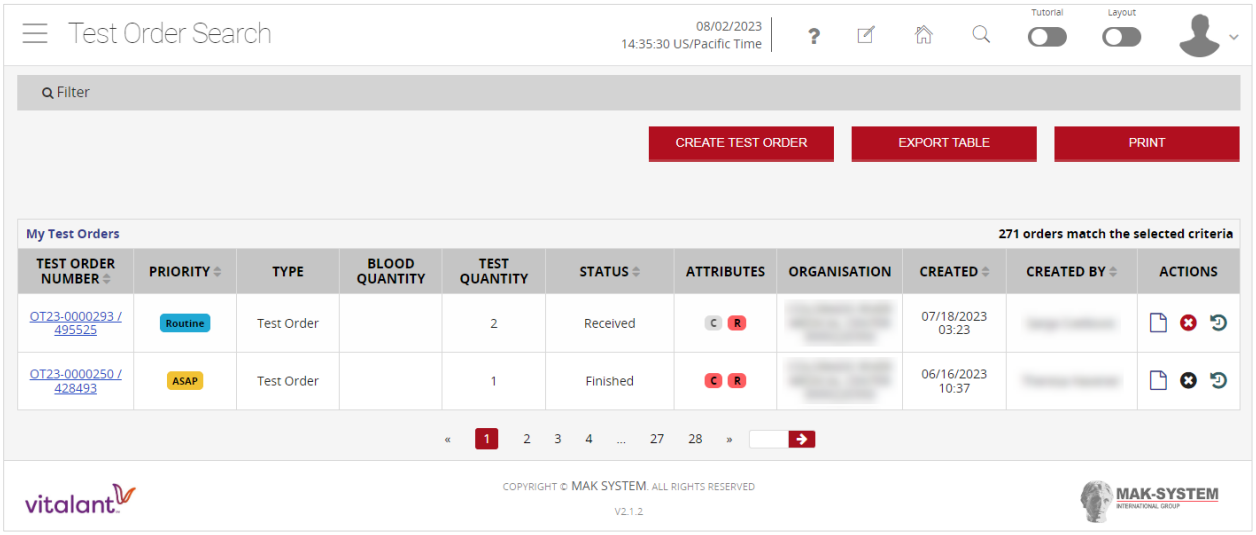
Customer Portal User Guide

Test Requests Supplement

TEST ORDERS

TEST ORDERS SEARCH

A. Hover the mouse over icons to display descriptions, as needed.



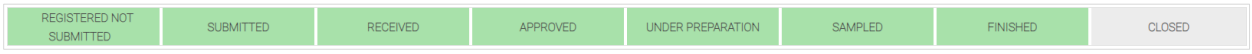
Edit, Inquiry, and Print Order

Cancel Order

Order cannot be cancelled

Order History

B. Status for Test Orders include:



C. Selecting “Order History” from this screen, will provide a detailed history of the order, if needed.

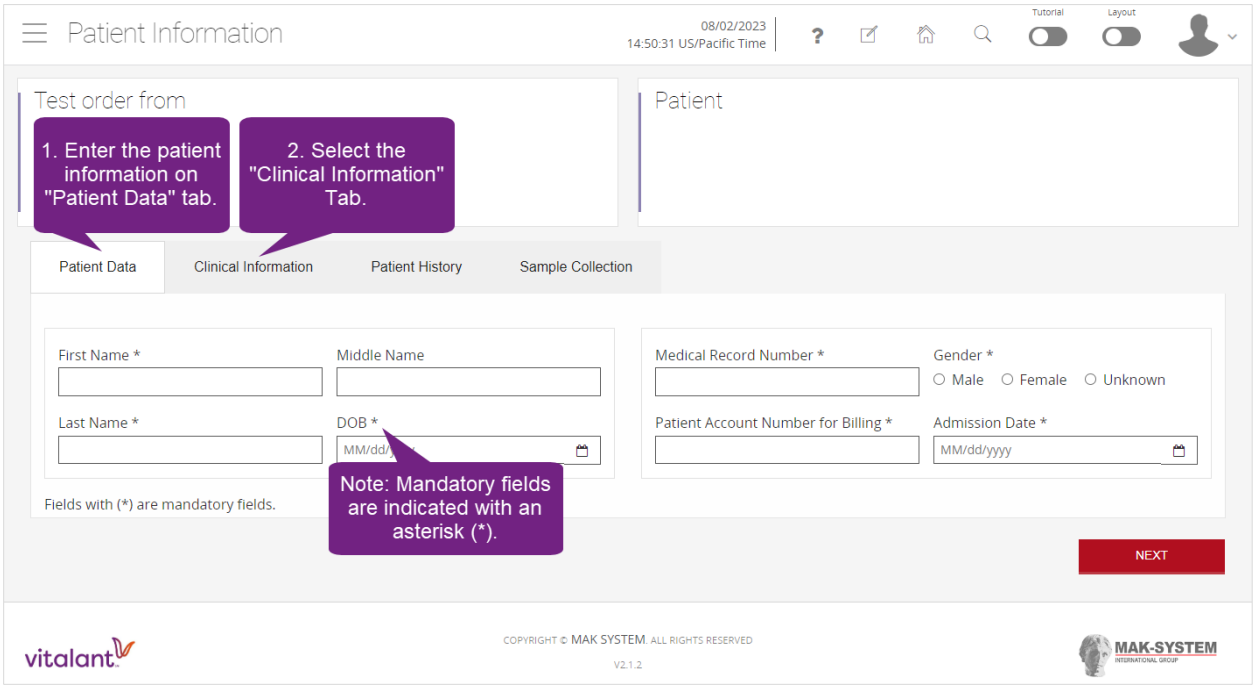
D. From the Test Orders Search window, you can select “Create Test Order” to initiate a new order. See the next section of this guide for associated directions on completing these activities.

