Lab Web Portal (LWP)

Quick Start Guide





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This document provides a quick overview of the Lab Web Portal functionalities. Its goal is to guide you to perform basic portal tasks, like submitting test orders to the state lab, monitoring testing progress and accessing published reports.

All information provided here is subject to change without notice.

Document Revision History

Revision	Author	Date	Status and Description
1.0.	Laura Corvin	04-21-2020	Document created.
1.1.	Andrew Sinyaver		Updated screenshots and formatting.
1.2.	Marina Goldshtein	06-13-2020	Updated screenshots and formatting. Added the Batch Test Ordering section.
1.3.	Marina Goldshtein	06-17-2020	Added the My Patients section.
1.4	Joseph Manfrida	09-2-2022	Updated to reflect Arizona specific items in ETOR
1.5	Gail Weart	06-22-23	Add etor@azdhs.gov email

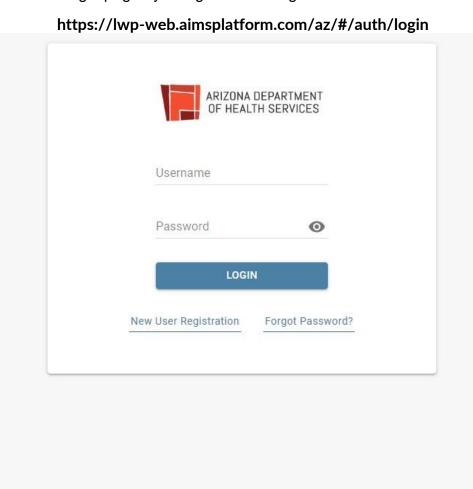
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Welcome to Lab Web Portal (LWP)

The Production URL

Access the Portal login page by using the following URL:



 Click Order Support link at the bottom of the page to view lab contacts and information on where to send your specimens.

©2007 - 2022 iConnect Consulting, Inc. Order Support Technical Support 13 Oct 2020 19:07 8.2.0.1179

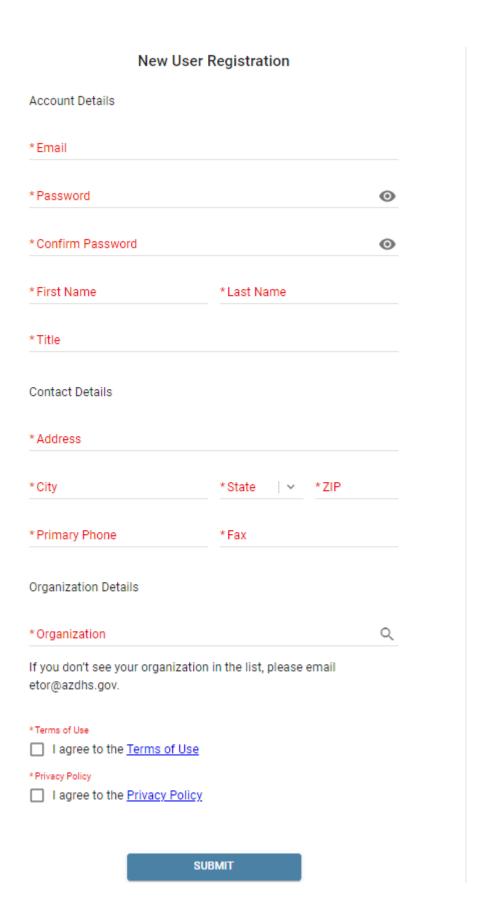
 Click **Technical Support** link at the bottom of the page for technical support contacts.

Create New Account

1. Click **New User Registration** link under the **Login** button.

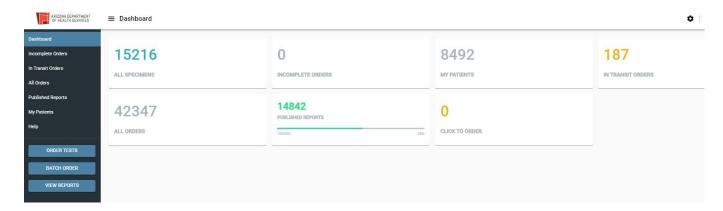


- New User Registration page is displayed.
 - o Under the **Email** add an active email, it will be used as a username.
 - Complete the rest of the fields.
 - Start typing the name of your submitting facility into **Organization** field to see if it already exists in the portal. If a match is found, select your facility from the popup list.
 - Review "Term of Use" and "Privacy Policy" documents by clicking on the links. Check the boxes next to "Terms of Use", "Privacy Policy" to agree.
 Agreement is required to request access.
 - Click on Submit to complete user registration process.
 - An email will automatically be sent to etor@azdhs.gov.
 - Once the request is approved, the user will be notified via email and will be able to login to the portal.
- Once your registration is approved, navigate back to the login page, type in the username and password and click on Login button to access the Portal.



