



Customer Portal User Guide

Test Requests Supplement

TEST ORDERS SEARCH

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

Test Order Search

08/02/2023
14:35:30 US/Pacific Time

?

Tutorial

Layout

Q Filter

CREATE TEST ORDER

EXPORT TABLE

PRINT

My Test Orders

271 orders match the selected criteria

TEST ORDER NUMBER	PRIORITY	TYPE	BLOOD QUANTITY	TEST QUANTITY	STATUS	ATTRIBUTES	ORGANISATION	CREATED	CREATED BY	ACTIONS
QT23-0000293 / 495525	Routine	Test Order		2	Received	C R		07/18/2023 03:23		<div></div> <div></div> <div></div>
QT23-0000250 / 428493	ASAP	Test Order		1	Finished	C R		06/16/2023 10:37		<div></div> <div></div> <div></div>

«

1

2

3

4

...

27

28

»





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ACTIONS

-  Edit, Inquiry, and Print Order
-  Cancel Order
-  Order cannot be cancelled
-  Order History

B. Status for Test Orders include:

REGISTERED NOT SUBMITTED	SUBMITTED	RECEIVED	APPROVED	UNDER PREPARATION	SAMPLED	FINISHED	CLOSED
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- 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

The screenshot shows the 'Patient Information' form in a web application. The form has a header with a menu icon, the title 'Patient Information', the date '01/24/2025', the time '15:34:50 US/Central Time', and several utility icons (help, edit, home, search, tutorial, layout, user profile). Below the header, there's a section titled 'Test order from' with two purple callout boxes: '1. Enter the patient information on "Patient Data" tab.' and '2. Select the "Clinical Information" tab.' The form itself has four tabs: 'Patient Data', 'Clinical Information', 'Patient History', and 'Sample Collection'. The 'Patient Data' tab is active, showing fields for 'First Name *', 'Middle Name', 'Last Name *', 'DOB *' (with a date picker), 'Medical Record Number *', 'Gender *' (with radio buttons for Male, Female, Unknown), 'Encounter / Visit / Admission # *', and 'Admission Date *' (with a date picker). A purple callout box points to the asterisks in the field labels, stating: 'NOTE: Mandatory fields are indicated with an asterisk (*).' At the bottom right of the form is a red 'NEXT' button. The footer includes the Vitalant logo, copyright information 'COPYRIGHT © MAK SYSTEM. ALL RIGHTS RESERVED', version 'V2.2.2', and an 'About' link.

TEST ORDER (CONT'D)

Patient Information

01/24/2025
15:38:11 US/Central Time

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Tutorial

Layout

Test order from
YOUR ORGANIZATION

Patient

3. Enter the Clinical Information.

4. Select the "Patient History" tab.

Patient Data

Clinical Information

Patient History

Sample Collection

Medications

RhIG Given?

☐ Yes ☐ No ☐ Unknown

Hemoglobin

Patient Coagulant

Date of Given RhIG

MM/dd/yyyy

Hematocrit

Platelet Count

Patient bleeding?

☐ Yes ☐ No ☐ Unknown

DAT Positive?

☐ Yes ☐ No ☐ Unknown

Number of pregnancies

Currently pregnant? *

☐ Yes ☐ No ☐ Unknown

Ordering Physician*

Fields with (*) are mandatory fields.

NEXT

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About

 **MAK-SYSTEM**
enabling individuals to save lives

Patient Information

08/08/2023
08:45:18 US/Pacific Time

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Tutorial

Layout

Test order from
YOUR ORGANIZATION 0000123456

Patient

5. Enter the patient history.

6. Select the "Sample Collection" Tab.

Patient Data

Clinical Information

Patient History

Sample Collection

Previously transfused

☐ Yes ☐ No ☐ Unknown

History of transplant

☐ HPC ☐ BMT ☐ No ☐ Unknown

CD38 Therapy Date

MM/dd/yyyy

CD47 Therapy Date

MM/dd/yyyy

Monoclonal Immunotherapies

Historical Antibodies Present

☐ Yes ☐ No ☐ Unknown

Fields with (*) are mandatory fields.