TEST ORDER

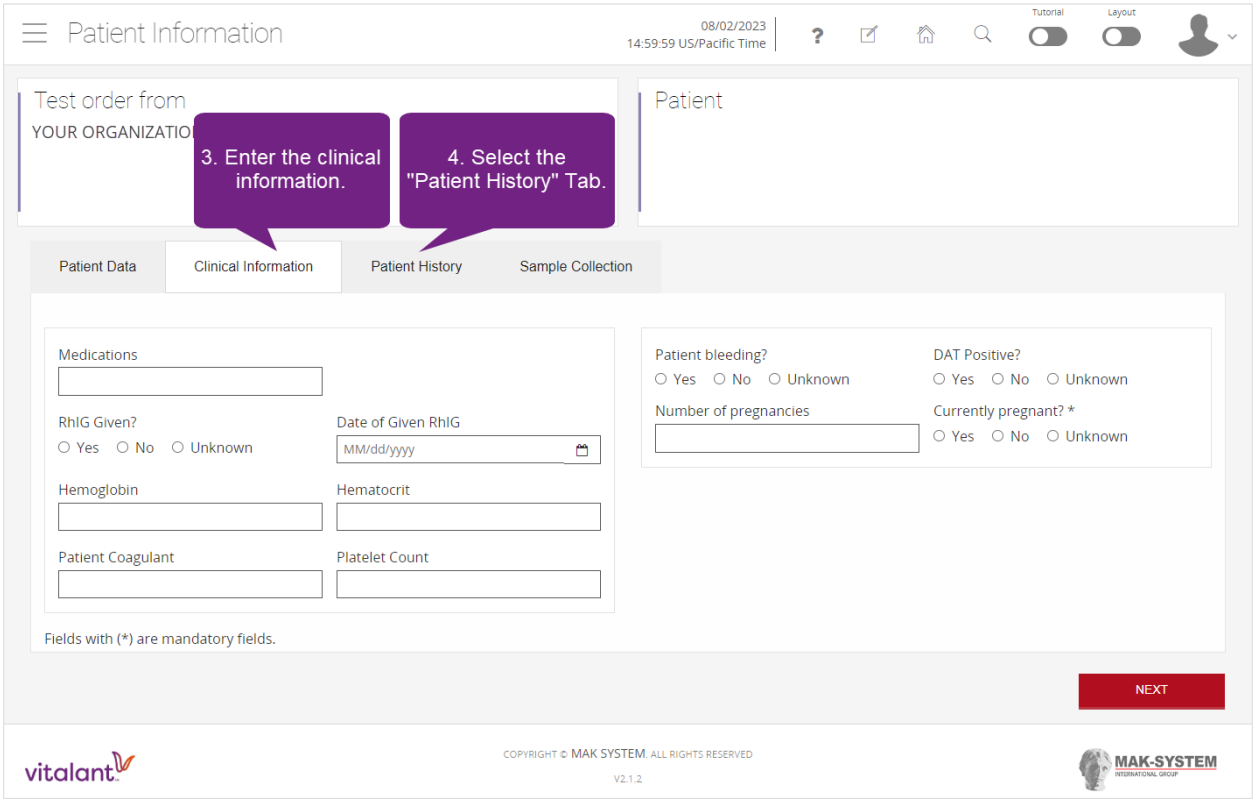
HIGH LEVEL INSTRUCTIONS

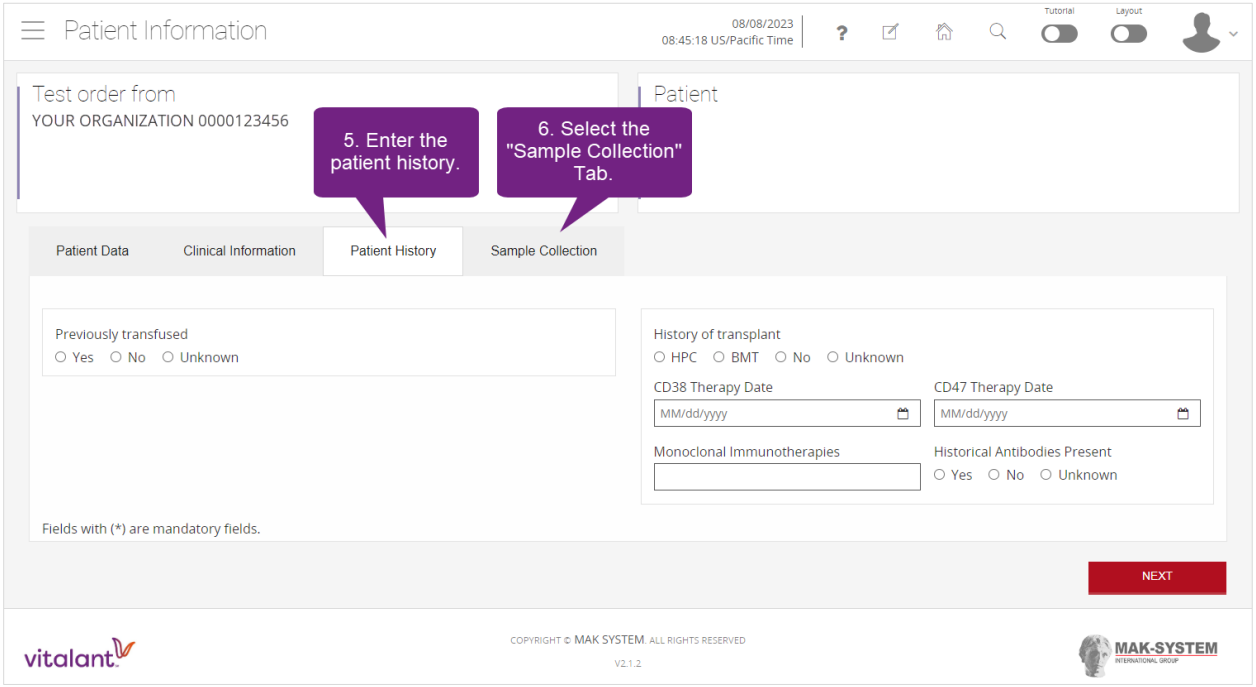
1. Select “Test Order” from Menu.
2. Enter Patient Information. All fields with an asterisk (*) are required.
   Ensure you complete all tabs:
   - Patient Data
   - Clinical Information
   - Patient History
   - Sample Collection
3. Select “Next” button.
4. Review entries for accuracy.
   This is an important step in preventing duplicate patients in the system.
