approved," "Under Preparation," "Sampled," and "Finished."

Q: If my MRN contains alphabetical characters, does it matter if they are upper case or lower case?

A: HWBO will automatically convert alphabetical characters to upper case for all fields **except** the MRN field. Please enter the alphabetical characters in the MRN field exactly as they appear in your records and on the sample.

Q: Can I cancel an order in HWBO?

 A: You can cancel or modify an order in HWBO until the Submit button is selected. Once the Submit button is selected, you will no longer be able to modify or cancel the order. After Submitted, the cancellation will be handled by the Reference Lab.

Q: What do I use for the Visit number?

A: The Visit number is associated with the billing process. Customers can use a number that will help associate the billing to the correct Date of Service. This can be a Visit number, Admission number, Account number, Encounter number or a number that is internally utilized for billing association. This number will appear on the Billing Report.

Q: Will I receive a notification from the Customer Portal when testing is complete?
A: Not at this time. You will need to log into the Customer Portal to monitor status updates. However, we are working on adding a notification feature in a future update.

Q: Can I still access reports after 30 days?
A: Yes. If you need a report after the *30-day access period, please contact the testing lab directly. However, we encourage retrieving reports within the 30-day window whenever possible.

- *The 30-day period begins on the date the test order is submitted.

Q: When the final report becomes available, will it replace the preliminary report?
A: No, it will not replace the preliminary report. Both reports will remain accessible in the portal for 30 days.

Q: How will we receive the billing?
A: Billing for sample workups will continue to be sent via your current method. There are no changes to this process at this time.

Q: Will the Customer Portal fully replace the BS 313?
A: The BS 313 should only be used during system downtimes at your facility or with the Customer Portal. We recommend using the portal for all submissions to improve efficiency and turnaround times. Be sure to include any supporting documentation – such as medication lists or copies of work performed – with the specimen or fax it to the lab after portal submission.

Q: Will you still accept handwritten test request forms, or should it be done entirely online?
A: We strongly encourage all test requests to be submitted through the Customer Portal for fast processing and improved accuracy. However, handwritten test request forms will still be accepted during system downtime or in special circumstances. Whenever possible, using the portal is the preferred method.

Q: Will test results still be faxed once they're available?
A: No. Preliminary and/or final reports will now be accessible directly in the Customer Portal.

Q: Can affiliated hospitals access previous reports in HWBO?
A: No. Patient reports are only visible to the facility that submitted the test request.

Q: I'm having trouble reading the order number on my printout. What should I do?
A: Printing the order in color can improve visibility. We're aware of this issue and have improvements planned for future portal updates.

Q: How can specialty tests (molecular, genotype, sequencing) be submitted and how are the results delivered?
A: These test requests can be submitted through the portal using the "comments" section; however, the results will remain as a manual report at this time, either faxed or emailed.

Q: What if I accidentally use the BS 313 instead of the portal? How will I get my results?
A: If the BS 313 is used to request testing, a manual report will be provided back to you via fax or email. These reports will not be available in the Customer Portal.

Q: What are the benefits of using the new Customer Portal?
A: The portal offers a faster, more user-friendly experience — with streamlined test submission, real-time tracking, and easy access to reports — all designed to reduce delays and improve workflow compared to using the BS 313.

Q: Will turn-around-times (TATs) be affected?
A: No, the TATs for receiving your initial notifications will remain the same. The upgrade does not impact how quickly you will receive your results.

Q: Does the portal change how samples are picked up or transported to Vitalant?
A: No, your current sample pickup and transport process stays the same. Local routing practices are not affected by the portal upgrade.

Q: I'm having trouble accessing the e-Learning platform. What should I do?
A: If you're experiencing issues accessing the platform, try the following steps:

1. **Close and restart your browser** — fully exit the browser and then reopen it before trying again.
2. **Clear your browser cache** — this often resolves access issues.
3. **Note:** A simple refresh or backing out and reselecting the link typically does *not* fix the issue.

If you're still unable to access the e-Learning platform after trying the steps above, please contact your local support representative for further assistance.