NEXT

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TEST ORDER (CONT'D)

Note: Additional fields will present based on answers selected.

Below is an example with all radio buttons set to “Yes”.

This screenshot shows the 'Patient History' tab of a test order form. The form is divided into two main sections. The left section contains fields for 'Previously transfused' (radio buttons for Yes, No, Unknown), 'Transfused within the last 3 months' (radio buttons for Yes, No, Unknown), 'Transfused within the last 3 months date' (text input with a calendar icon), 'RBC' (text input), 'RBC Date' (text input with a calendar icon), 'PLT' (text input), 'PLT Date' (text input with a calendar icon), 'FFP' (text input), 'FFP Date' (text input with a calendar icon), 'History of transfusion reactions?' (radio buttons for Yes, No, Unknown), 'Reaction Type' (text input), and 'History of transfusion reactions date' (text input with a calendar icon). The right section contains fields for 'History of transplant' (radio buttons for HPC, BMT, No, Unknown), 'History of transplant date' (text input with a calendar icon), 'Patients Prior ABO/Rh' (dropdown menu), 'Donor ABO/Rh' (dropdown menu), 'CD38 Therapy Date' (text input with a calendar icon), 'CD47 Therapy Date' (text input with a calendar icon), 'Monoclonal Immunotherapies' (text input), and 'Historical Antibodies Present' (radio buttons for Yes, No, Unknown). A note at the bottom left states 'Fields with (*) are mandatory fields.' A red 'NEXT' button is located at the bottom right. The footer includes the Vitalant logo, copyright information 'COPYRIGHT © MAK SYSTEM. ALL RIGHTS RESERVED V2.1.2', and the MAK-SYSTEM INTERNATIONAL GROUP logo.

This screenshot shows the 'Sample Collection' tab of the test order form. The form is divided into two main sections. The left section contains fields for 'Test order from' (text input) and 'YOUR ORGANIZATION 0000123456' (text input). The right section contains a 'Patient' label. The form is divided into two main sections. The left section contains fields for 'Are you submitting a sample? *' (radio buttons for Yes, No) and 'Collection Date and Time *' (text input with a calendar icon). A note at the bottom left states 'Fields with (*) are mandatory fields.' A red 'NEXT' button is located at the bottom right. Annotations are present: a purple callout box labeled '7. Enter sample collection information.' points to the 'Collection Date and Time *' field, and another purple callout box labeled '8. Select Next button.' points to the 'NEXT' button. A third purple callout box labeled 'Note: Collection Date and Time field only appears when submitting sample question is answered "Yes".' points to the 'Collection Date and Time *' field. The footer includes the Vitalant logo, copyright information 'COPYRIGHT © MAK SYSTEM. ALL RIGHTS RESERVED V2.1.2', and the MAK-SYSTEM INTERNATIONAL GROUP logo.

TEST ORDER (CONT'D)

9. Review entries for accuracy.
(Select BACK if changes are needed)
✕

Patient Data

FIRST NAME *	MIDDLE NAME	LAST NAME *	DOB *	MEDICAL RECORD NUMBER *	GENDER *	ENCOUNTER / VISIT / ADMISSION # *	ADMISSION DATE *

Clinical Information

MEDICATIONS	RHIG GIVEN?	DATE OF GIVEN RHIG	HEMOGLOBIN	HEMATOCRIT	PATIENT COAGULANT	PLATELET COUNT	PATIENT BLEEDING?	DAT POSITIVE?	NUMBER OF PREGNANCIES	CURRENTLY PREGNANT? *	ORDERING PHYSICIAN*

Patient History

PREVIOUSLY TRANSFUSED				

HISTORY OF TRANSPLANT	CD38 THERAPY DATE	CD47 THERAPY DATE	MONOCLONAL IMMUNOTHERAPIES	HISTORICAL ANTIBODIES PRESENT

Sample Collection

ARE YOU SUBMITTING A SAMPLE? *	COLLECTION DATE AND TIME
Yes	01/24/2025 14:4

10. Select Confirm button.

BACK
CONFIRM

☰ Test Order

08/03/2023

07:51:18 US/Pacific Time

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Tutorial

Layout

👤

Test order from
YOUR ORGANIZATION 0000123456

Patient
 MRN :
 Patient :
 Date Of Birth :