5. Select “Confirm” button.
6. Select urgency of the order (Routine, ASAP, Scheduled, or STAT).
7. Select the test to be ordered.
8. Select
   a. “Add Test” button and select additional test, as needed (repeat step 7-8).
   b. “Proceed” button if this is the last test to be added.
9. Add any comments, such as quantity and type of products needed, if applicable.
10. Select “Submit” button.

STEP BY STEP INSTRUCTIONS



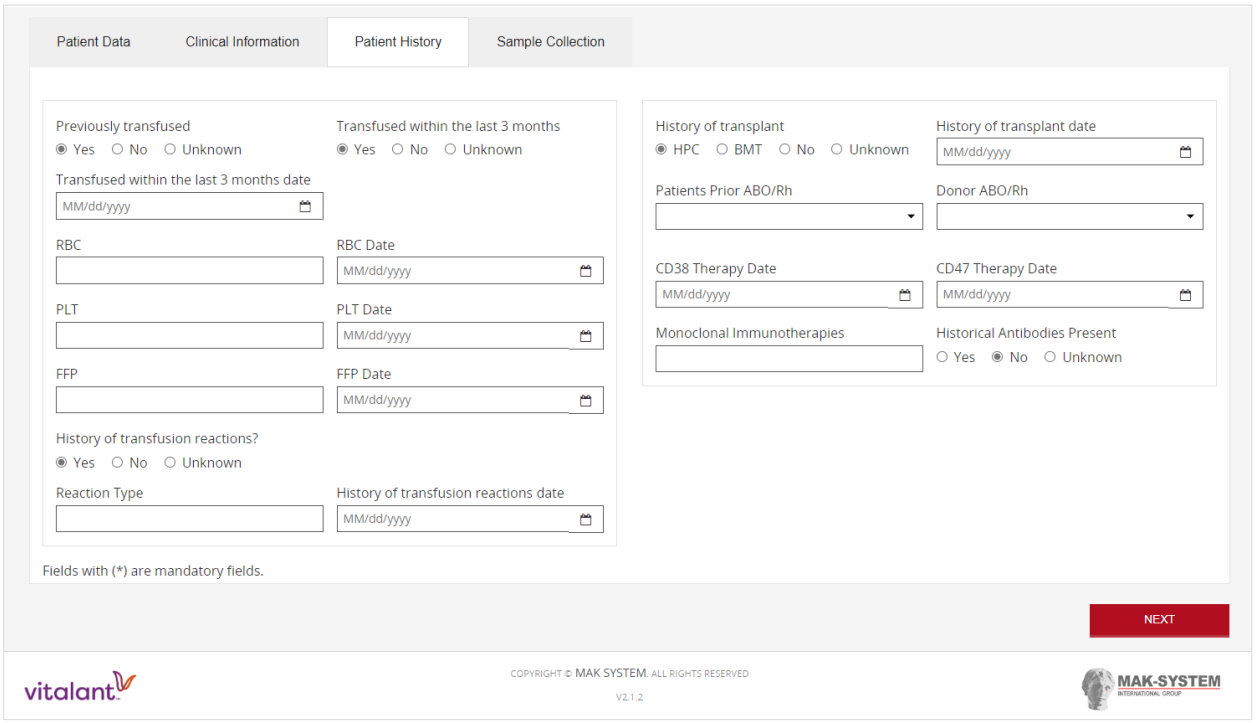
TEST ORDER (CONT'D)

