TN Department of Health

Lab Web Portal

Introduction

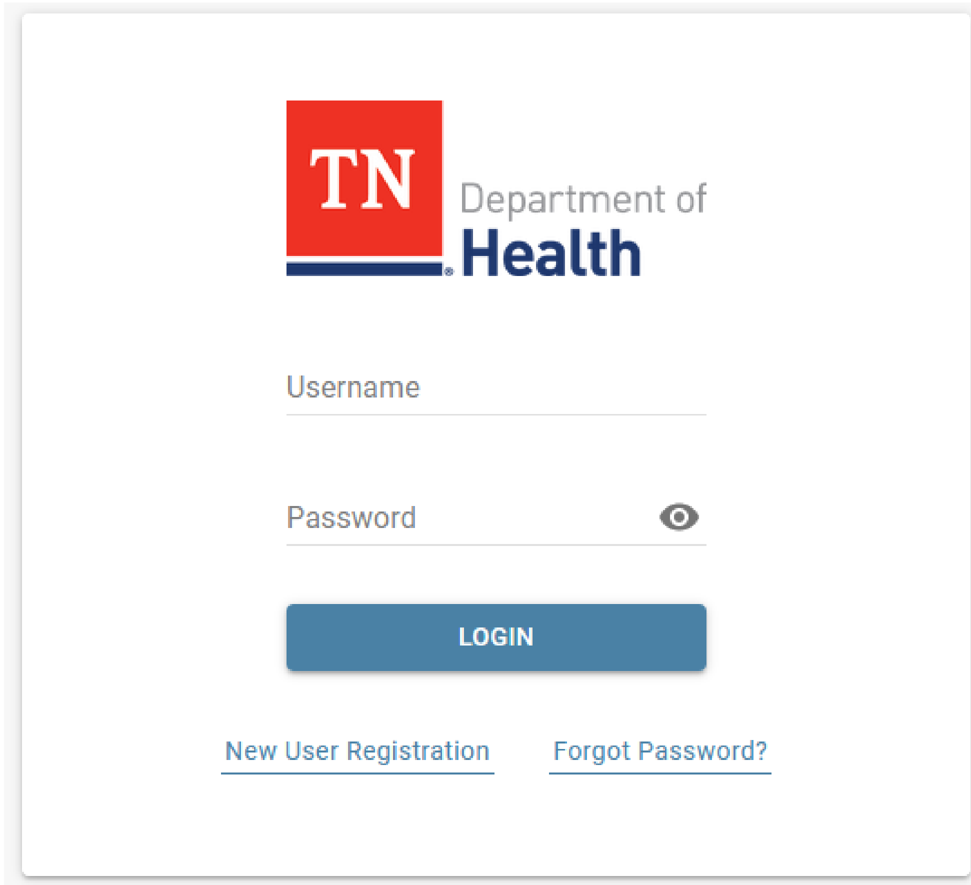
NOTICE

NO PATIENT DATA WAS USED IN THIS PRESENTATION.

ALL “PATIENT” INFORMATION HAS BEEN FABRICATED FOR TRAINING PURPOSES.

Welcome to the Lab Web Portal (LWP)

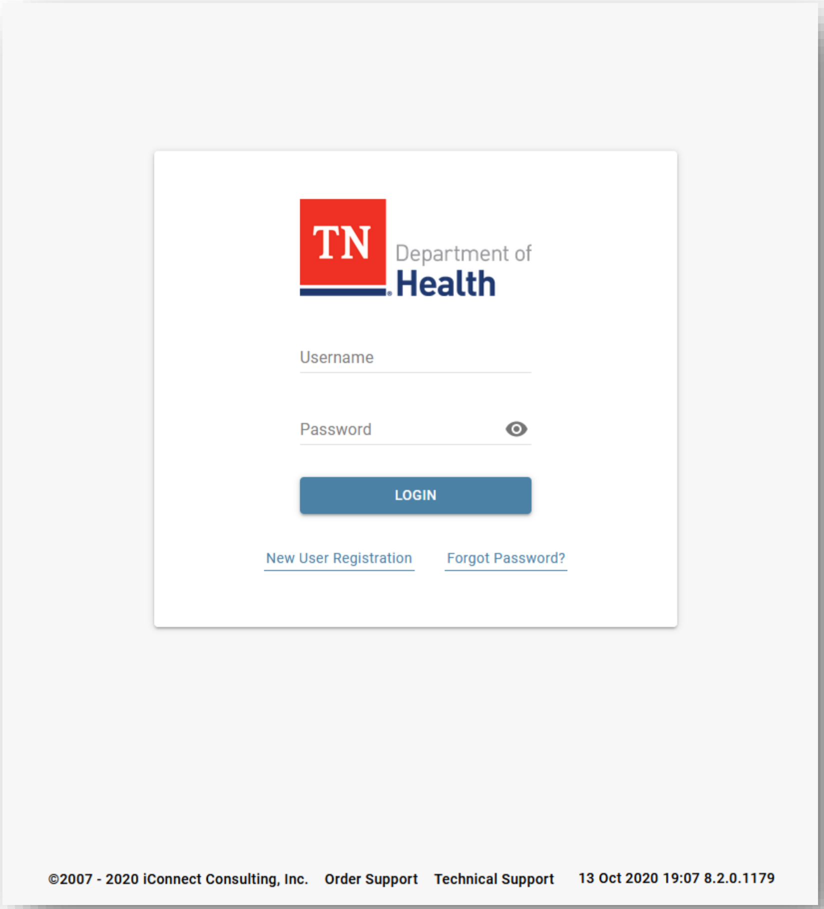
Accessing the Lab Web Portal



https://lwp-web.aimsplatform.com/tn2/#/auth/login

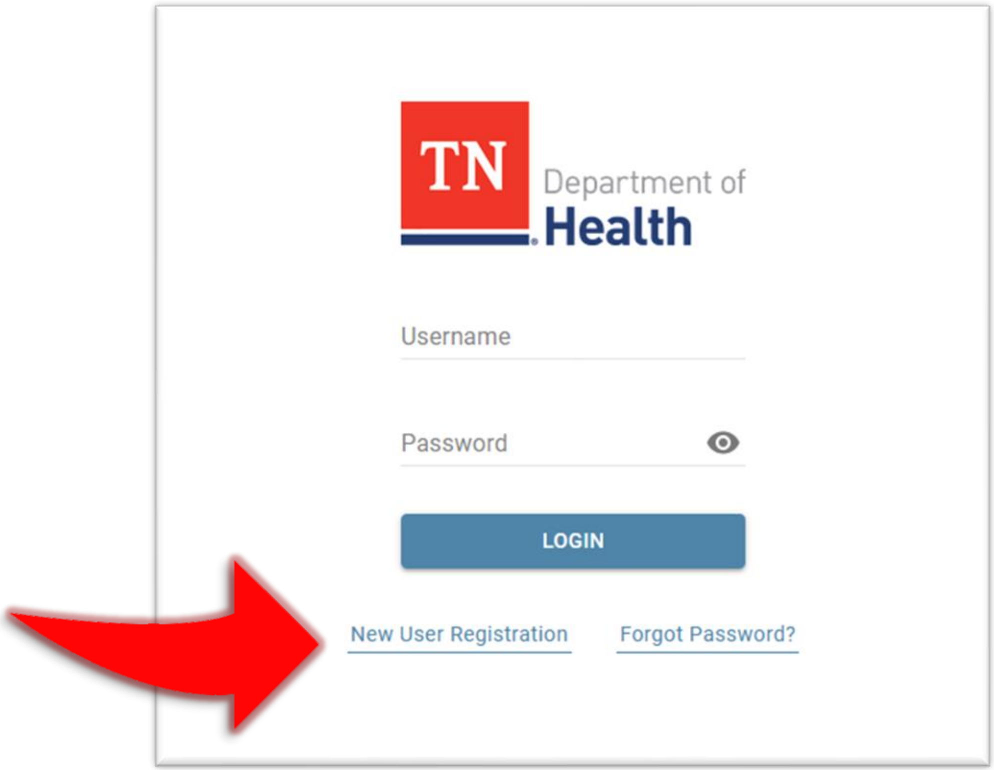
Portal Login Page

- Login Existing Account
- New User Registration
- Reset Password
- Order Support
  - View Lab Contacts
  - Information on where to submit specimens
- Technical Support
  - Technical Support Contacts

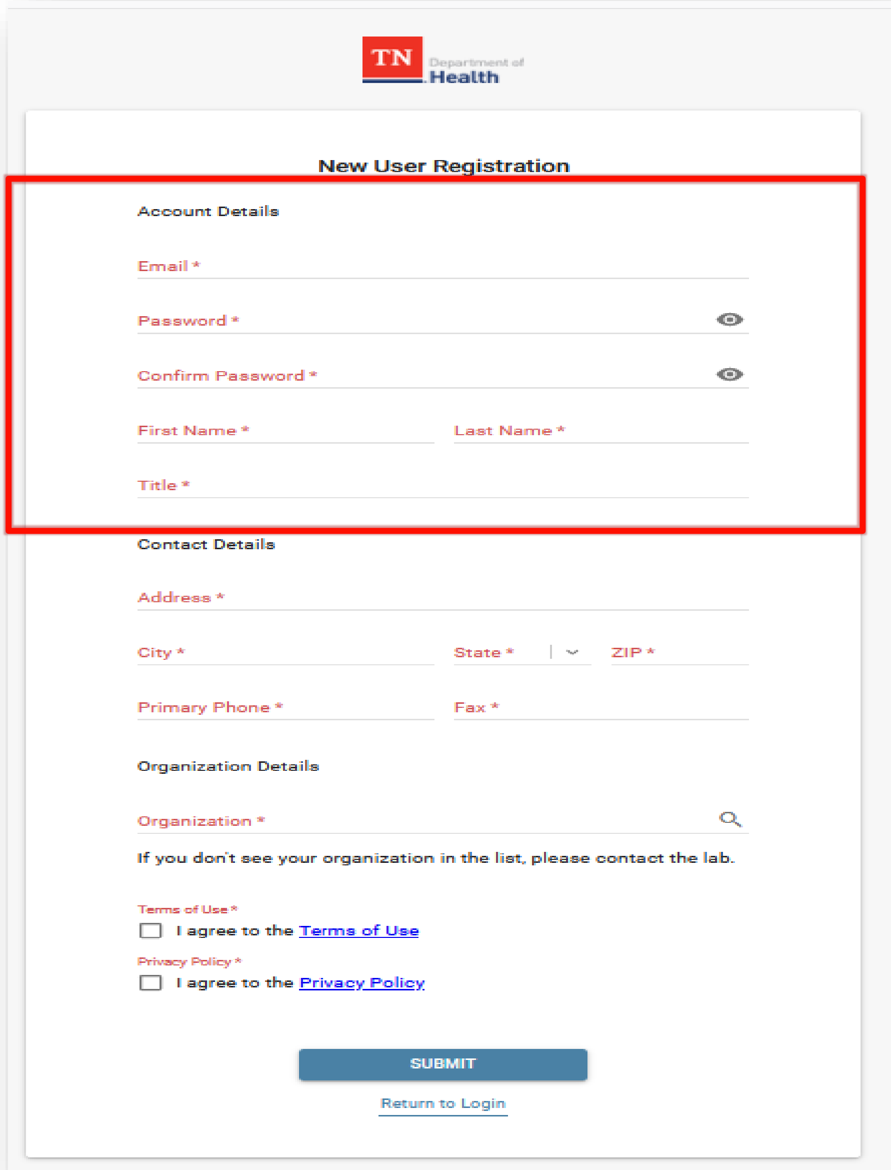


New User Registration

- Click “New User Registration”



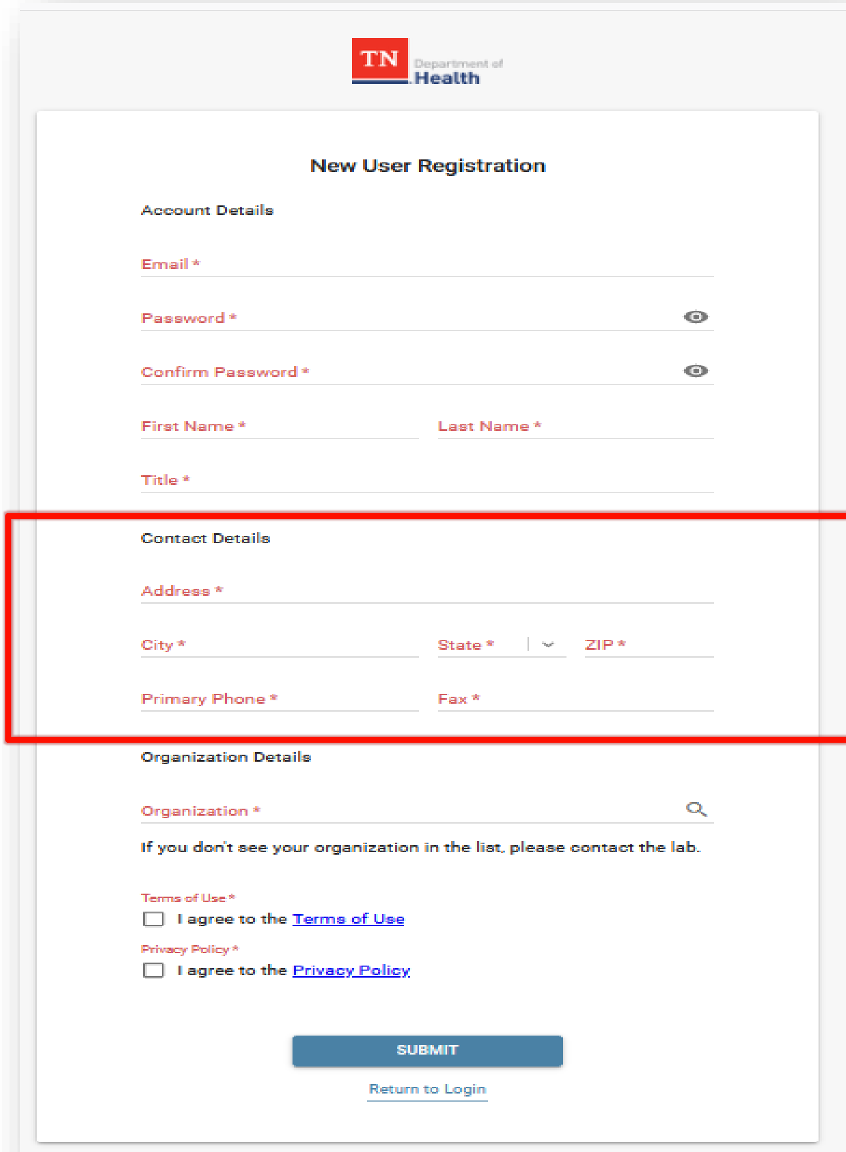
New User Registration



Account Details

- Email address (username)
- Password
- Confirm Password
- Name (First and Last)
- Title