Navigating the LWP

The Navigation Panel



- Dashboard is the first page you will see after logging into the Portal. It is the
 "control center" of the LWP where you can view key performance indicators and
 charts, track status of the existing test order, and view published patient reports.
 The Dashboard is editable: click on the on the upper right corner, next
 to your name;
- **Incomplete Orders** started, but not yet submitted orders;
- In Transit orders that have been submitted but not yet received by the lab;
- All Specimens all samples submitted by user organization regardless of status;
- Published Reports orders with published reports. Shows all orders with published reports per user organization. Orders with unread (not viewed) reports are shown in bold; orders with read (viewed) reports are shown in normal font;
- **My Patients** view your patients' list;
- Help view portal help.
- Collapse the Navigation Panel by clicking the = button next to the logo in the upper left corner. This functionality applies to other pages in the portal as well.

NOTE: Not every user role has access to all of the options.

The Call-to-Action buttons

There are 3 blue buttons on the bottom left side of the Navigation Panel.

Order Tests – order tests using a preconfigured Test Requisition Form;

View Reports – view all "unread" reports published for user organization; **Batch Uploads** - upload multiple test orders at once.

The Tiles

The tiles you see on your Dashboard are your counters and key performance indicators. Click to open relevant data grids.

Number on top indicates total number of published reports for user organization Progress bar indicates percentage of the "viewed" reports vs. "not viewed".



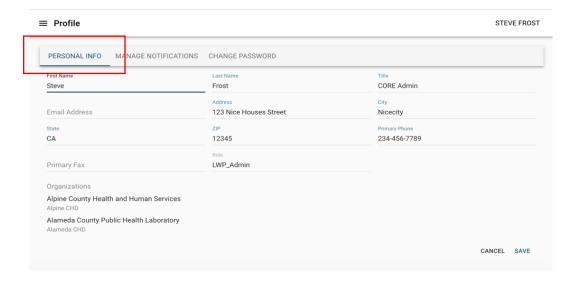
Orders Never Received by the Lab Tile

One panel in the dashboard is labelled "Orders Never Received by the Lab." This panel is particularly important as it allows submitters to delete specimens which they have logged, but decided not to send to the State Laboratory. Clicking on this panel will open a list of specimens which have not been received by the laboratory. Clicking on the X icon in a circle for a sample will delete that sample from ETOR/LWP. ASPHL requests that facilities delete any specimen which they log but do not send to the state laboratory.

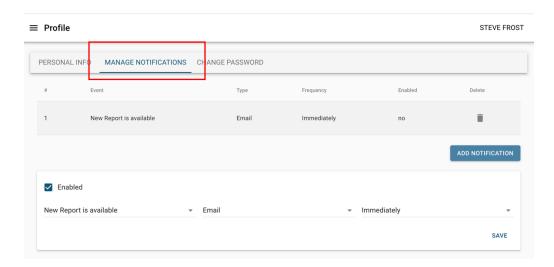
User Drop-Down Menu -

The drop-down menu on the upper right corner, accessed through clicking the username, offers additional resources.

- Profile
 - **Personal Info** view and edit your personal information;

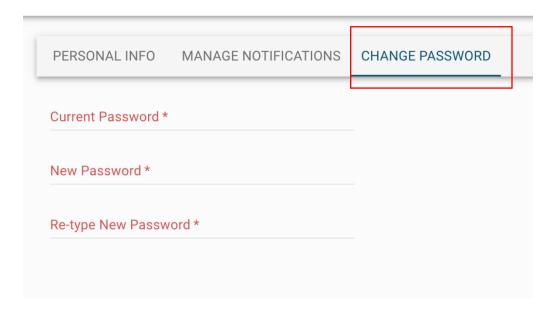


• **Manage Notifications** - add personal preferences for Portal notification events;



• Change Password – use to change your password.