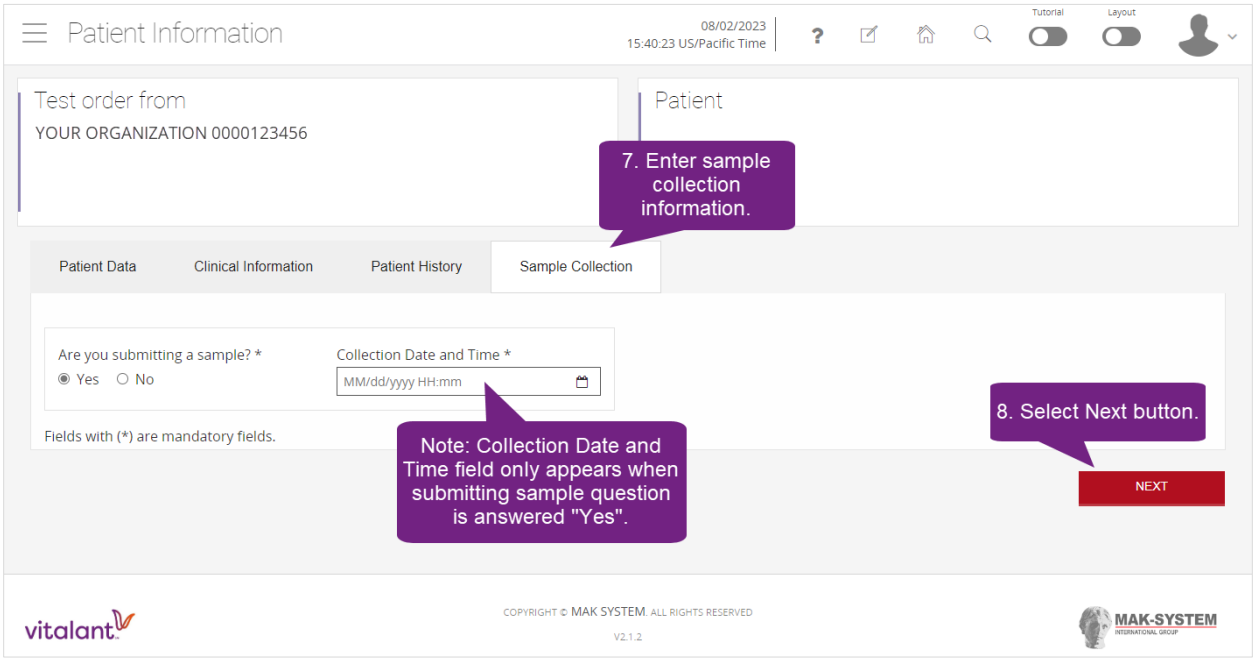




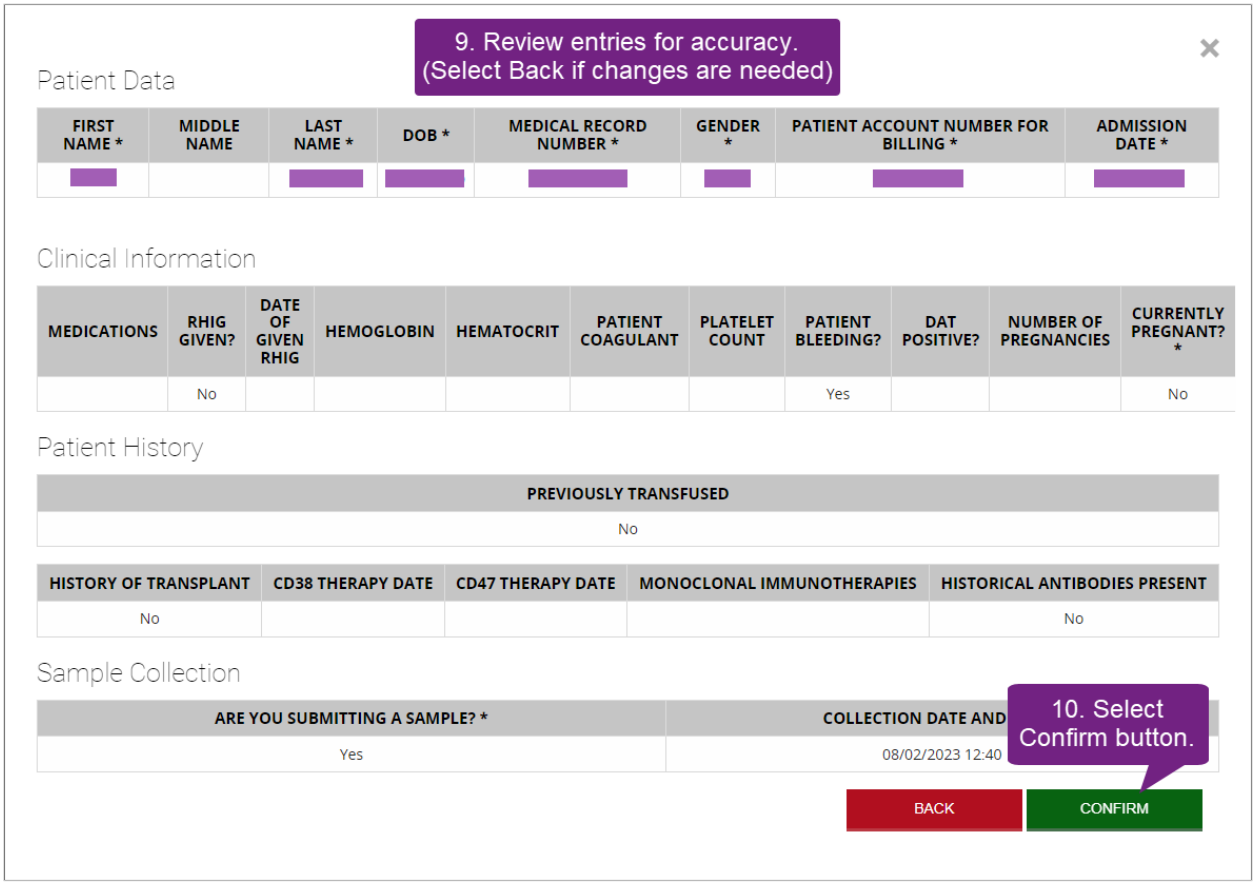
TEST ORDER (CONT'D)