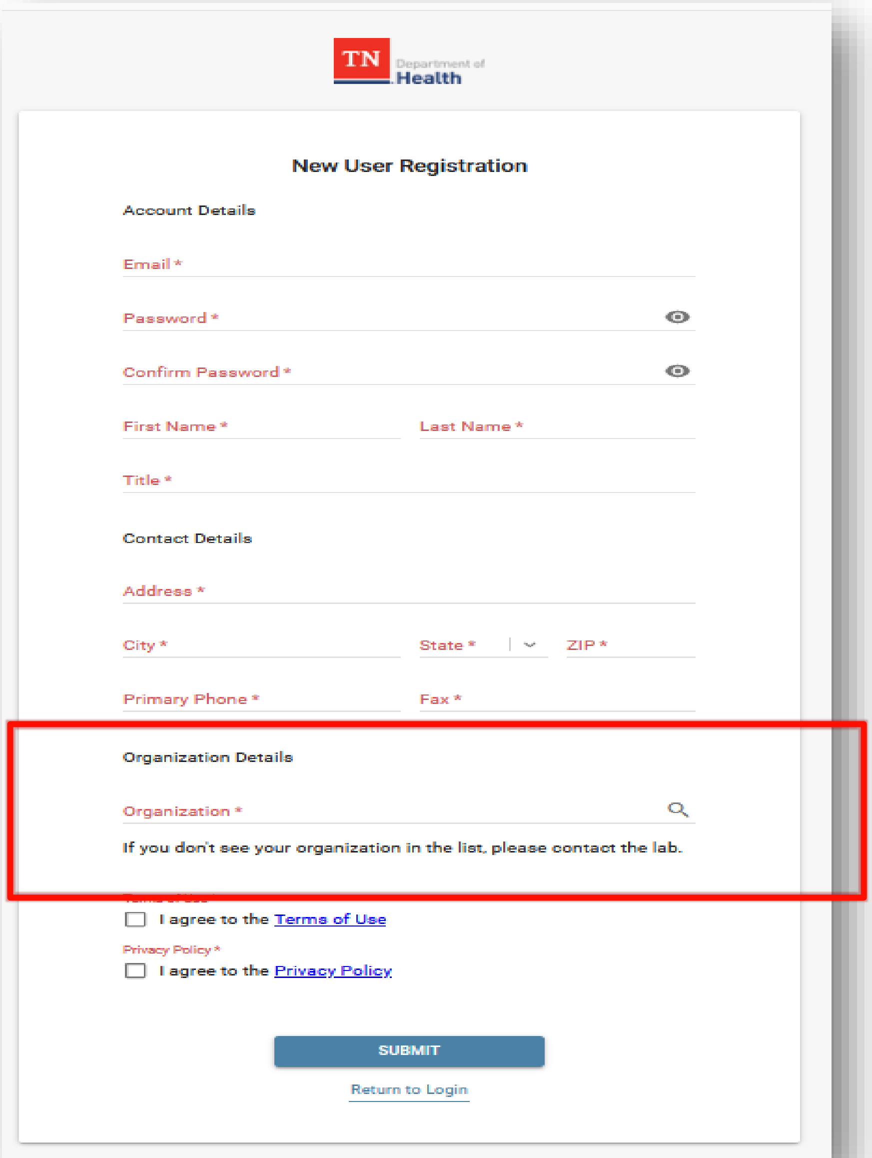
New User Registration



Contact Details

- Facility Address
- Primary phone
- Fax number

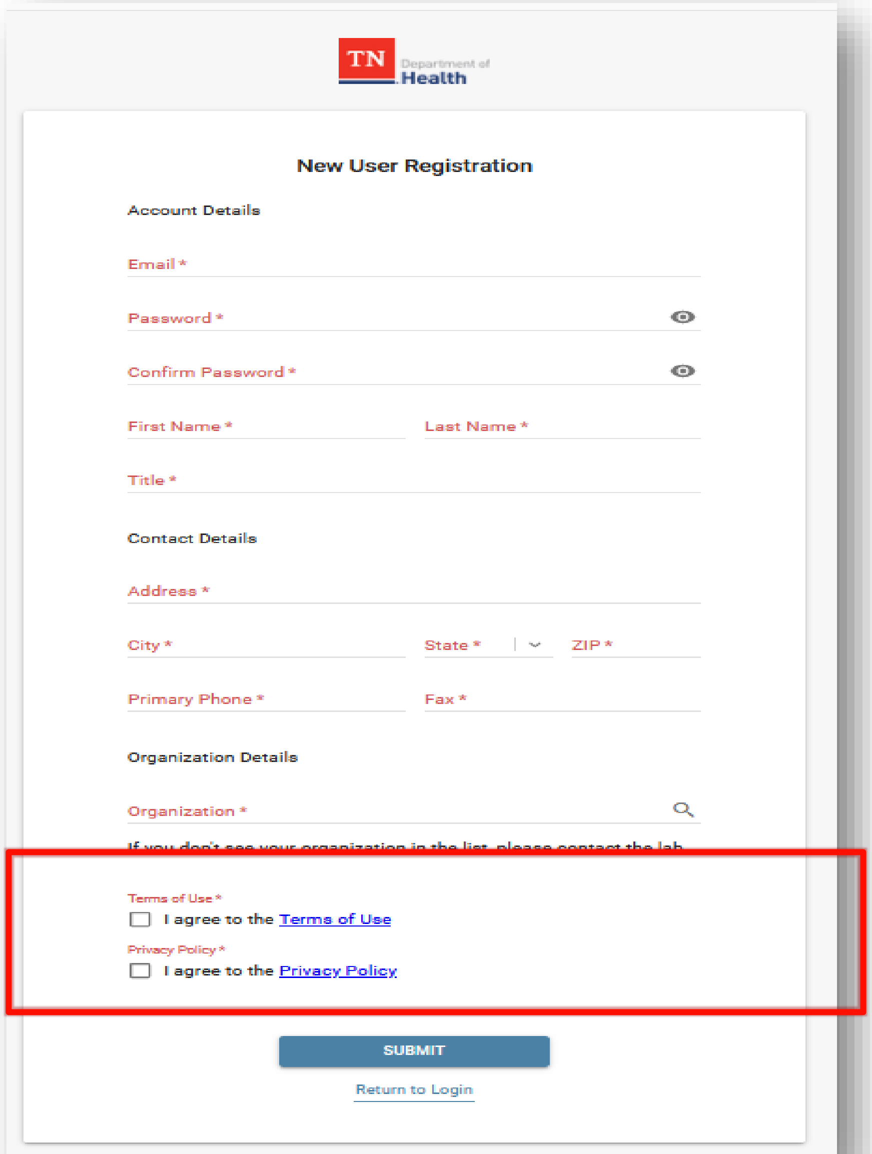
New User Registration



Organization Details

- Begin typing the name of your facility in the "Organization" field
- Facilities in the portal will be listed
  - Select your facility from the list
  - Multiple facilities?
    - Contact Technical Support

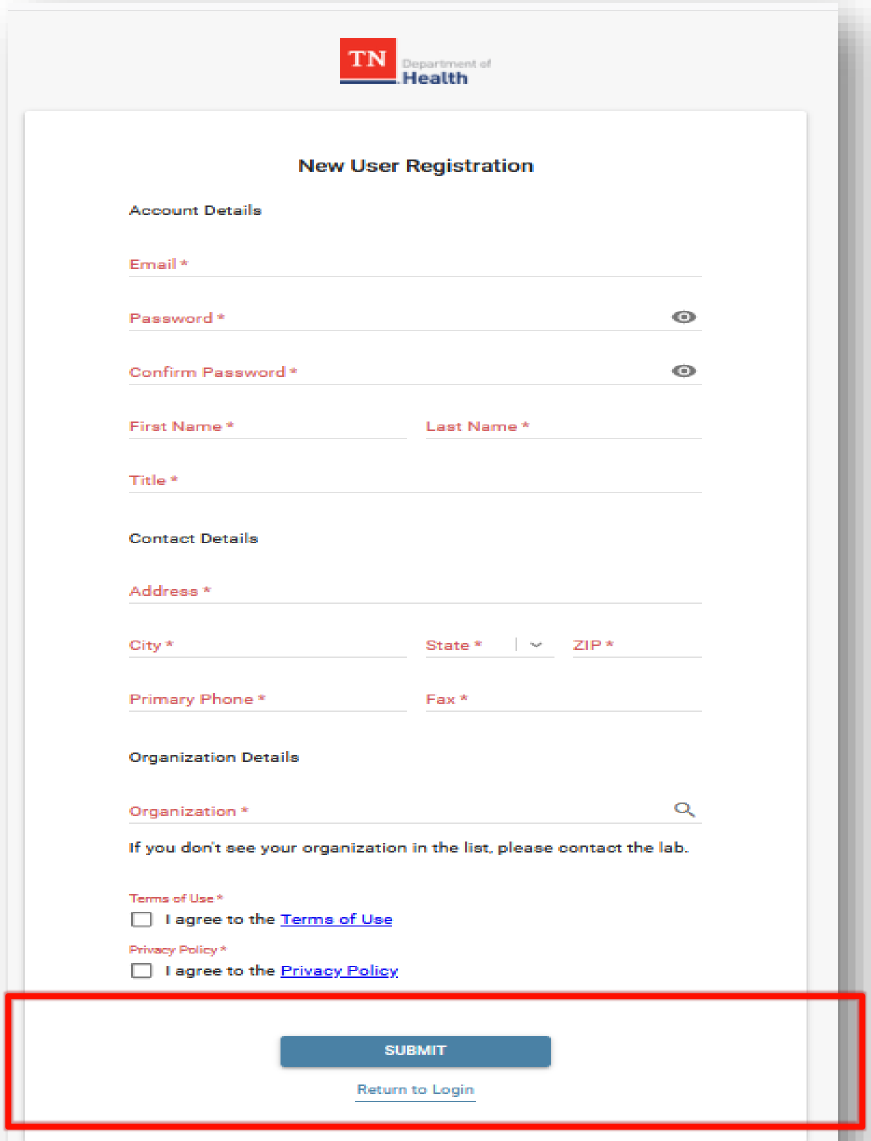
New User Registration



Review "Term of Use" and "Privacy Policy"

- Check the boxes to agree
- Agreement is required to request access

New User Registration



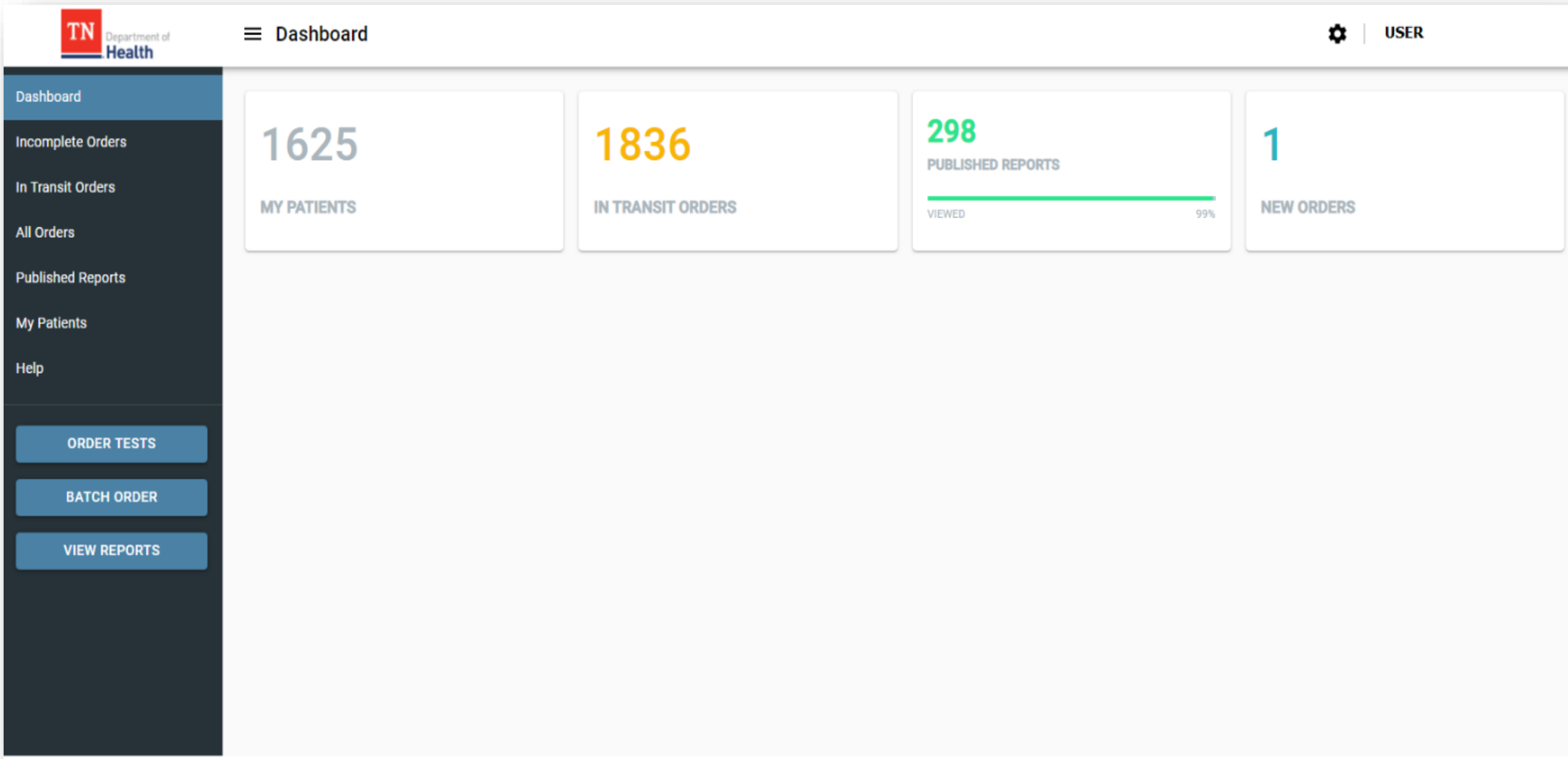
Click Submit to complete the registration process

- New user request will be sent to the portal admin for approval
- All user requests will be verified with facility supervisory staff
- Users will be notified by email upon approval

Navigating the Lab Web Portal

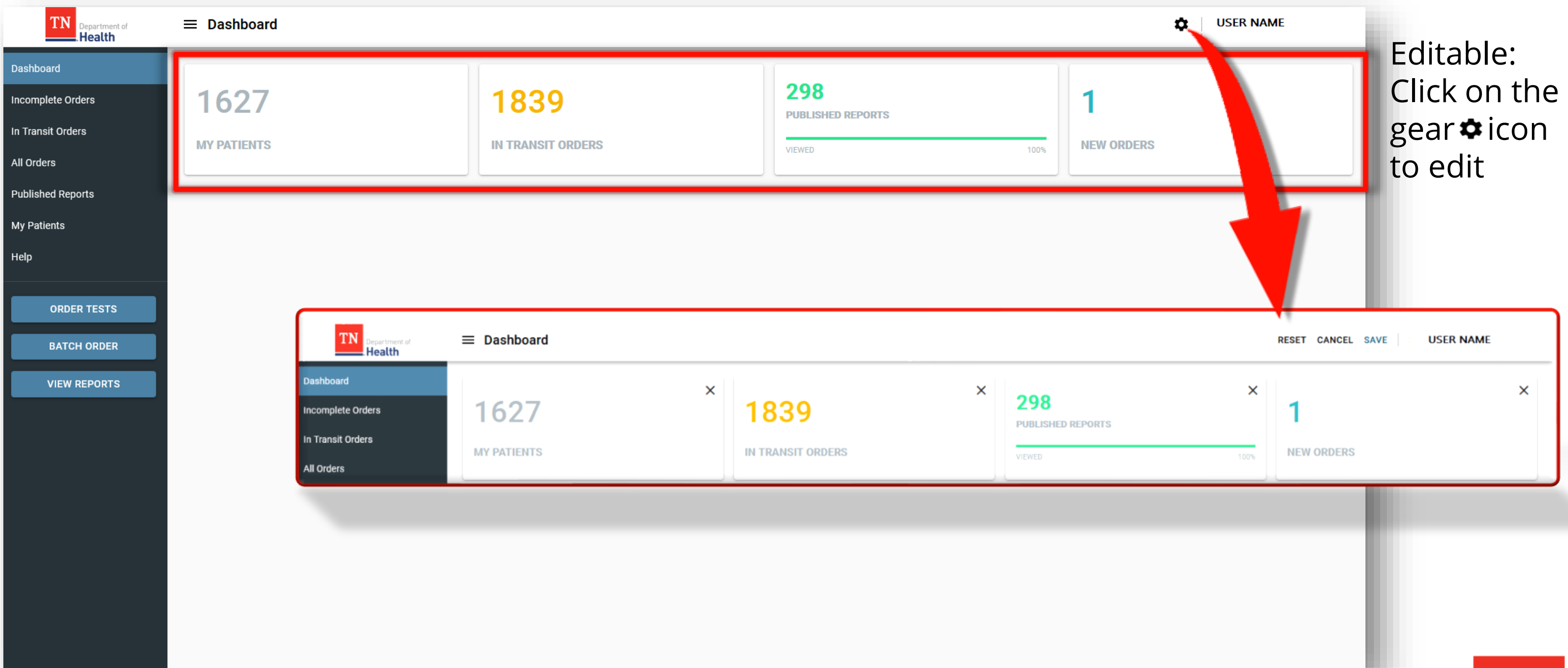
Dashboard

- Landing page after log in
- Control center of the LWP



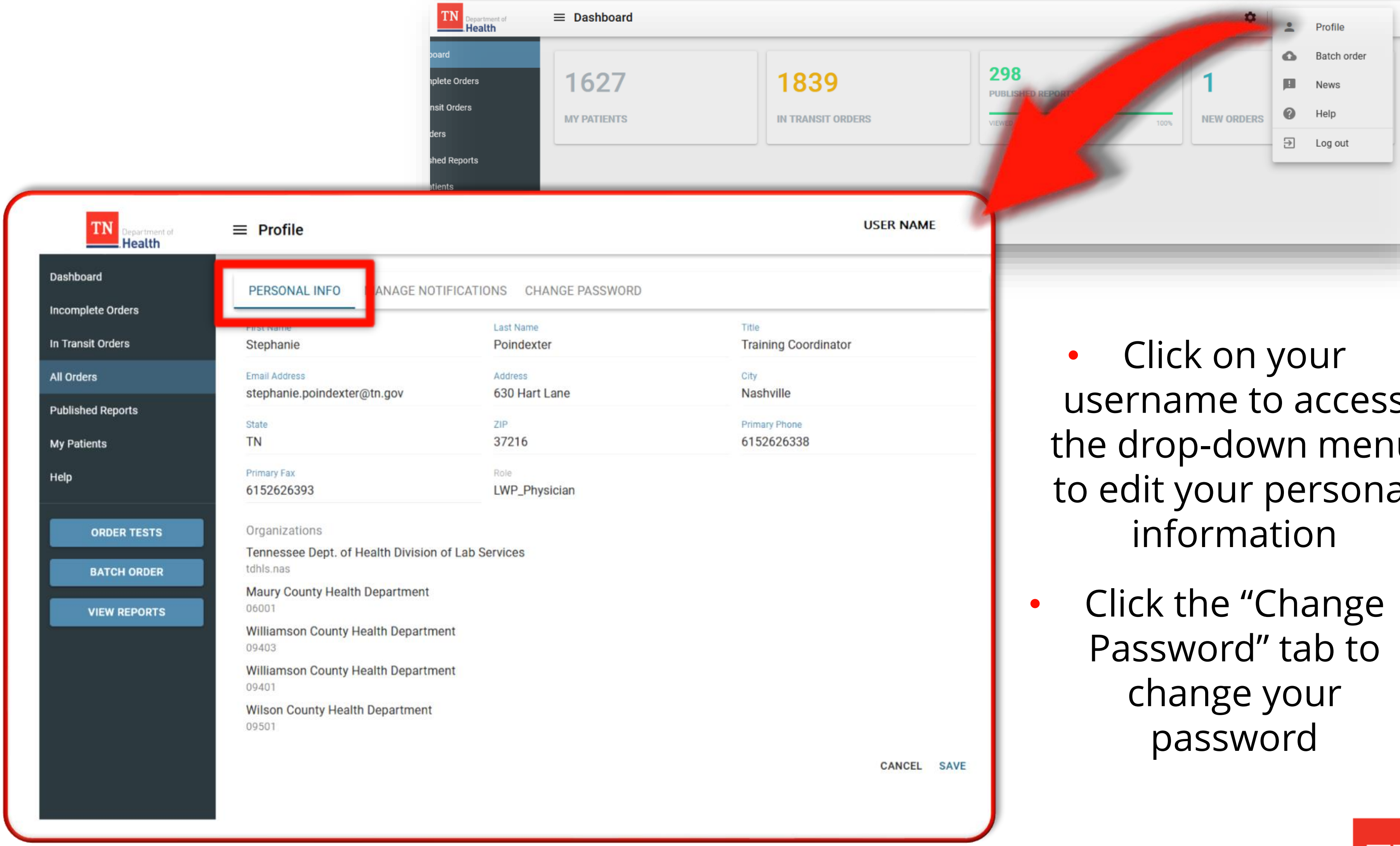
Dashboard -Tiles

- Displays counters and key performance indicators
  - Top Number = total number for user organization
  - Progress bar = viewed vs not viewed reports
- Click on the tile to open relevant data grids