■ Profile

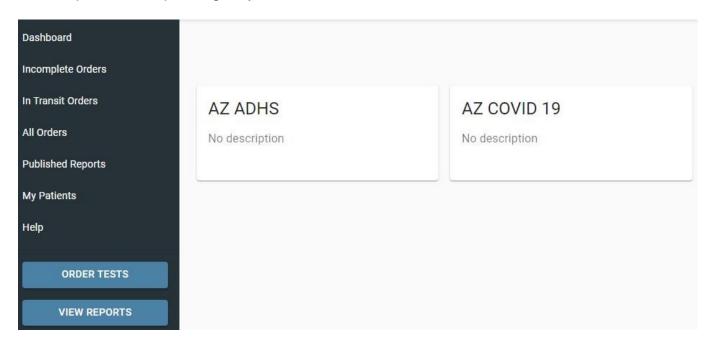


- Batch Order go to batch order page
- News view portal news/announcements.
- **Help** go to FAQ
- Log out to log out of Portal

Order Tests

Test Requisition Form (TRF)

1. Click **ORDER TESTS** Call-to-Action button. **Note:** You may have access to one or multiple forms depending on your user role.

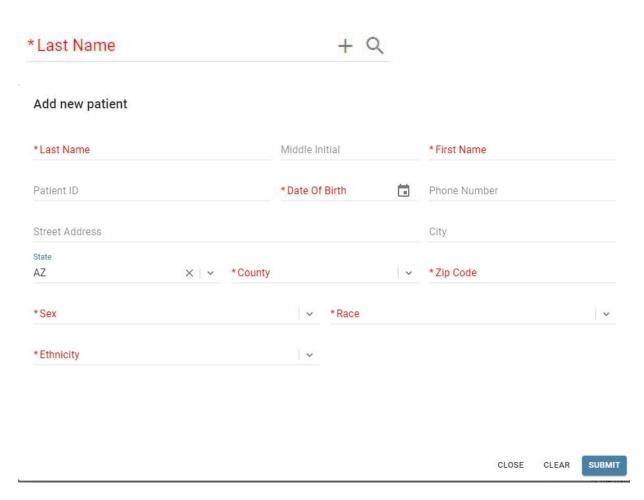


- Find the test tiles to the right of the Navigation Panel. Click on AZ ADHS for the general clinical specimen submission form and AZ COVID 19 for the COVID specimen submission form. Note: the fields that are required are indicated in red with an asterisk.
- 3. **Submitter Information section of TRF**: Health Care Facility Name will be based on your facility affiliation. If you are affiliated with a single facility the name will automatically be displayed. If you are associated with multiple facilities, you can choose one associated with the test order by clicking the **magnifying glass** button, selecting a facility in the lookup and clicking **Apply**.



4. Patient Information section of TRF: type the patient's name in "Last name" and select from the drop-down options. Note: Confirm the DOB match to your patient's information. To conduct a detailed search, click on the magnifying glass icon. If you confirmed that the patient is not in the system by using the detailed lookup, add a new patient with the + icon. This will open the "Add new patient form." Use the "Add new patient" form to enter all the necessary patient information and click Submit. New patient will be added to the system and related information propagated to the main form. Edit Patient information by clicking the space to be edited.

PATIENT INFORMATION



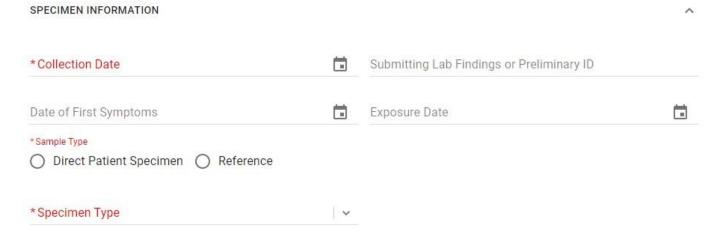
5. **Test selection** is accomplished by clicking the appropriate test in the list following the patient information section.