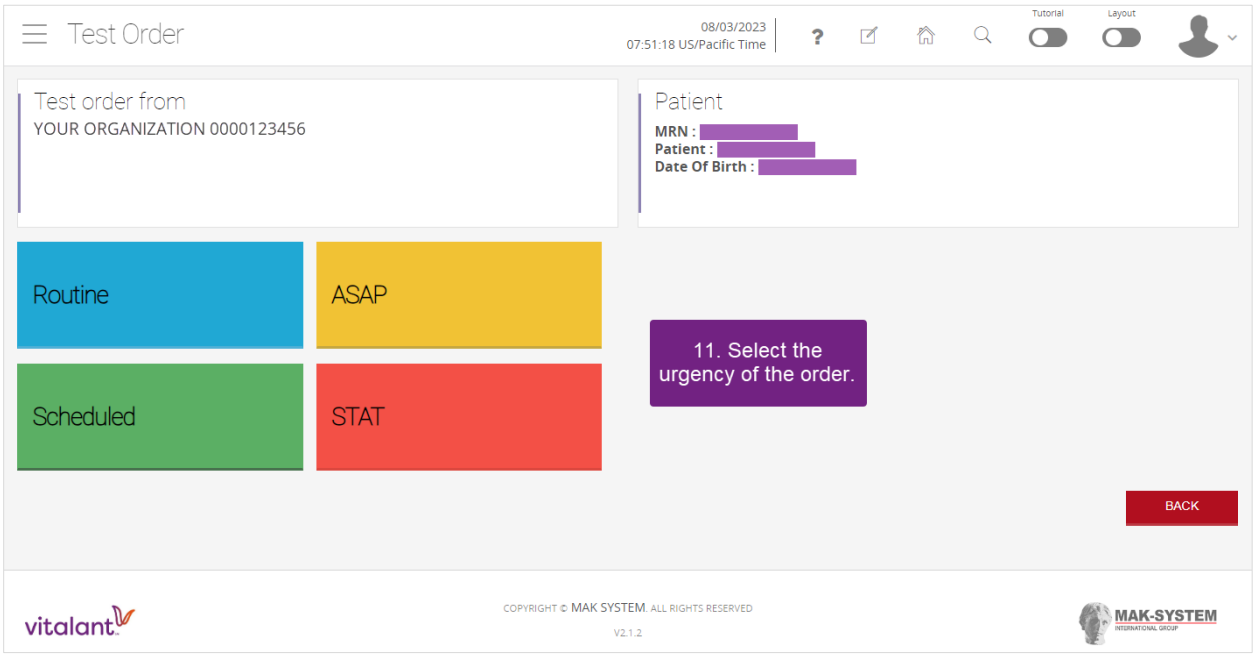
Note: Additional fields will present based on answers selected.
Below is an example with all radio buttons set to "Yes".