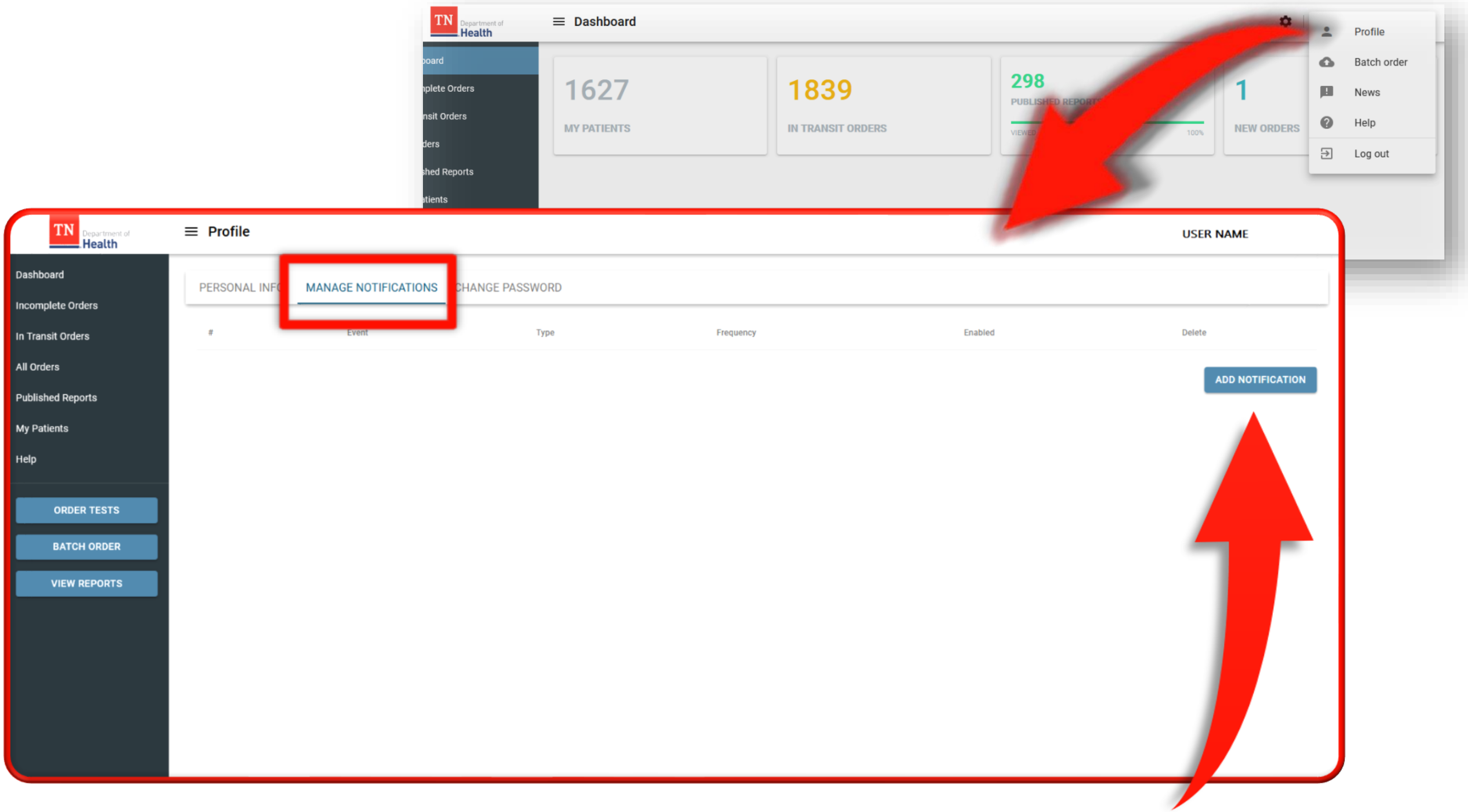
Editable: Click on the gear icon to edit

User Drop-Down Menu - Profile



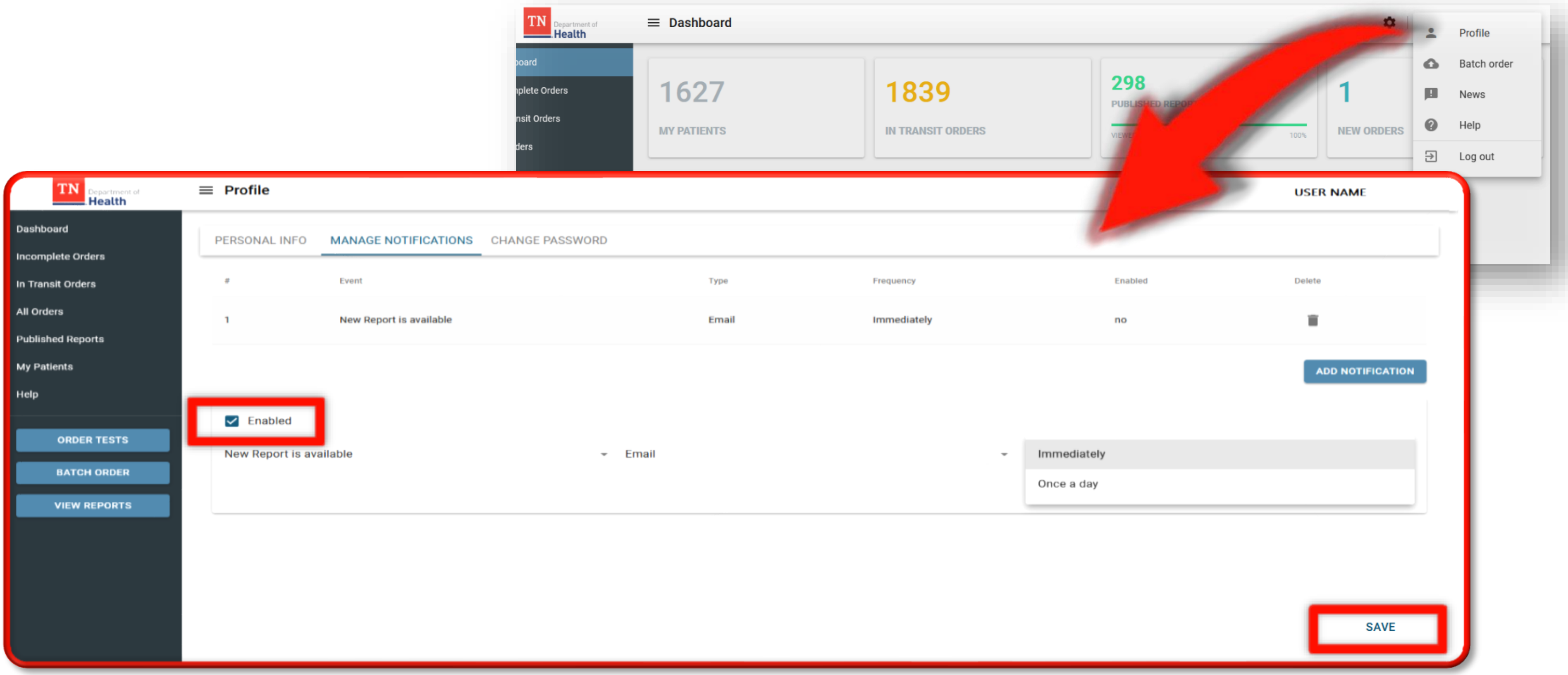
- Click on your username to access the drop-down menu to edit your personal information
- Click the “Change Password” tab to change your password

User Drop-Down Menu – Manage Notifications



Add personal preferences for Portal notification events by clicking “Add Notification”

User Drop-Down Menu – Manage Notifications



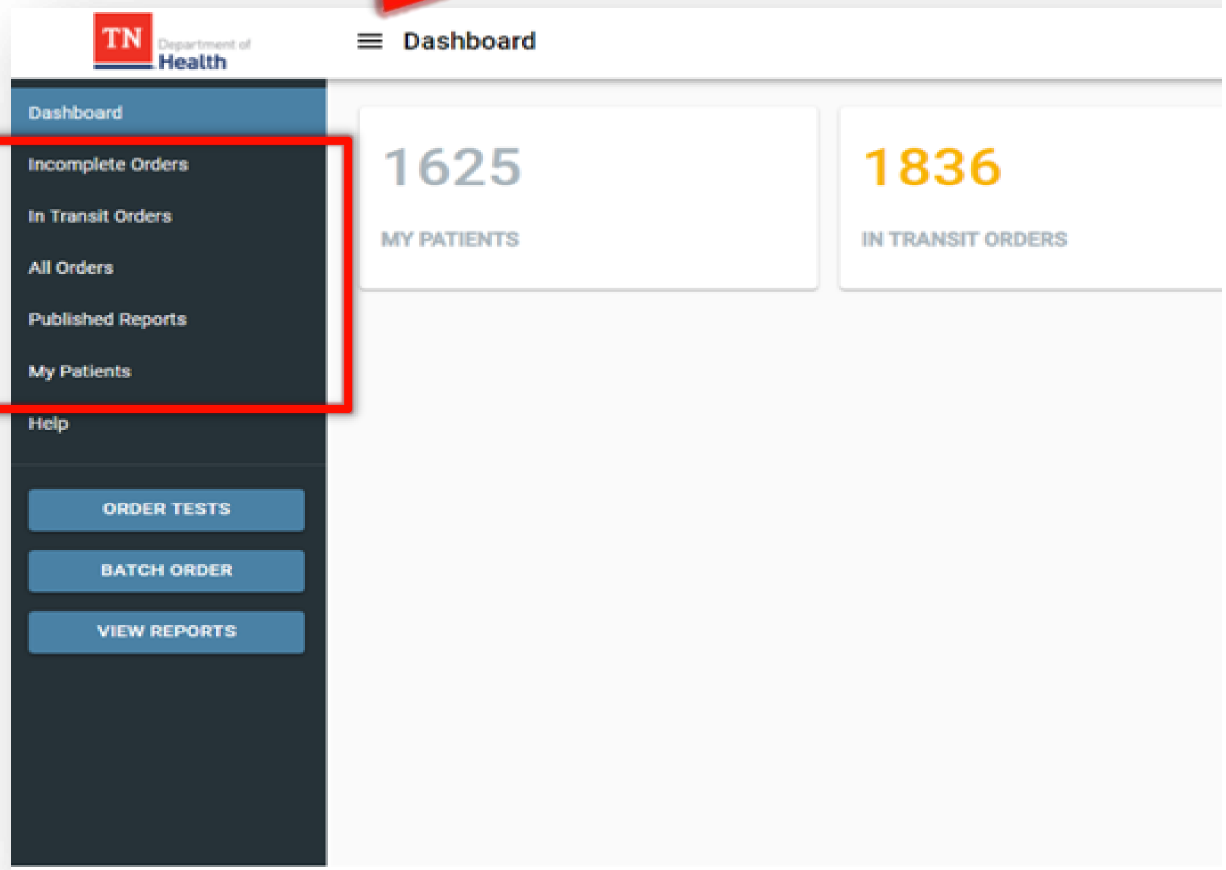
- Click “Enabled” to be notified when a new report is available
  - Choose to be notified immediately or once per day
  - Save the settings
- To delete a notification, click the 🗑 icon next to the notification

Dashboard - Navigation Panel

Collapse the Navigation Panel by clicking the ≡ button

Data Grids

- Incomplete Orders
- In Transit Orders
- All Orders
- Published Reports
- My Patients