BACTERIOLOGY ③	
O Bacillus anthracis 3	O Bordetella pertussis
O Brucella spp. ①	O Burkholderia spp. ①
O Clostridium batulinum toxin (1)	O Corynebacterium diphtheriae
O Coxiella, Q-Fever (PCR) ①	○ CRE/CRPA (Include AST results) ③
O Enteric culture	Francisella tularensis ①
O Haemophilus influenzae	C Legionella spp.
O Leptospire spp.	C Listeria spp.
O Neisseria meningitidis	O Salmonella spp.
O Shiga-toxin producing E. coli	Shigella spp. (seragrouping only)
O Vibrio spp.	O VISA/VRSA
○ Yersinia pestis ③	O Yersinia spp.
Other Bacteriology	
MYCOBACTERIOLOGY ③	
O AFB Testing	
MYCOLOGY ③	
O Candida species	Other Mycology
PARASITOLOGY ①	
O Blood/Tissue Parasites	Glardia/Cryptosporidium
Other Parasitology	
SEROLOGY ③	
Chikungunya virus (IgM EIA/PCR)	O Dengue virus (IgM EIA/PCR)
O Hantavirus (IgG & IgM EIA)	○ Measles (IgG & IgM EIA)
Mumps (IgG & IgM EIA)	O-Fever (IgG IFA)
O Rubella (IgG & IgM EIA)	O SARS-CoV-2 (IgG & IgM EIA)
O Spotted Fever Group (IgG IFA/PCR)	○ WNV/SLE (IgM EIA)
Other Serology	
VIROLOGY ①	
O Avian Influenza (PCR)	O COVID Lineage using MassARRAY ①
O Influenza (PCR)	○ Measles (PCR)
○ MERS-CoV-2 ③	O Mumps (PCR)
○ Norovirus (PCR) ①	Orthopox ①
Respiratory (PCR) ③	O Rubella (PCR)
○ SARS-CeV-2 (PCR)	O Zika virus (PCR)
Other Virology	

6. Specimen Information section of TRF:

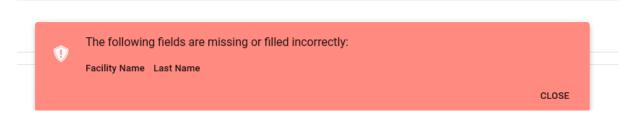
Select **Specimen Type** from the list of available values;

Choose the Collection Date from Calendar icon or type the desired date and time.



- 7. For COVID specimens only, answer the **patient specific questions** by making selections from the drop-down menus. These questions are not required for specimens other than COVID.
- 8. Click **Submit** button upon the completion to submit your order.

Note: If any of the required fields are not populated or populated incorrectly, an error will appear to show the missing fields. User can click on any field in the dialog and get navigated to the exact place where field is located on the form to correct the issue.



Once test order is ready to be submitted, "Certification of Test Order" message is displayed. User needs to click AGREE to move forward.

Certification of Test Order

By submitting this order for testing, I hereby certify as follows:

- The ordering provider is an individual authorized under State law to order tests or receive test results, or both.
- I certify that the information submitted is true and correct to the best of my knowledge.

CANCEL AGREE

Once test order has been submitted, confirmation message is displayed. **Note:** the Portal Order ID (in bold below) uniquely identifies the test order in the system.

Order Placed

Your test order OIDAZ220000077 has been successfully submitted. Please check All Specimens section of your Dashboard for status updates.

Click Print button below to view/print the completed submission form.

Click Copy Order button to apply current order information to the new order.

PRINT COPY ORDER CLOSE

- Click Copy Order to continue adding more orders for your facility. It will
 copy all the information from the current order except patient and
 insurance information.
- Click Print button to print the Order manifest in a pdf format.

Note: the barcode in the upper right corner represents the Portal Order ID. A printed copy of the manifest must always accompany the specimen. The Order manifest can be accessed at any point by clicking on the value under Portal Id column in the **All Specimens** data grid.

Bureau of Laboratory Services 250 N. 17th Avenue, Phoenix, Arizona 85007-3231

Tel: (602) 542-1188 Fax: (602) 364-0758

Novel Coronavirus 2019 Molecular Test Requisition

Date Submitted: 1/1/2022 12:39:07 PM

Submitted By: Doctor McCoy



Order ID: OIDAZ11111111

Patient Demographics		
Last Name: Kirk		First Name: Captain
Date of Birth: 01/01/2022		
Address:		City:
	county: Maricopa	Zip Code: 85007
	regnant: No	
Race: Unknown	-0	Ethnicity: NON-HISPANIC
MRN: 1111-1111		Phone Number: 0000000000
Submitter Information		
Facility Name: Generic Medical Examin	er's Office	
Phone Number: 111111-1111		
Address: 701 W. Avenue St		Fax Number:
State: AZ		City: Phoenix
		Zip Code: 22222
Ordering Physician: McCoy, Doctor		NPI:
Phone Number:		Fax Number:
Email:		
Address:		City:
State: AZ		Zip Code: 22222
Specimen Information		
Test: Novel Coronavirus 2019 Molecula	r Test	Specimen Type: Nasopharyngeal Swab
Sample Description:		TO THE TOTAL STATE OF THE STATE
Collection Date: 1/1/2022 8:30:00 AM		Onset Date:
Additional Comments/Information:		
PLEASE RUN BIOFIRE BY PCR PER	FORENSIC PAT	THOLOGIST
Q&A		
First test?		Unknown
Is the patient employed in healthcare?		Unknown
Is the patient symptomatic?		Unknown
Is the patient admitted to a hospital?		Unknown
Is the patient in the ICU?		Unknown
Is the patient a resident in a congregate ca		Unknown
Is the patient employed as a food handler?	?	Unknown
Is the patient employed in child care?		Unknown
Does the patient attend child care?		Unknown
Is the patient employed in a congregate ca	re setting?	Unknown
is the patient employed in a congregate ca		
Has the patient recently traveled?	8	Unknown