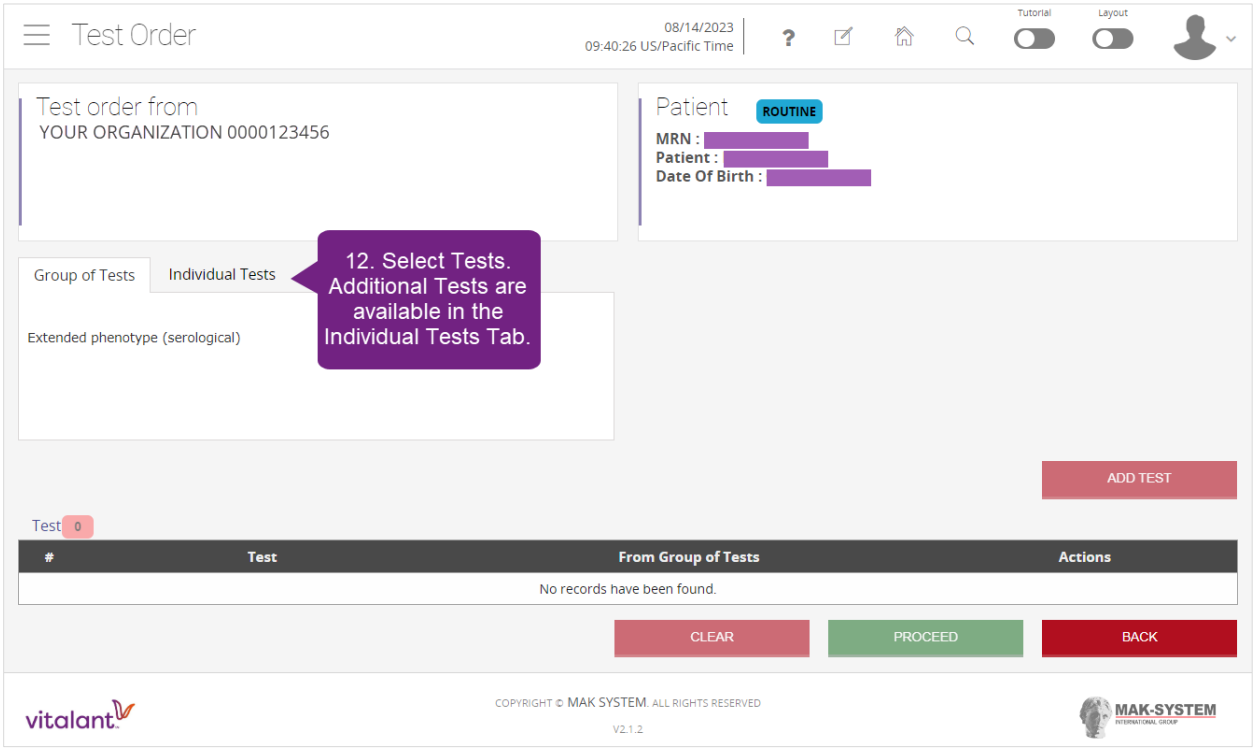


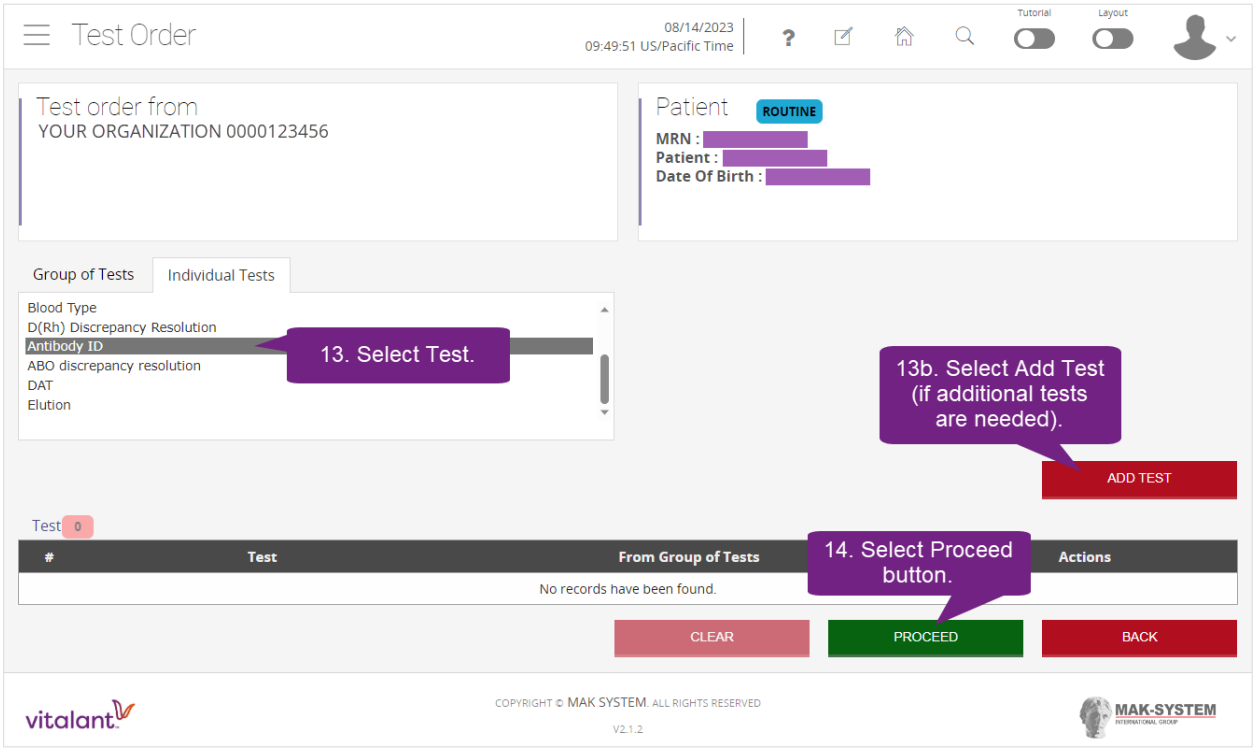
TEST ORDER (CONT'D)