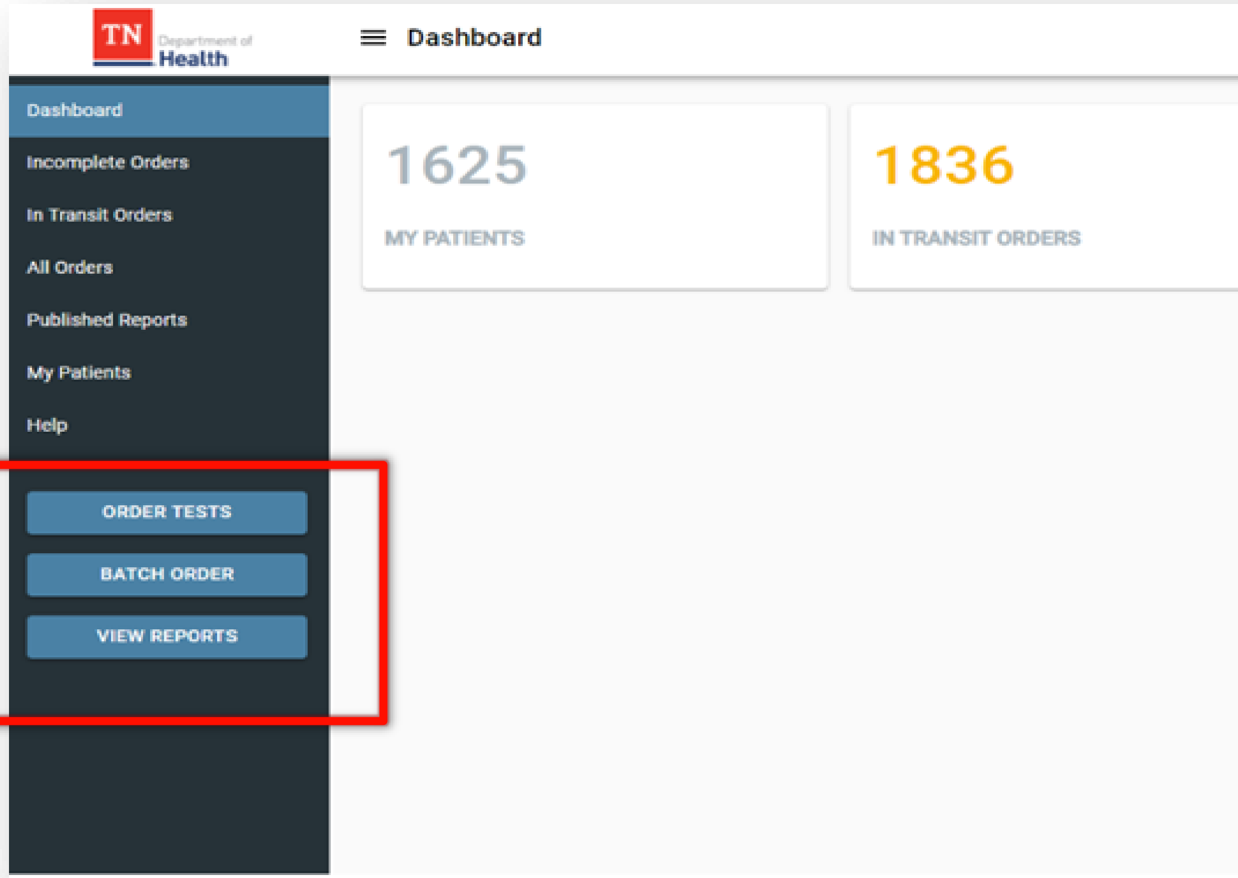


NOTE: Not all users will have access to all options

Dashboard – Navigation Panel

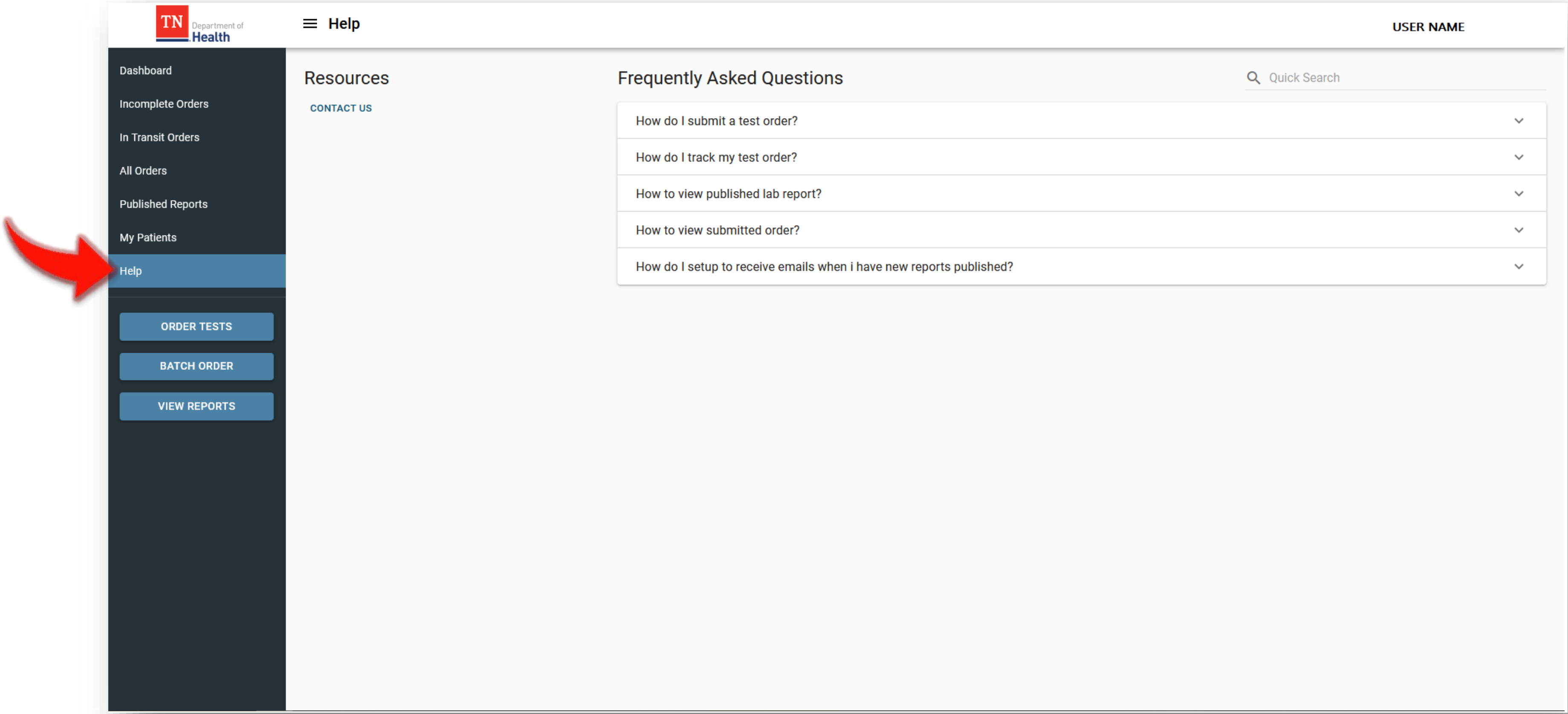
Call-To-Action Buttons

- Order Tests
- Batch Orders
- View Reports



NOTE: Not all users will have access to all options

Help Portal

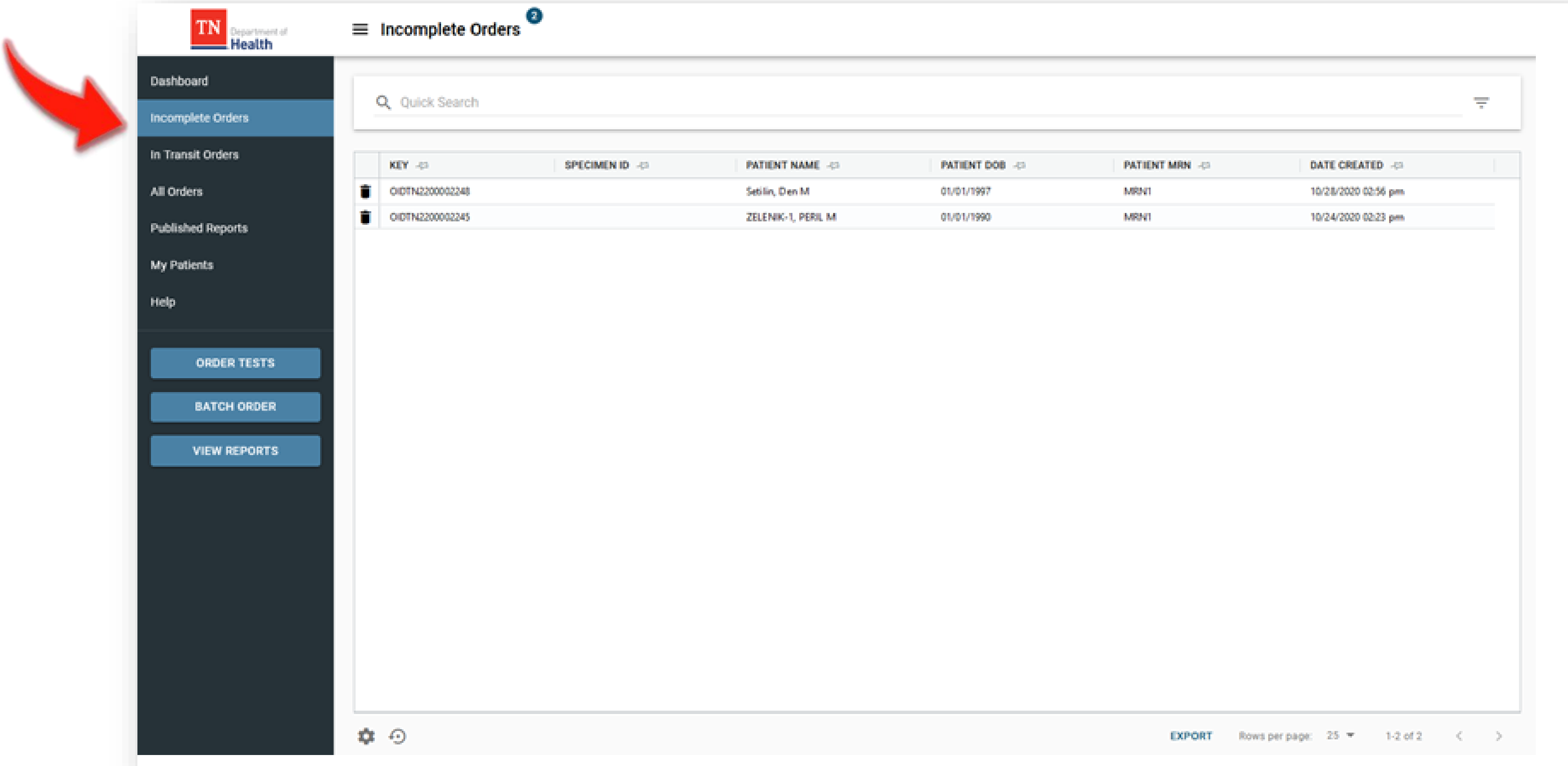


TN Department of Health
Help
USER NAME
Dashboard
Incomplete Orders
In Transit Orders
All Orders
Published Reports
My Patients
Help
ORDER TESTS
BATCH ORDER
VIEW REPORTS
Resources
CONTACT US
Frequently Asked Questions
Quick Search
How do I submit a test order?
How do I track my test order?
How to view published lab report?
How to view submitted order?
How do I setup to receive emails when i have new reports published?

Using the Data Grids

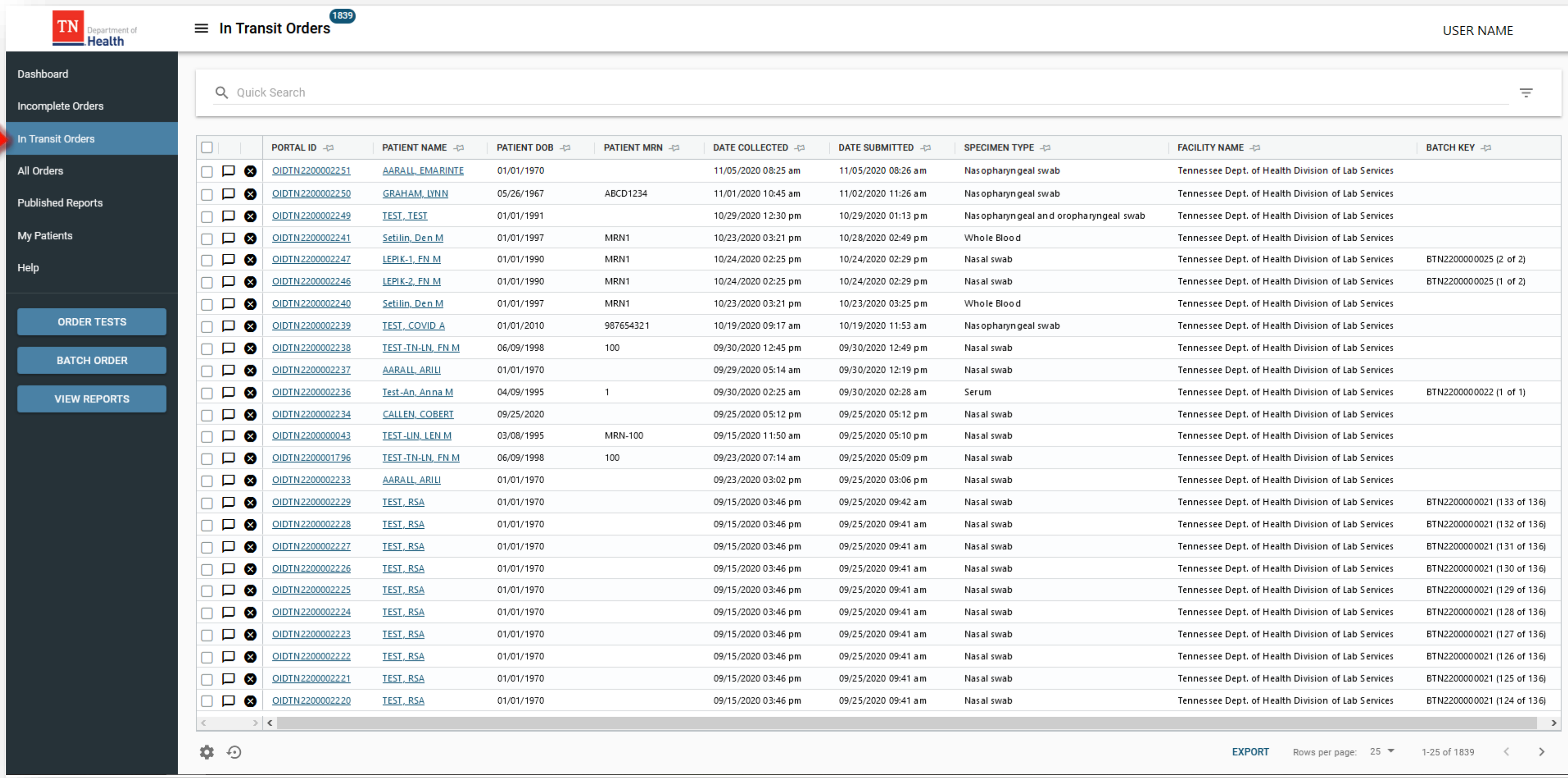
Incomplete Orders

- Lists orders that have been started but not yet submitted



In Transit

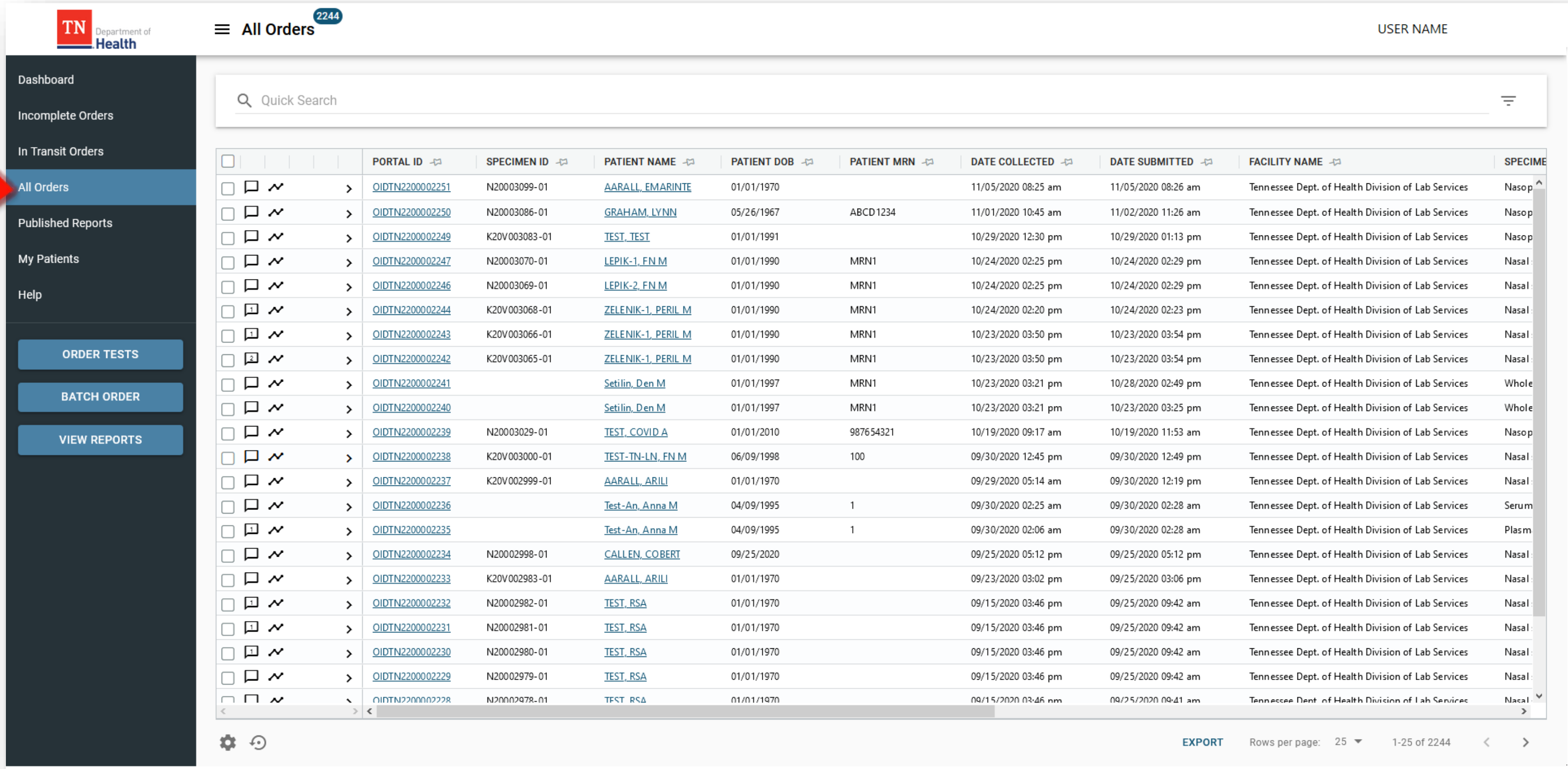
- Lists orders that have been submitted, but not yet received by the lab



PORTAL ID	PATIENT NAME	PATIENT DOB	PATIENT MRN	DATE COLLECTED	DATE SUBMITTED	SPECIMEN TYPE	FACILITY NAME	BATCH KEY
OIDTN220002251	AARALL, EMARINTE	01/01/1970		11/05/2020 08:25 am	11/05/2020 08:26 am	Nasopharyngeal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002250	GRAHAM, LYNN	05/26/1967	ABCD1234	11/01/2020 10:45 am	11/02/2020 11:26 am	Nasopharyngeal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002249	TEST, TEST	01/01/1991		10/29/2020 12:30 pm	10/29/2020 01:13 pm	Nasopharyngeal and oropharyngeal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002241	Setilin, Den M	01/01/1997	MRN1	10/23/2020 03:21 pm	10/28/2020 02:49 pm	Whole Blood	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002247	LEPIK-1, FN M	01/01/1990	MRN1	10/24/2020 02:25 pm	10/24/2020 02:29 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000025 (2 of 2)
OIDTN220002246	LEPIK-2, FN M	01/01/1990	MRN1	10/24/2020 02:25 pm	10/24/2020 02:29 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000025 (1 of 2)
OIDTN220002240	Setilin, Den M	01/01/1997	MRN1	10/23/2020 03:21 pm	10/23/2020 03:25 pm	Whole Blood	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002239	TEST, COVID A	01/01/2010	987654321	10/19/2020 09:17 am	10/19/2020 11:53 am	Nasopharyngeal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002238	TEST-TN-LN, FN M	06/09/1998	100	09/30/2020 12:45 pm	09/30/2020 12:49 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002237	AARALL, ARILI	01/01/1970		09/29/2020 05:14 am	09/30/2020 12:19 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002236	Test-An, Anna M	04/09/1995	1	09/30/2020 02:25 am	09/30/2020 02:28 am	Serum	Tennessee Dept. of Health Division of Lab Services	BTN2200000022 (1 of 1)
OIDTN220002234	CALLEN, COBERT	09/25/2020		09/25/2020 05:12 pm	09/25/2020 05:12 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220000043	TEST-LIN, LEN M	03/08/1995	MRN-100	09/15/2020 11:50 am	09/25/2020 05:10 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220001796	TEST-TN-LN, FN M	06/09/1998	100	09/23/2020 07:14 am	09/25/2020 05:09 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002233	AARALL, ARILI	01/01/1970		09/23/2020 03:02 pm	09/25/2020 03:06 pm	Nasal swab	Tennessee Dept. of Health Division of Lab Services	
OIDTN220002229	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:42 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (133 of 136)
OIDTN220002228	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (132 of 136)
OIDTN220002227	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (131 of 136)
OIDTN220002226	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (130 of 136)
OIDTN220002225	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (129 of 136)
OIDTN220002224	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (128 of 136)
OIDTN220002223	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (127 of 136)
OIDTN220002222	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (126 of 136)
OIDTN220002221	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (125 of 136)
OIDTN220002220	TEST, RSA	01/01/1970		09/15/2020 03:46 pm	09/25/2020 09:41 am	Nasal swab	Tennessee Dept. of Health Division of Lab Services	BTN2200000021 (124 of 136)