Routine

ASAP

Scheduled

STAT

11. Select the urgency of the order.

BACK

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TEST ORDER (CONT'D)

Test Order

08/14/2023
09:40:26 US/Pacific Time

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Tutorial

Layout

Test order from
YOUR ORGANIZATION 0000123456

Patient

ROUTINE

MRN :

Patient :

Date Of Birth :

Group of Tests

Individual Tests

Extended phenotype (serological)

12. Select Tests.
Additional Tests are
available in the
Individual Tests Tab.

ADD TEST

Test 0

#	Test	From Group of Tests	Actions
No records have been found.			

CLEAR

PROCEED

BACK

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Test Order

08/14/2023
09:49:51 US/Pacific Time

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Tutorial

Layout

Test order from
YOUR ORGANIZATION 0000123456

Patient

ROUTINE

MRN :

Patient :

Date Of Birth :

Group of Tests

Individual Tests

Blood Type

D(Rh) Discrepancy Resolution

Antibody ID

ABO discrepancy resolution

DAT

Elution

13. Select Test.

13b. Select Add Test
(if additional tests
are needed).

ADD TEST

Test 0

#	Test	From Group of Tests	Actions
No records have been found.			

14. Select Proceed
button.

CLEAR

PROCEED

BACK

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TEST ORDER (CONT'D)

Test Order Review

08/03/2023
08:10:17 US/Pacific Time

?

Tutorial

Layout

Order Number#

Test order from
YOUR ORGANIZATION 0000123456

Patient

ROUTINE

MRN :

Patient :

Date Of Birth :

Test 1

#	Test	From Group of Tests	COMMENTS
1	Antibody ID		

BACK

REGISTER

SUBMIT

15. Enter comments, such as products needed.

16. Select Submit button.

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Test Order Review

08/03/2023
08:15:18 US/Pacific Time

?

Tutorial

Layout

Order Number# OT23-0000298 / 529762

Order registered

REGISTERED NO

Test order

Test order submitted

Test order was successfully submitted. Order# OT23-0000298

OK

#	Test	From Group of Tests	COMMENTS
1	Antibody ID		

PRINT

BACK

REGISTER

SUBMIT

PATIENT DETAILS

TEST GROUPS

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VIEW TEST ORDER RESULTS

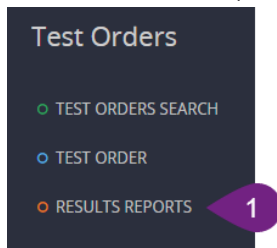
Results are typically available once the order status moves to “Finished”. Not all results will be available in the system, if you have questions, [please contact your blood center](#).

Reports are only available for 30 days in the customer portal.

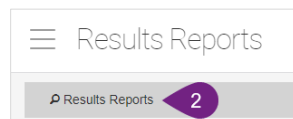
Print or enter results into your hospital LIS for future reference.

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.

A screenshot of the "Results Reports" form. It features two input fields: "Test order number" and "MRN". Below the "MRN" field is a purple callout bubble with the number "3". To the right of the input fields are "RESET" and "SUBMIT" buttons. The "SUBMIT" button is highlighted with a purple callout bubble with the number "4". Below the input fields is a section titled "REPORT" which currently displays "No records have been found." The footer includes the Vitalant logo, copyright information for MAK SYSTEM, and the MAK-SYSTEM logo.A screenshot of the "Results Reports" form, similar to the previous one, but with a report selected. The "MRN" field now contains a value. Below the "REPORT" section, a link to a PDF report is displayed: "PrelimReferenceLabReport20230906_113735964.pdf". A purple callout bubble with the number "5" points to this link. The "SUBMIT" button is still present. The footer includes the Vitalant logo, copyright information for MAK SYSTEM, and the MAK-SYSTEM logo.