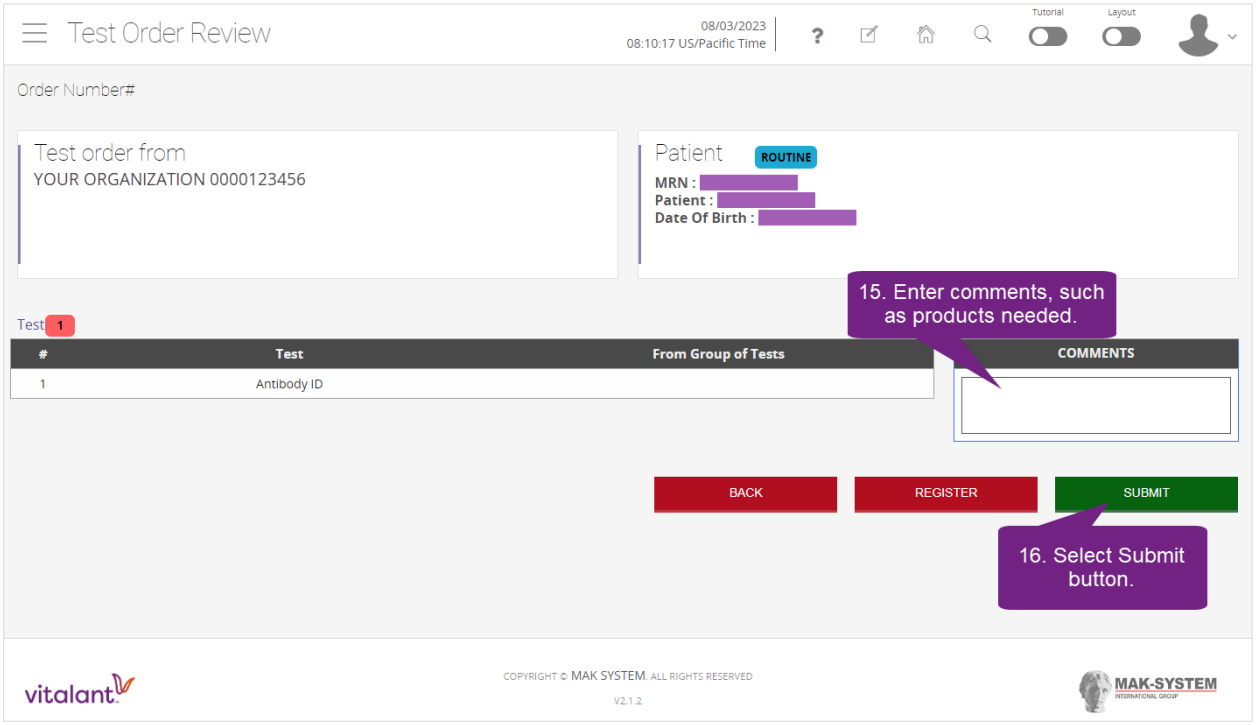


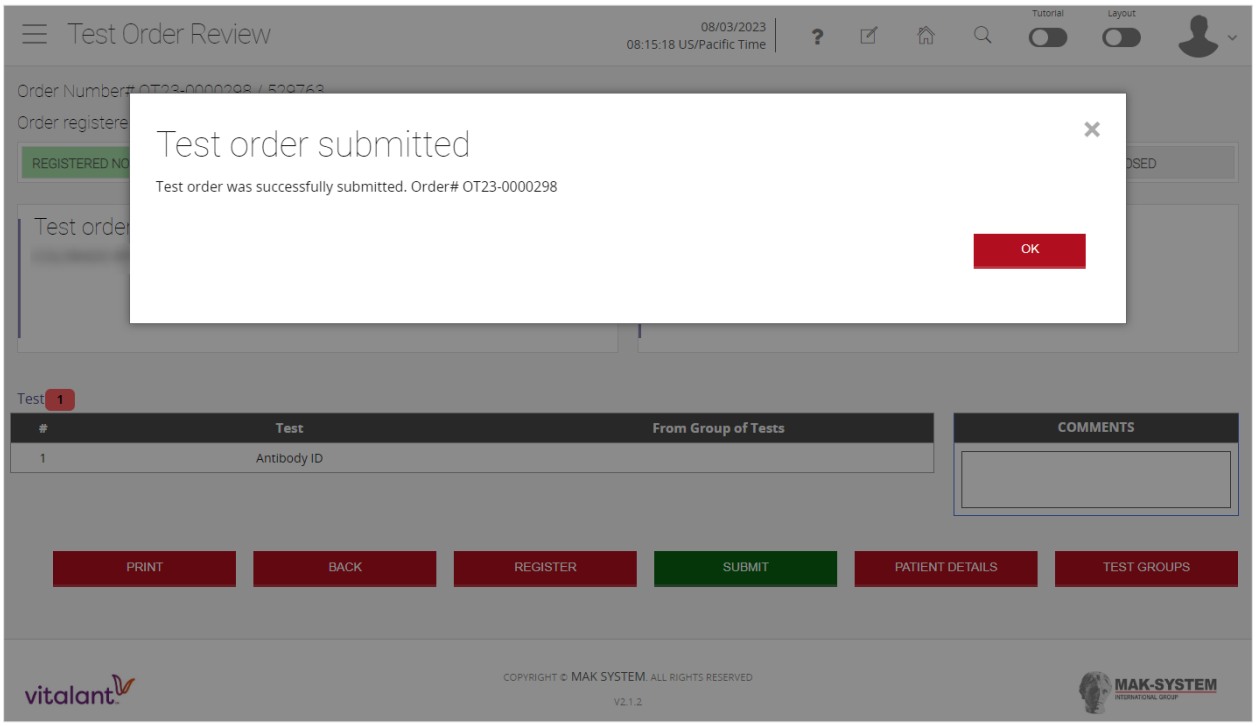
TEST ORDER (CONT'D)