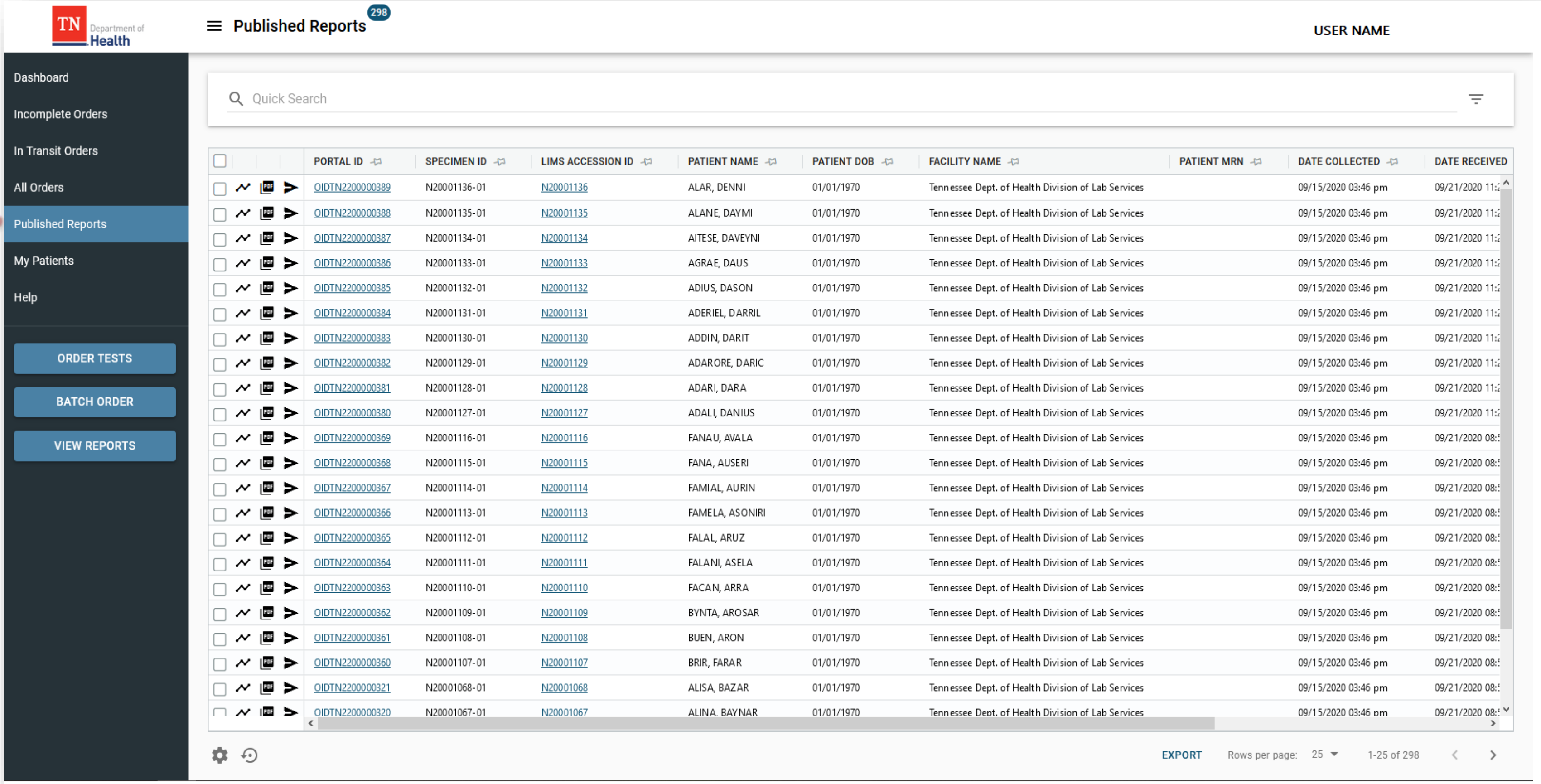
All Orders

- All orders submitted by user organization, regardless of status



Published Reports

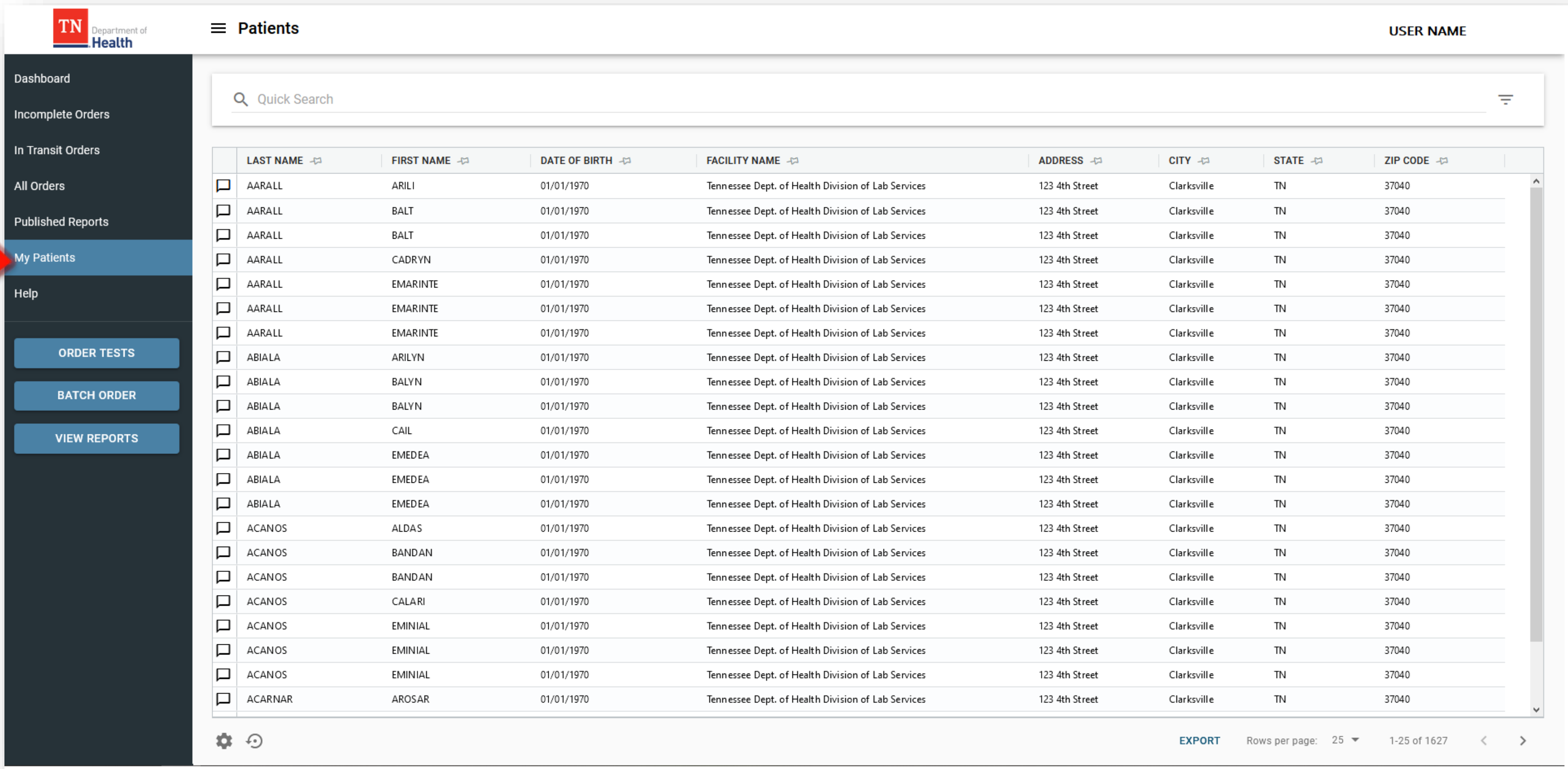
- Shows all orders with published reports per user organization.
  - Orders with unread (not viewed) reports are shown in **bold**



PORTAL ID	SPECIMEN ID	LIMS ACCESSION ID	PATIENT NAME	PATIENT DOB	FACILITY NAME	PATIENT MRN	DATE COLLECTED	DATE RECEIVED
OIDTN2200000389	N20001136-01	N20001136	ALAR, DENNI	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000388	N20001135-01	N20001135	ALANE, DAYMI	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000387	N20001134-01	N20001134	AITESE, DAVEYNI	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000386	N20001133-01	N20001133	AGRAE, DAUS	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000385	N20001132-01	N20001132	ADIUS, DASON	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000384	N20001131-01	N20001131	ADERIEL, DARRIL	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000383	N20001130-01	N20001130	ADDIN, DARIT	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000382	N20001129-01	N20001129	ADARORE, DARIC	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000381	N20001128-01	N20001128	ADARI, DARA	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000380	N20001127-01	N20001127	ADALI, DANIUS	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 11:
OIDTN2200000369	N20001116-01	N20001116	FANAU, AVALA	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000368	N20001115-01	N20001115	FANA, AUSERI	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000367	N20001114-01	N20001114	FAMIAL, AURIN	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000366	N20001113-01	N20001113	FAMELA, ASONIRI	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000365	N20001112-01	N20001112	FALAL, ARUZ	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000364	N20001111-01	N20001111	FALANI, ASELA	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000363	N20001110-01	N20001110	FACAN, ARRA	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000362	N20001109-01	N20001109	BYNTA, AROSAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000361	N20001108-01	N20001108	BUEN, ARON	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000360	N20001107-01	N20001107	BRIR, FARAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000321	N20001068-01	N20001068	ALISA, BAZAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:
OIDTN2200000320	N20001067-01	N20001067	ALINA, BAYNAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services		09/15/2020 03:46 pm	09/21/2020 08:

My Patients

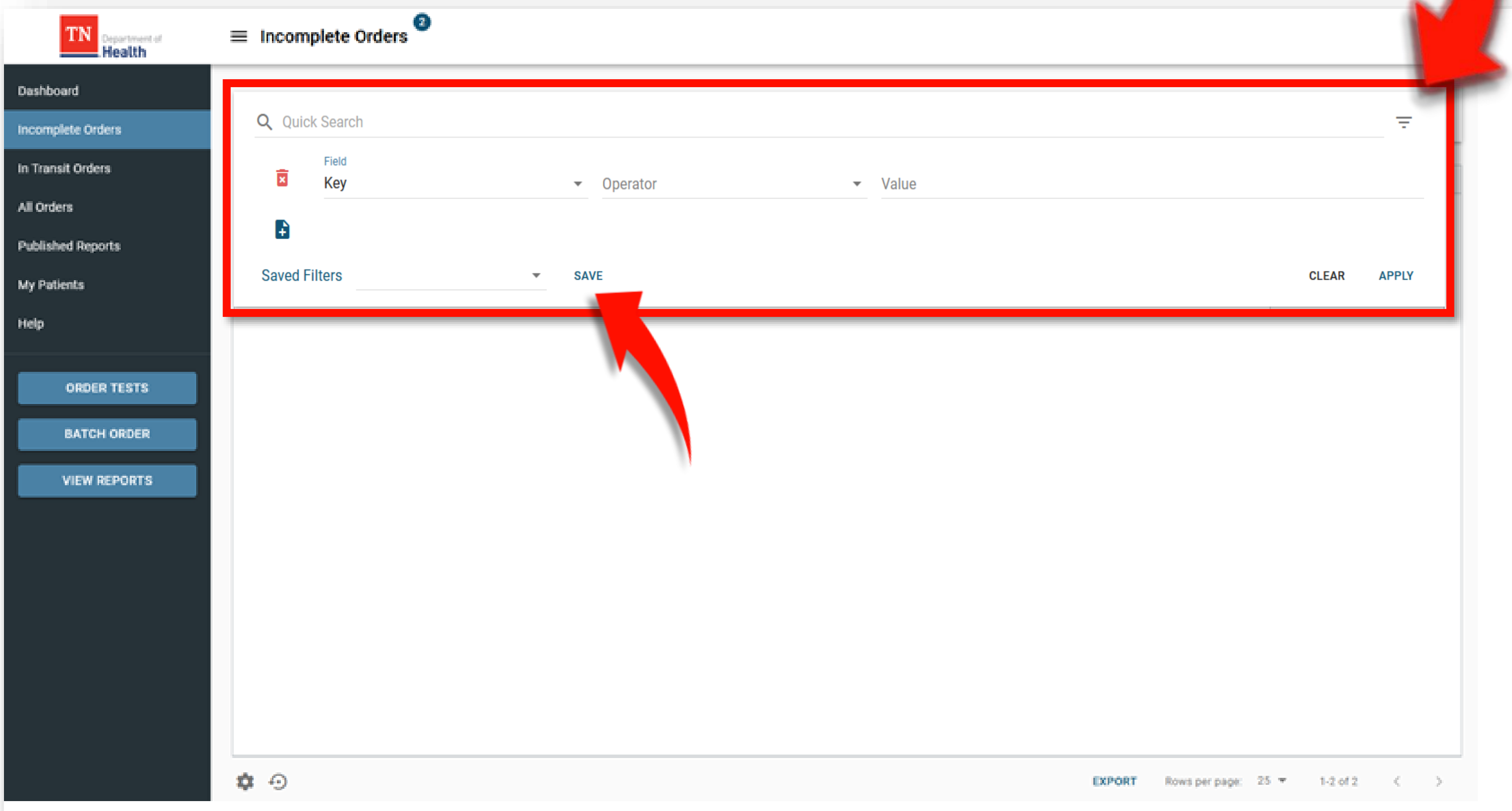
- Shows your patients' list



LAST NAME	FIRST NAME	DATE OF BIRTH	FACILITY NAME	ADDRESS	CITY	STATE	ZIP CODE
AARALL	ARILI	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	BALT	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	BALT	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	CADRYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	ARILYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	BALYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	BALYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	CAIL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	ALDAS	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	BANDAN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	BANDAN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	CALARI	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040
ACARNAR	AROSAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville	TN	37040

Dashboard - Quick Search

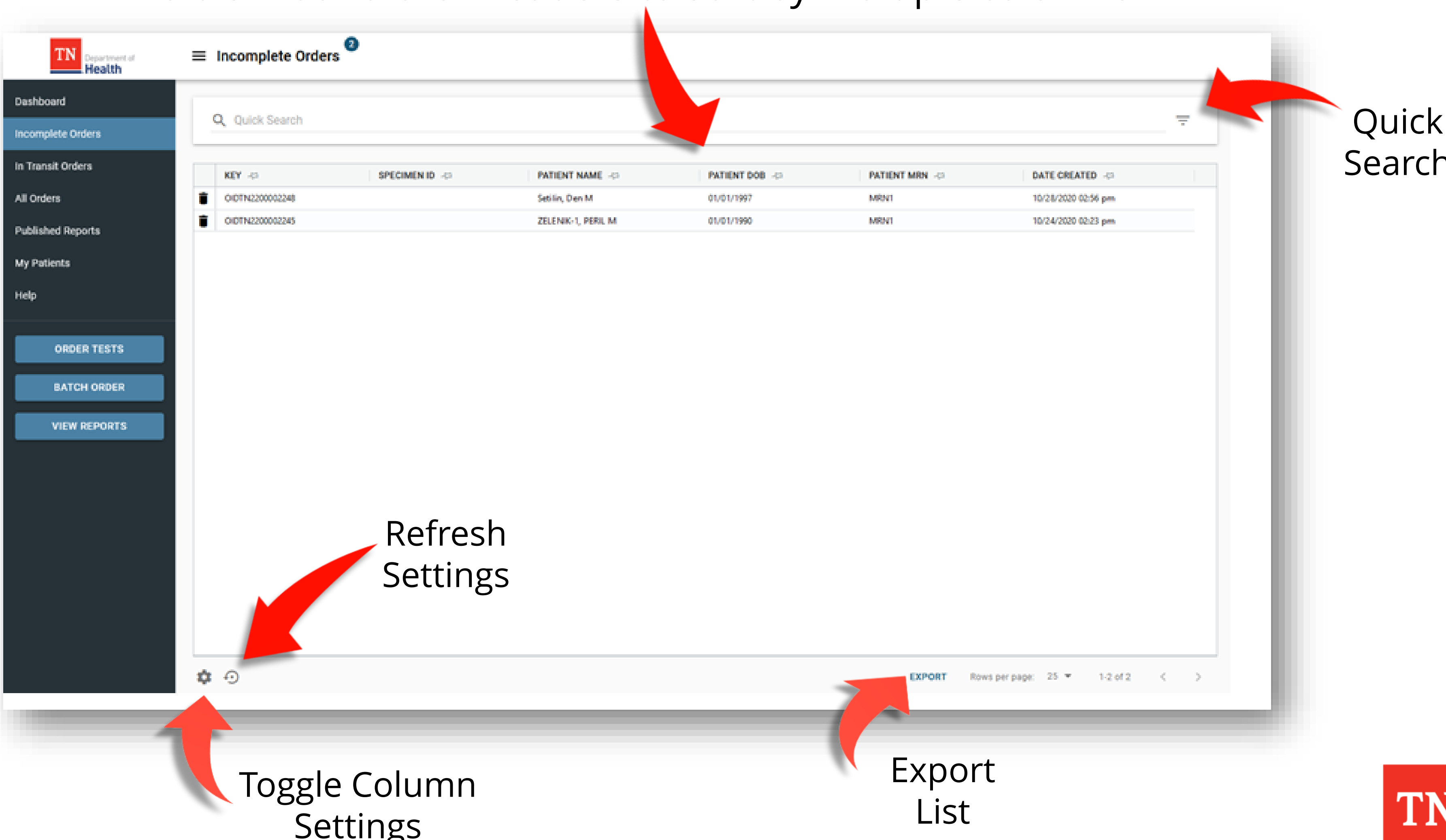
- Click on button to open filter panel to add additional/advanced search options
  - Available for the different data grids