Saving Test Orders

Incomplete test orders can be saved to be completed and submitted later.

- Click the Save Order button in the bottom right corner of the Test Order form.
- Click Yes in the dialog below.

Save order Would you like to save this order? CANCEL YES

Confirmation message is displayed.

Note: the Portal Order ID uniquely identifies test order in the system.

Order saved

Your test order has been saved as OIDIL200000013 in Incomplete Orders.

CLOSE

The saved order will be placed in the **Incomplete Orders**. A navigation link will be accessible on the **Dashboard**.

To retrieve the saved order, go to the **Incomplete Orders** navigation link,

locate the order record and click on it. To discard saved order, click on icon.

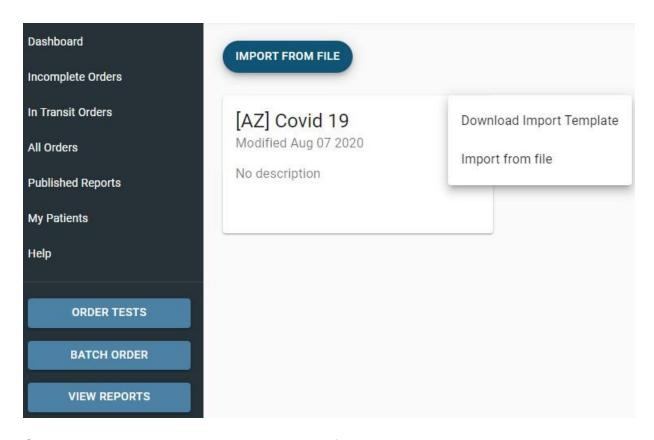
Batch Upload

Upload multiple test orders at once.

Download the **Import Template** that has all the required fields and response options required for the Batch Upload <u>prior</u> to specimen collection and submission. This is important in order to correctly gather the required order fields and patient information.

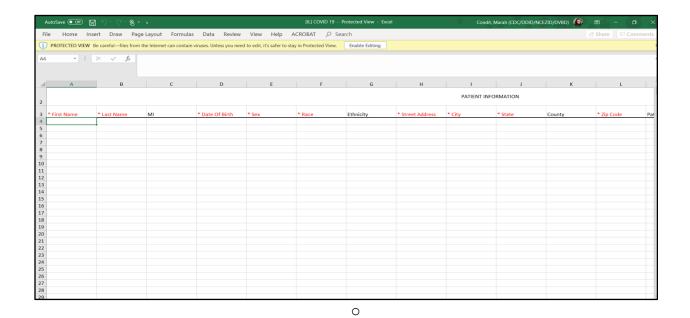
To Download the Excel Spreadsheet

1. Click **BATCH UPLOAD** button on the **Dashboard**.



- 2. Click the 3-button link on the upper corner of the tile.
- 3. Select **Download Import Template** from the two menu options.
- 4. Open the saved Excel Spreadsheet and fill the required details in the fields. **Note**: the dropdown menus for some of the required values.
- 5. Enter one line for each specimen that is being submitted.

- 6. Requirements of the **Batch Upload template**:
 - All fields in red are required
 - ALWAYS download it for every use



Accessing Orders, Reports and Patients

Tracking Order Status

To see a status of your test order, open **All Specimens** grid, locate your order and look for a value in the **Status** column. It can be one of the following:

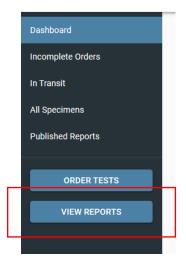
- InTransit order has been submitted but not yet received by the lab
- ReceivedInLab order has been received in lab but not yet tested
- **InProcess** order is being tested by the lab
- Released testing is done, order is released, results reports published
- Canceled order is canceled

To view order related events across time, open **All Specimens** grid, locate your order and hover over ***** icon:



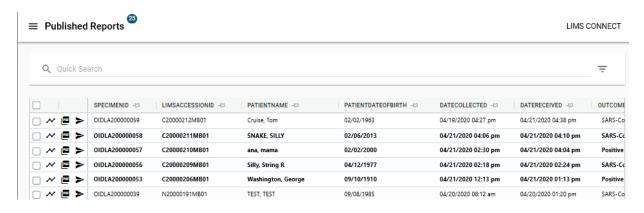
Viewing Reports

To view new (i.e. unread) published reports, click **VIEW REPORTS** button in the navigation bar.