TEST ORDER (CONT'D)





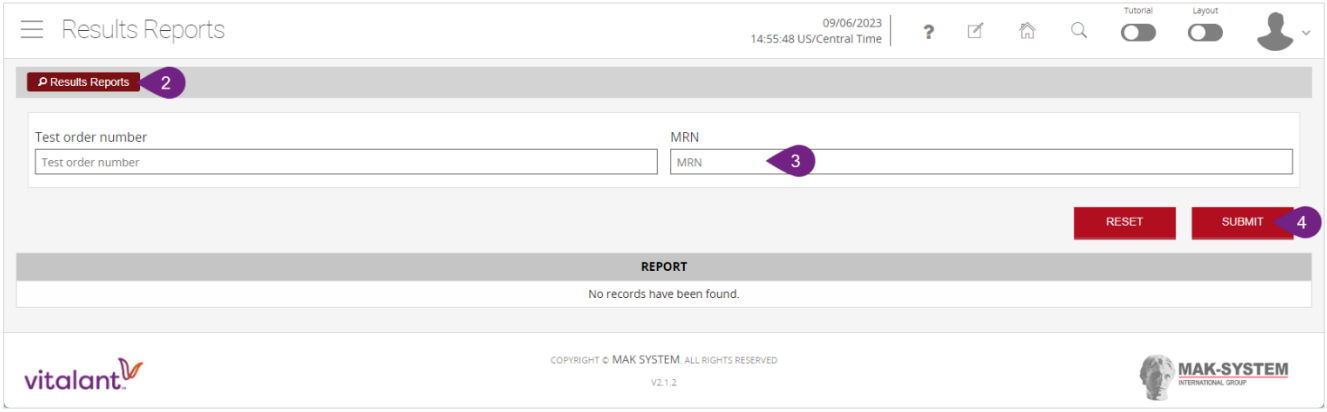
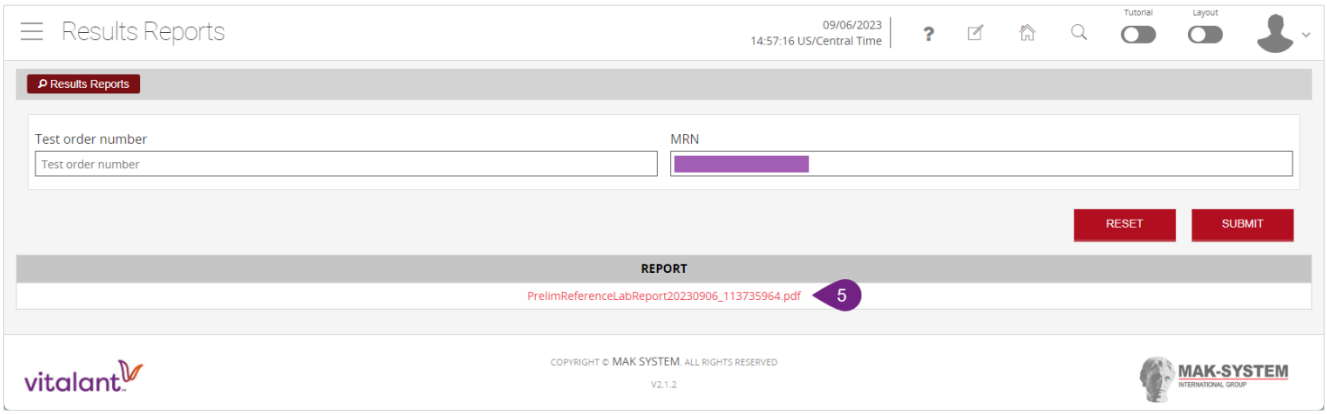
VIEW TEST ORDER RESULTS

Results are typically available once the order status moves to "Finished". Not all results will be available in the system, if you have questions, please contact your blood center.

REPORTS ARE ONLY AVAILABLE FOR 30 DAYS IN THE CUSTOMER PORTAL.

PRINT OR ENTER RESULTS INTO YOUR HOSPITAL LIS FOR FUTURE REFERENCE.

ACCESSING RESULTS REPORTS

1. Select "Results Reports" from the Menu.
2. Select "Results Reports" button.

3. Enter Test order number (OTYY-########) or Patient's MRN.
4. Select "Submit".
5. Select the report. This will open a new window with the PDF of the report.