- Use the SAVE button to save filters for repeated searches

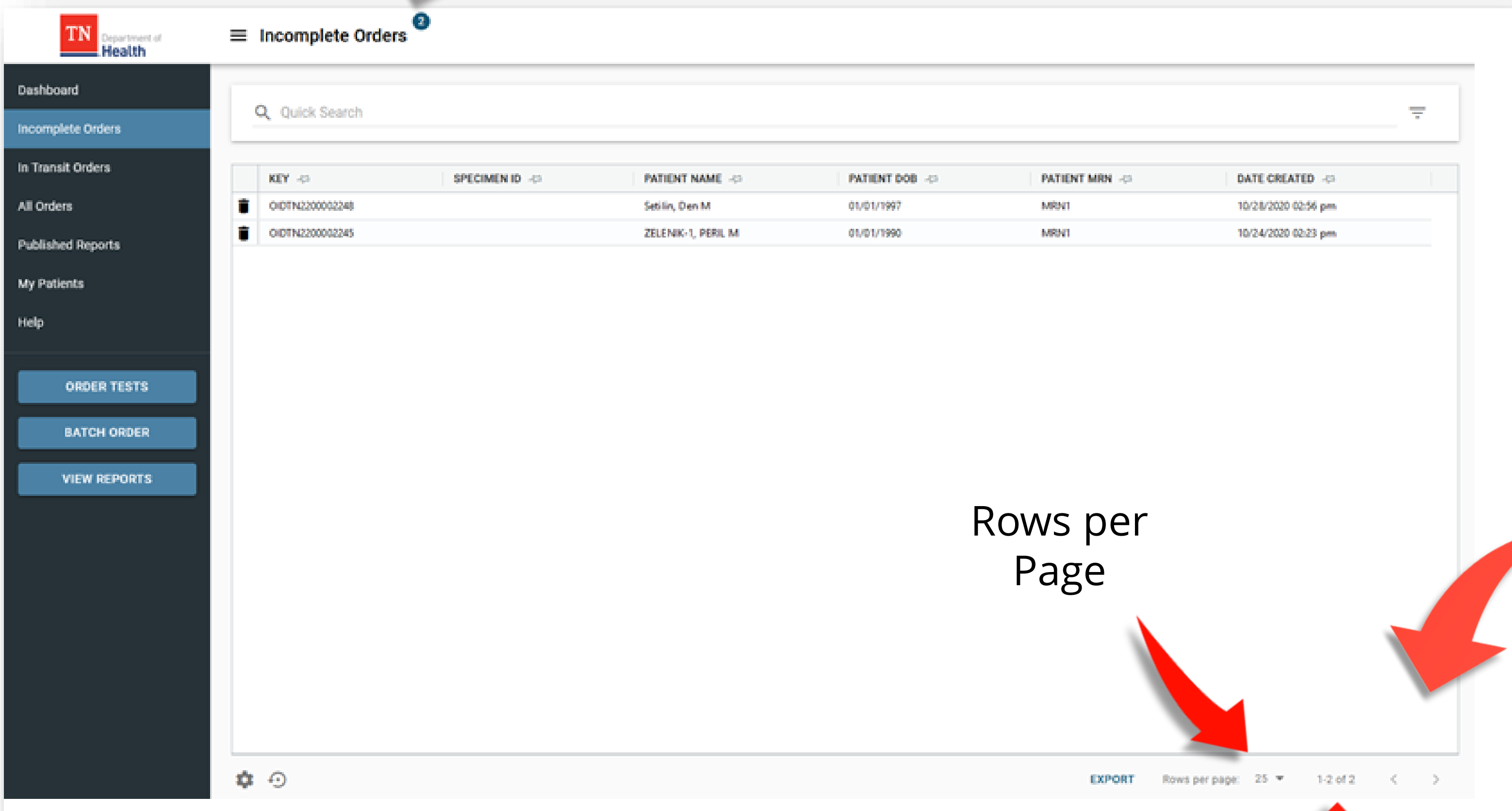
Data Grid Navigation

- Click on the column header to sort the data grid
  - Hold shift and click headers to sort by multiple columns