The **Unread Reports** grid is displayed.

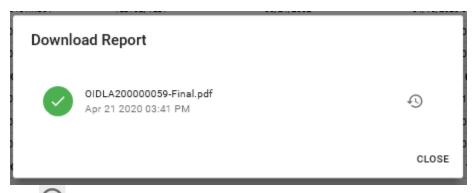
- Not viewed orders are displayed in bold.
- Once report has been viewed, the order disappears from the Unread Reports grid and moves to the Published Reports grid.



Click on icon to view all published patient reports associated with an order.

Note: Latest report always appears on top.

Unopened report will have a "NEW" tag in red and no checkmark inside the green circle. The type of the report (Final, etc.) will be displayed as a part of the PDF name.



Use to open report history which provides an audit trail of all the actions taken on the report (viewing, sharing, etc.)

Click on icon to share published patient report with a 3rd party.

Populate Subject, Email addresses, Message and click Submit.

Note: recipient will get temporary access to the portal to download shared reports. To

download or share multiple patient reports at once, select multiple orders and then click

on to download a single PDF with multiple patient reports or to share multiple patient reports at once. Results Reports can also be viewed in the **All Specimens** data grid.



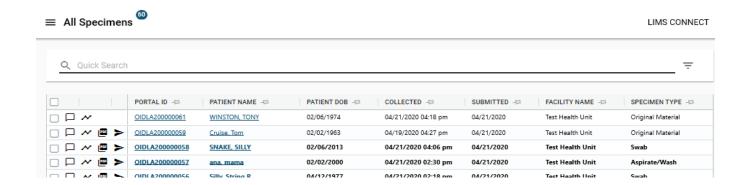
Data grids

Click on any column in the grid to order by it. To order by multiple columns, click and hold Shift and click on the columns to order.

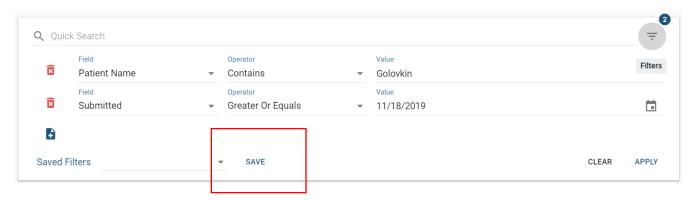
Click on ¹² to pin one or multiple columns to the left side of the grid.

Quick Search

Use "Quick Search" box at the top to search across all columns in the grid:



Click on = button to open filter panel for advance search options like searching on multiple fields at the same time, use date ranges, etc.

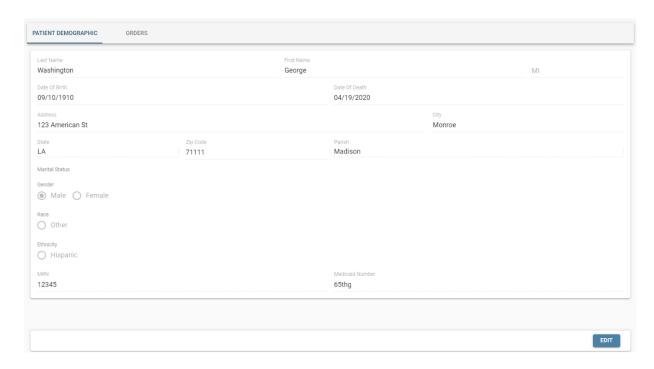


Use the SAVE button to save filters for repeated searches.

Patient Information

To access your patients at any time, click on **My Patients** link in the navigation bar. Search and click on the patient record to open patient information page.

Note: Patient page can also be accessed from All Specimens grid by clicking on a Patient Name link.



The Patient **Demographics** page is accessed by clicking on a patient's name and displays patient demographic information. Information can be edited and saved. The **Orders** tab on the demographics page displays all submitted orders for the patient. In addition to being patient specific, orders are also filtered by organizations user has access to.