Data Grid Navigation

Number of items that need attention



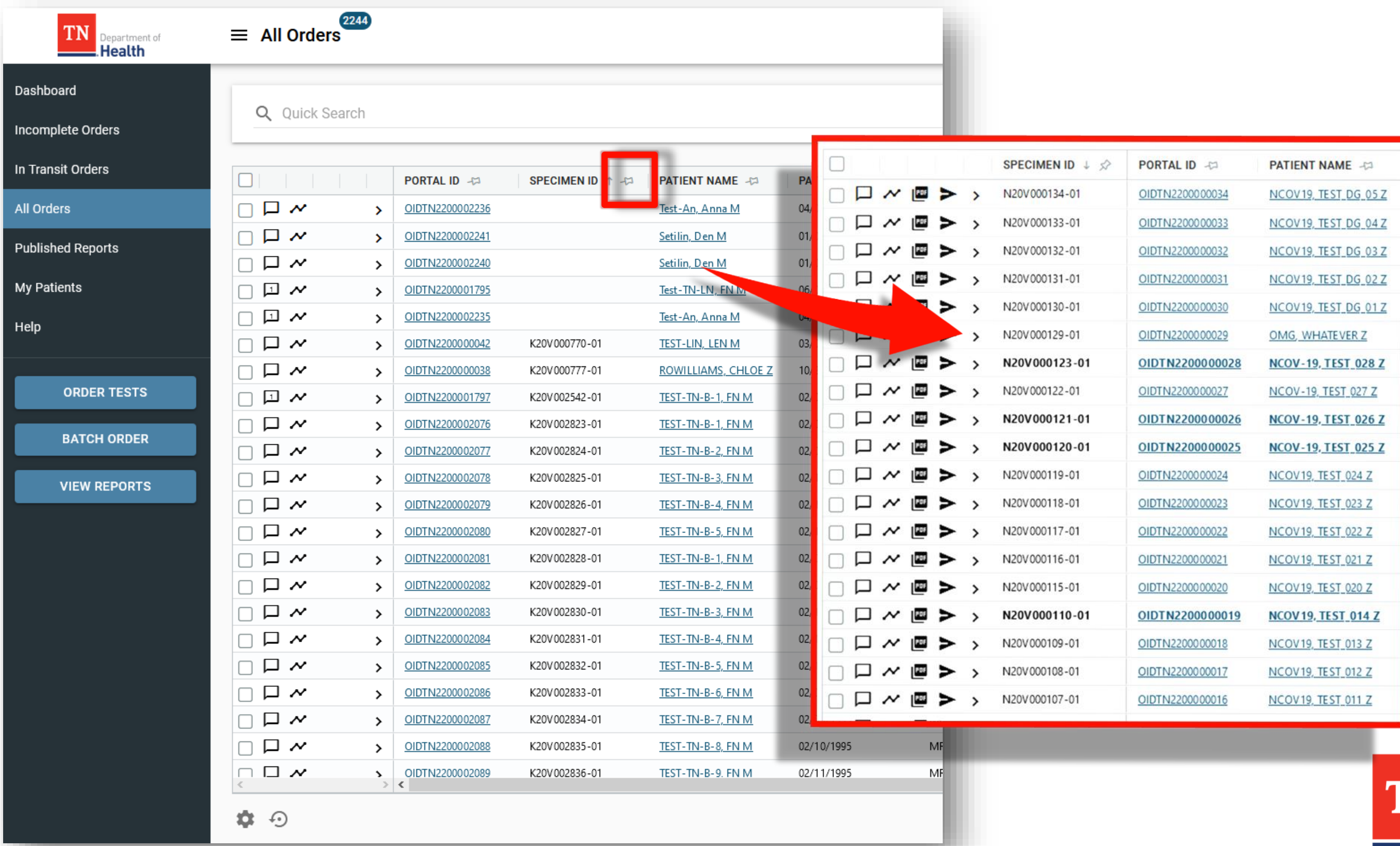
Rows per Page

Page Navigation

Page Number

Data Grid Navigation

- Click on icon to pin a column the left side of the grid

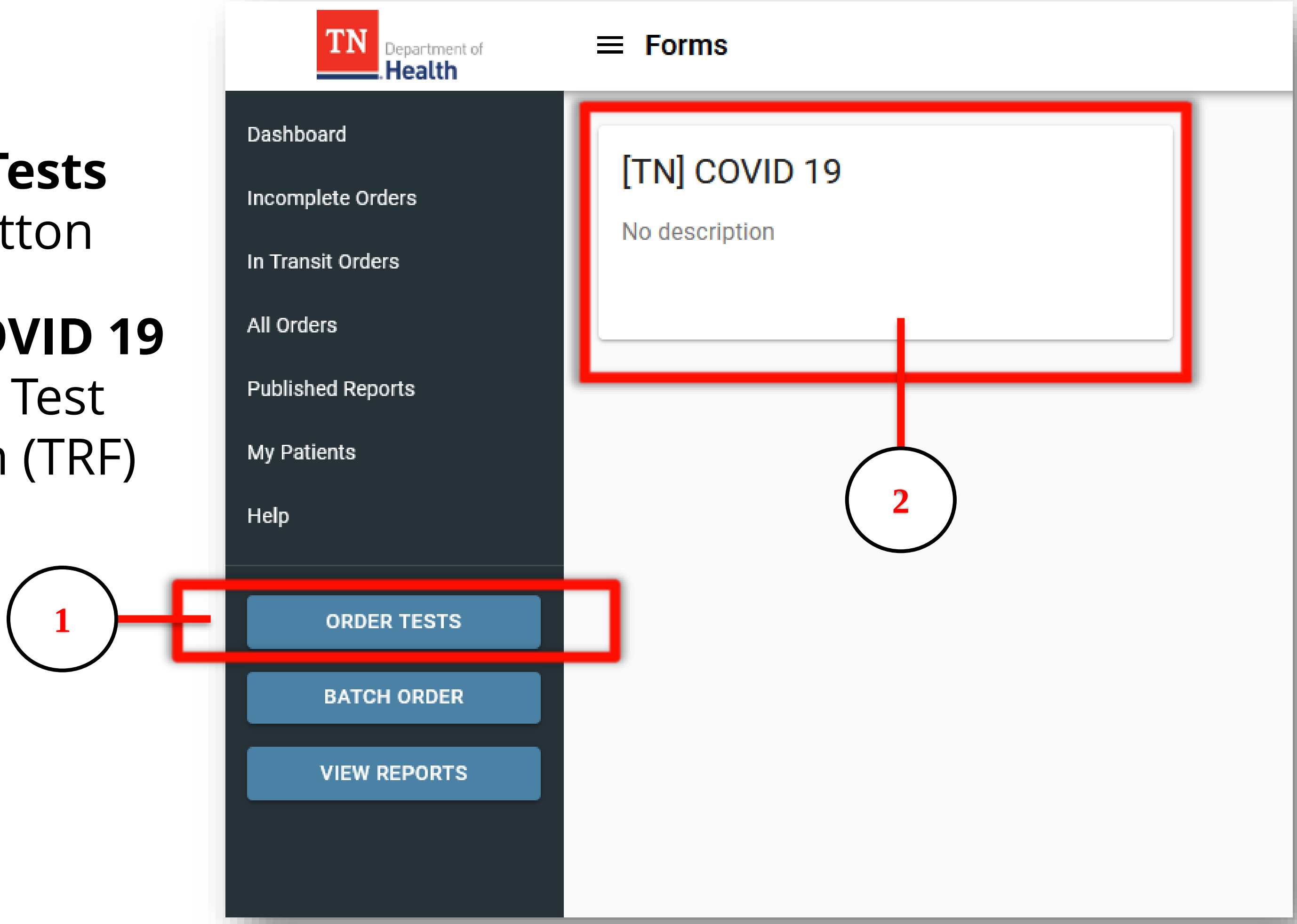


Ordering Tests

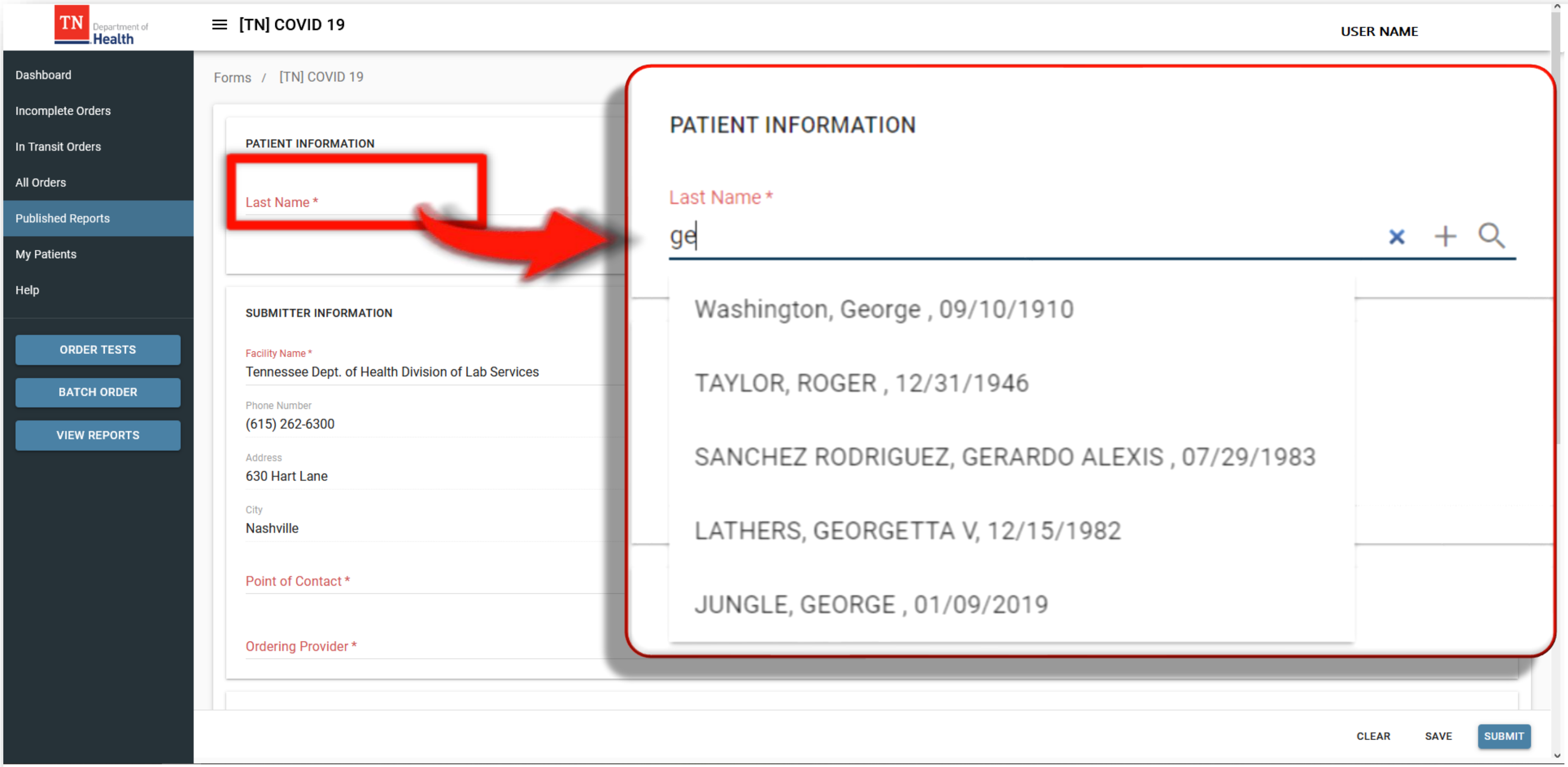
Ordering Tests

1. Click the **Order Tests** Call-to-Action button

2. Click the **[TN] COVID 19** tile to access the Test Requisition Form (TRF)

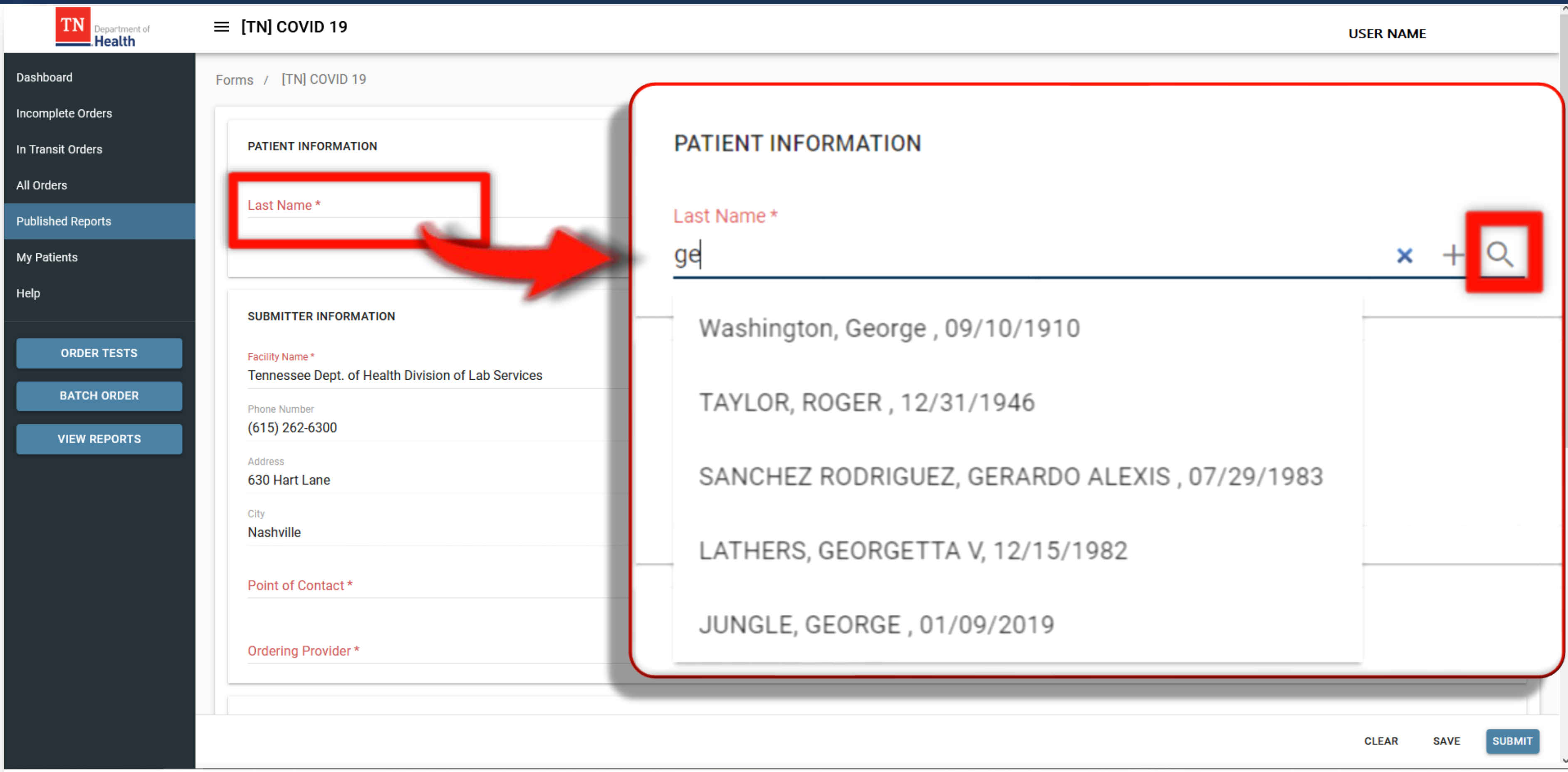


Test Requisition Form (TRF) – Patient Information



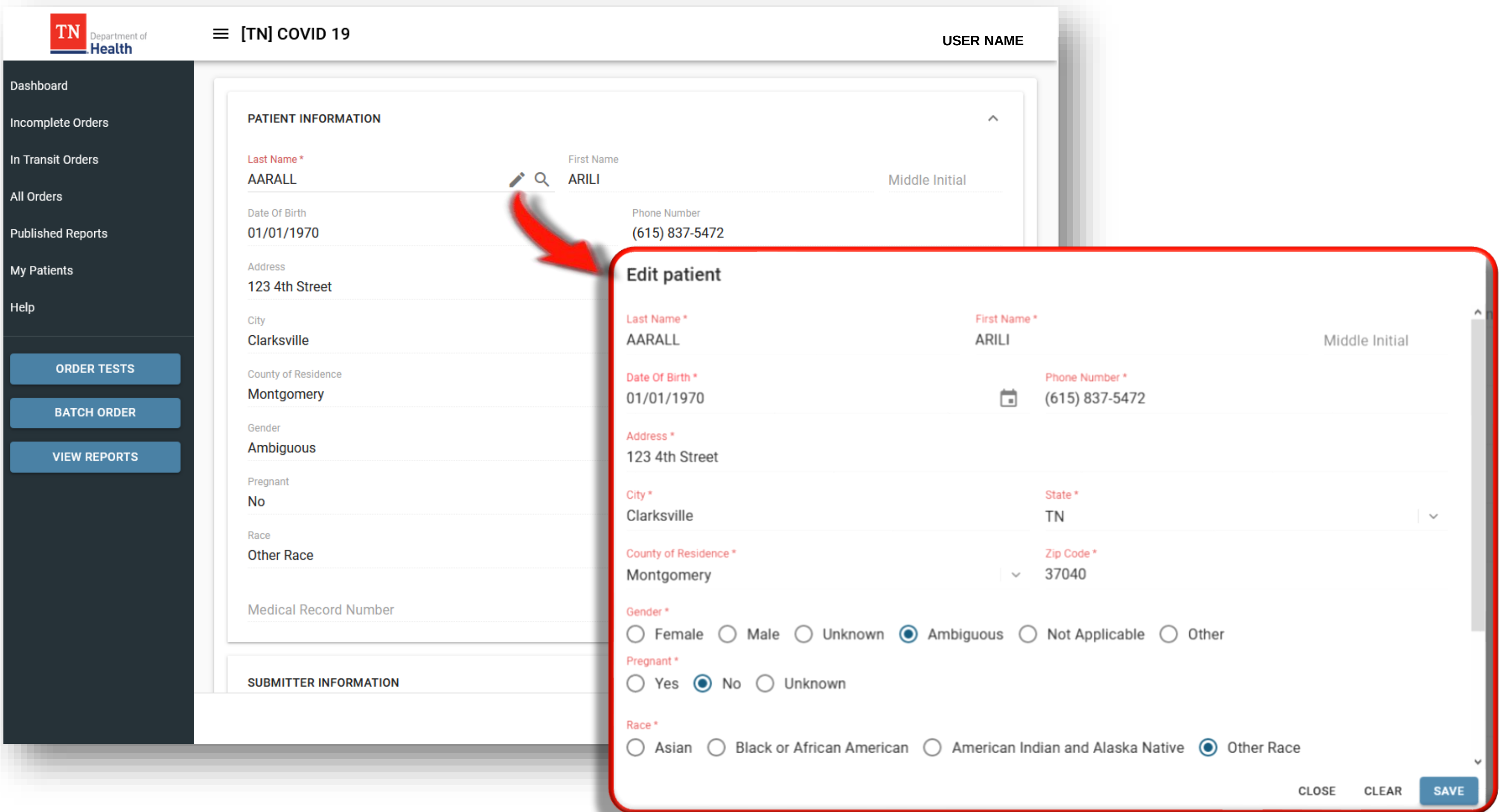
- Type the patient's last name in the **Last Name** field
  - Patients with that last name will populate in a drop-down menu
  - Confirm the patient's date of birth with your patient's information

Test Requisition Form (TRF) – Patient Information



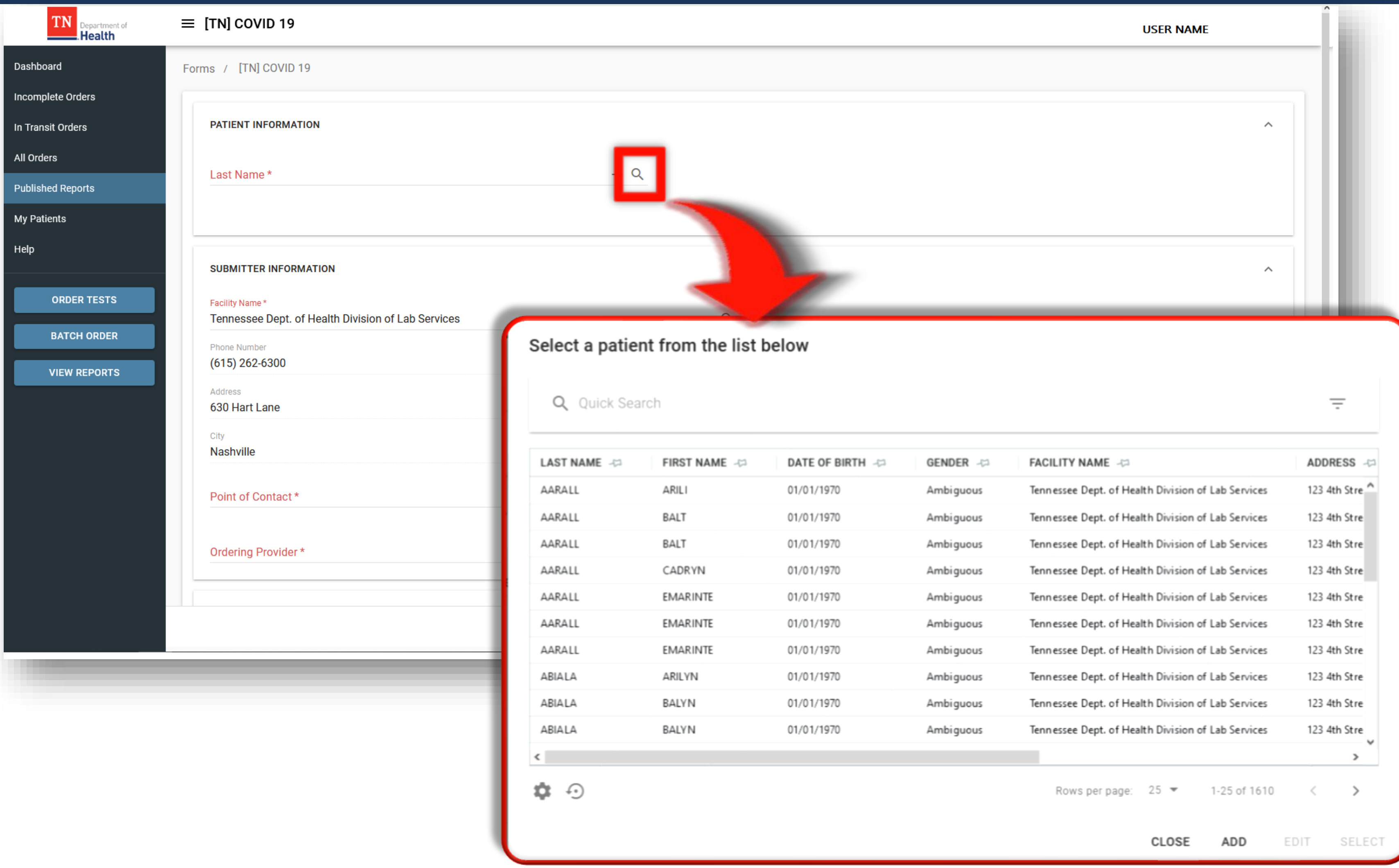
- If the patient is listed, click on the patient to add the patient's information to the TRF
- For more detailed look up, click the 🔍 icon

Test Requisition Form (TRF) – Patient Information



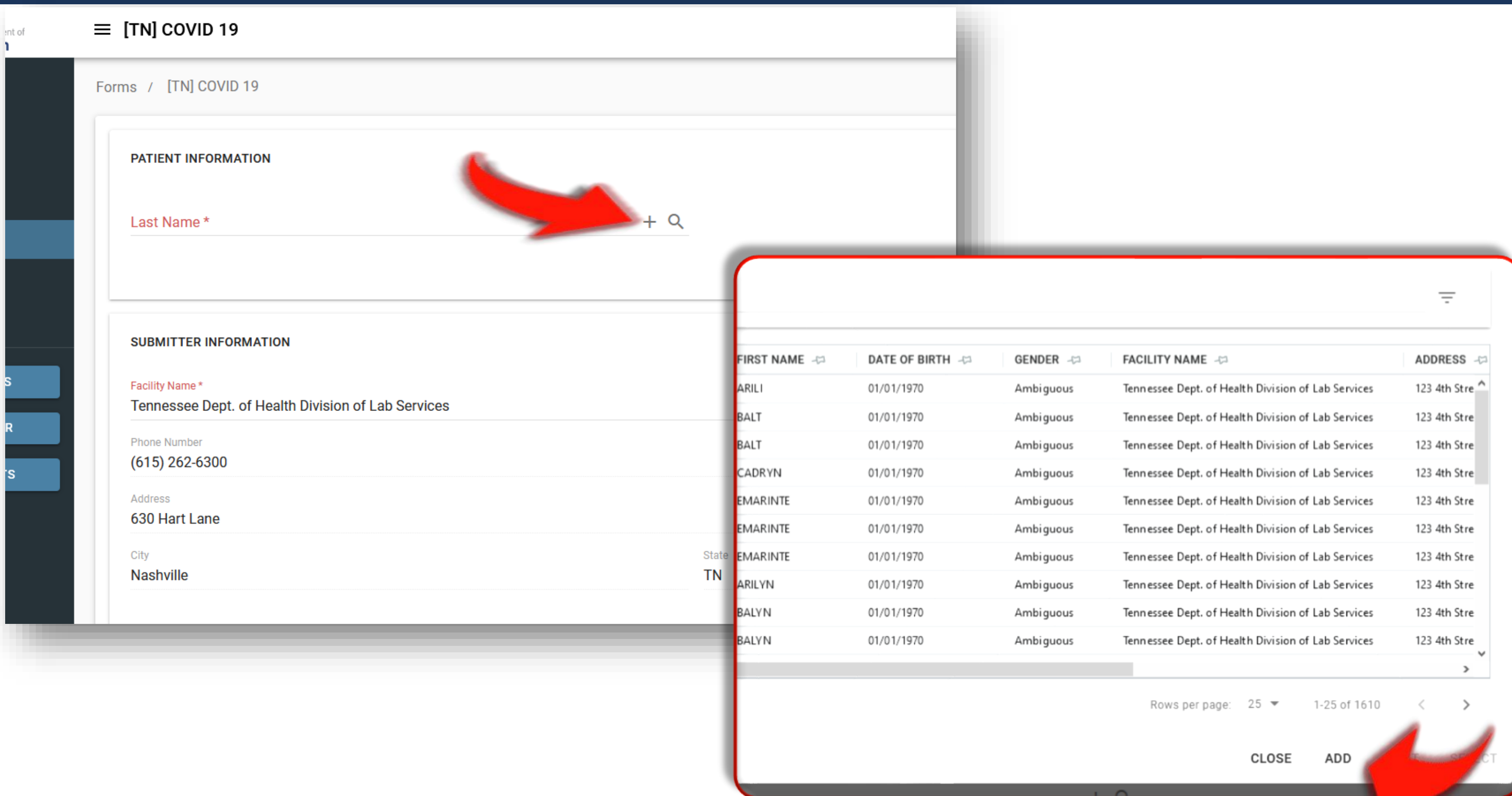
- Edit existing patient information by clicking the icon in the **Last Name** field

Test Requisition Form (TRF) – Patient Information



- Detailed information for all patients, click the 🔍 icon

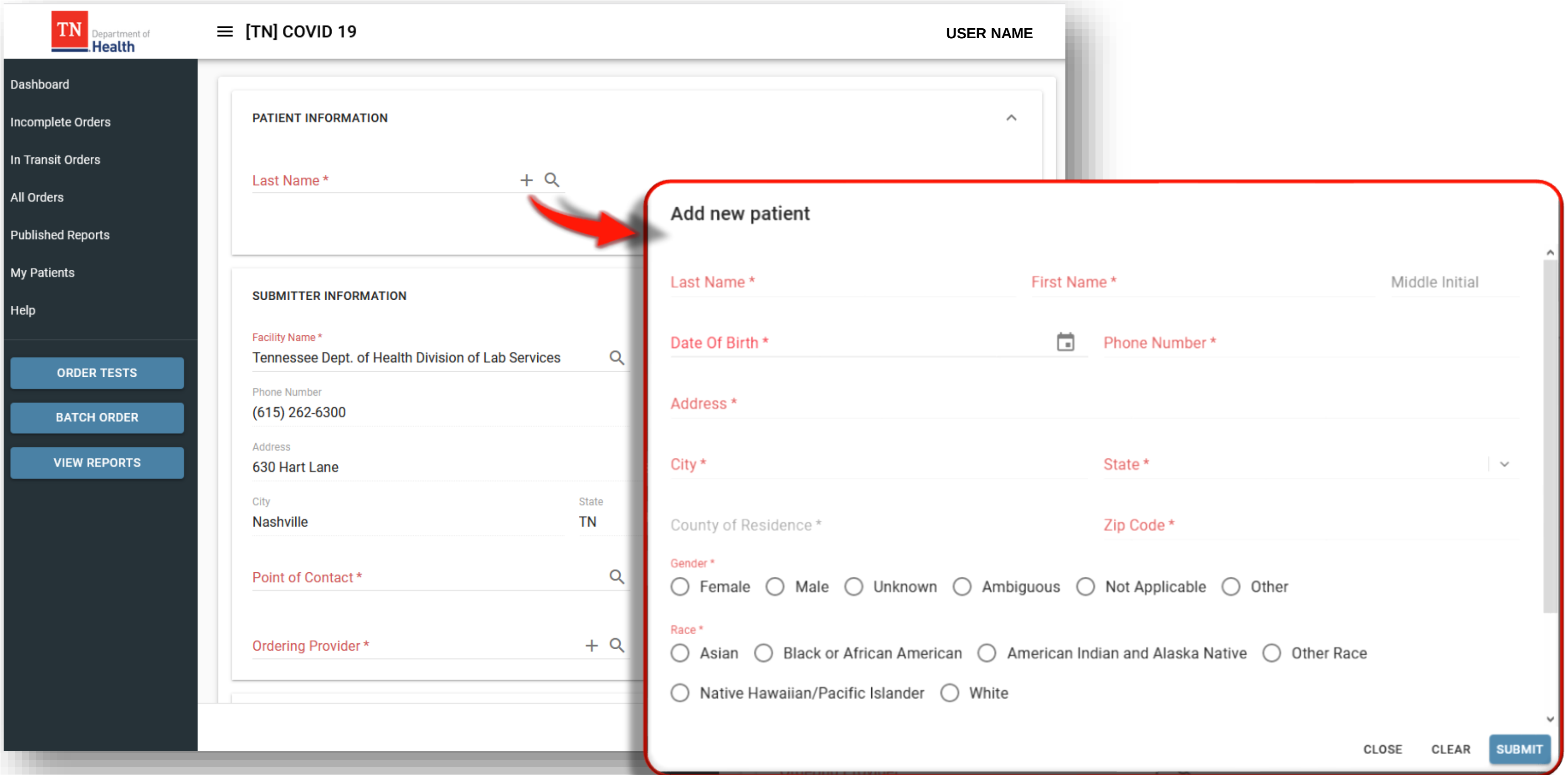
Test Requisition Form (TRF) – Patient Information



- Once you confirm a patient is not in the system, click **ADD** in the details box or by clicking the + icon on the TRF page to add a new patient

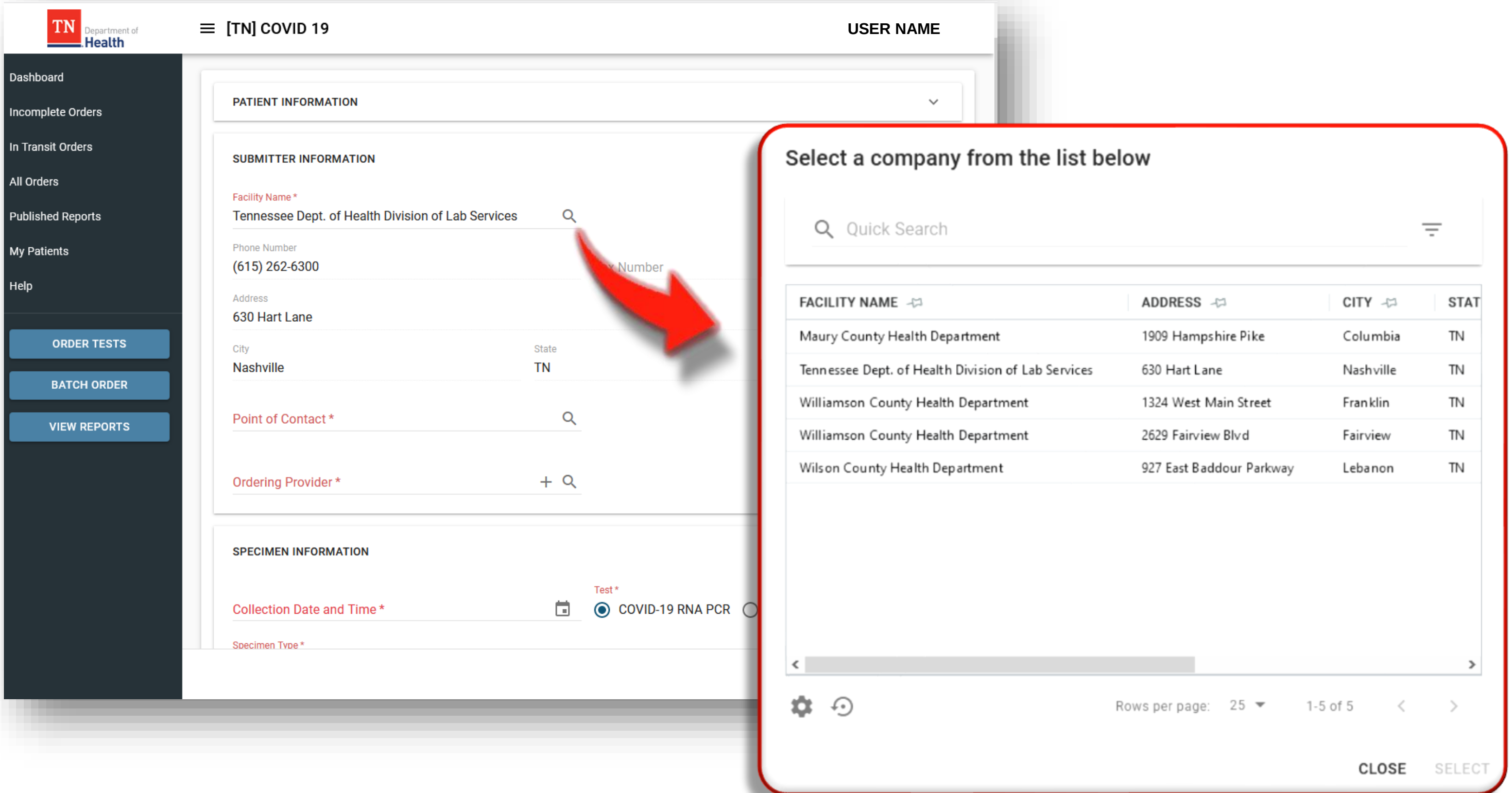
TN

Test Requisition Form (TRF) – Patient Information



- Enter the patient information
  - Items in red are required
- Click **Submit** to add to the system and into the TRF form

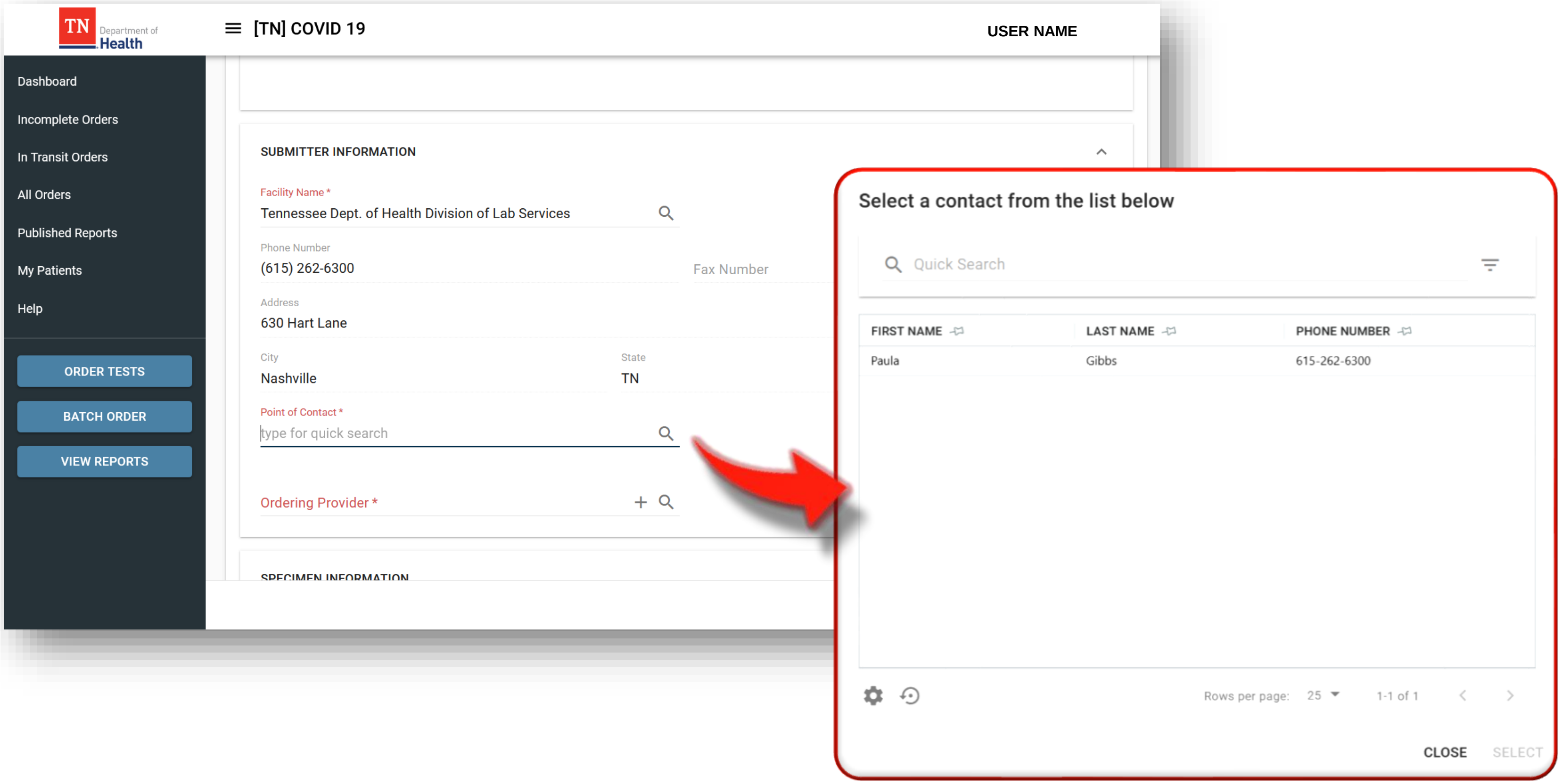
Test Requisition Form (TRF) – Submitter Information



If you are affiliated with more than one facility:

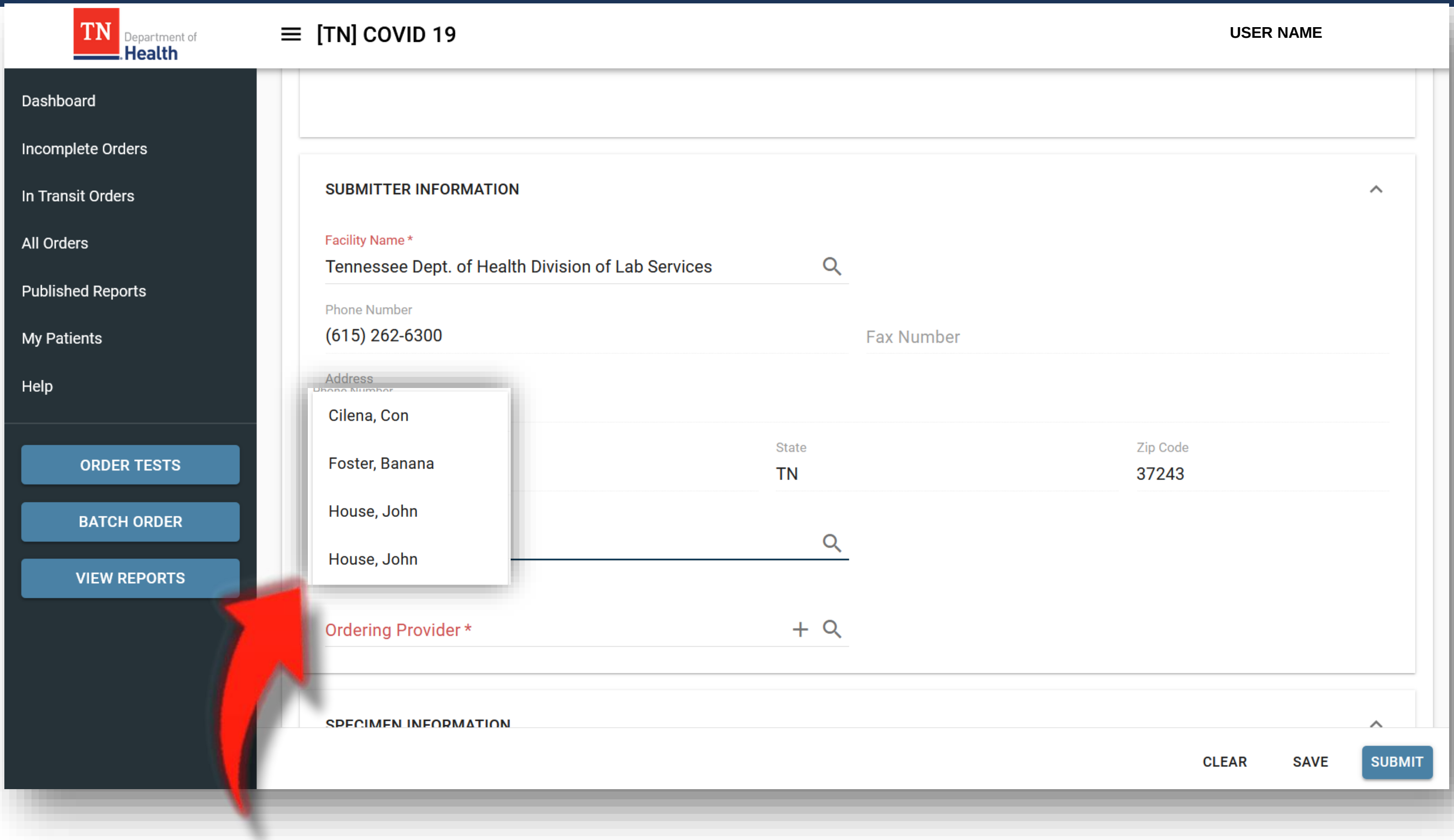
- Click the 🔍 icon next to the **Facility Name** field to list facilities affiliated with your user account
- Click on the name of the facility and click **SELECT**

Test Requisition Form (TRF) – Submitter Information



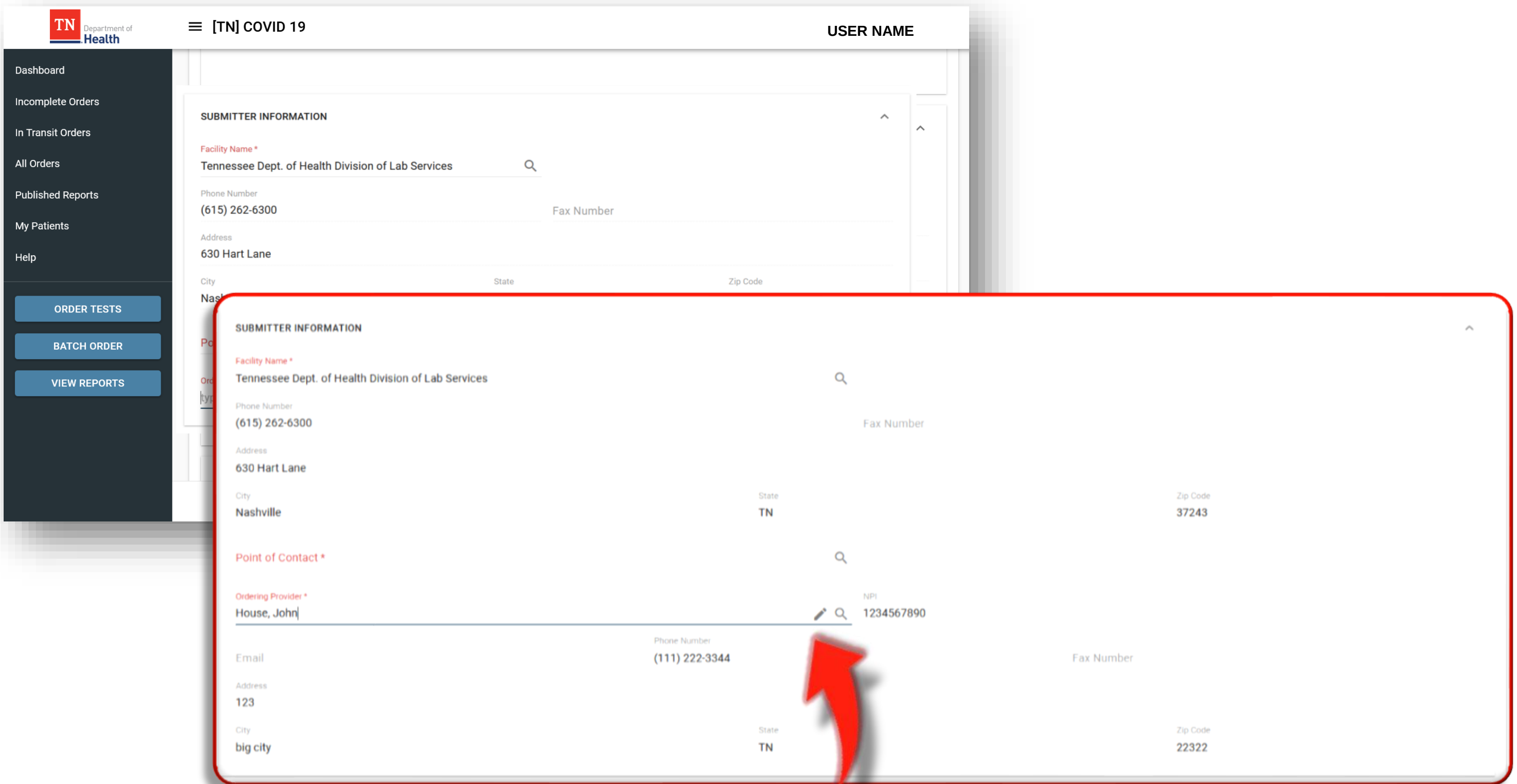
- Begin typing the name of the point of contact in the **Point of Contact** field.
- Click the 🔍 icon next to see the list of contacts affiliated with your facility(s)
- Click on the name of the contact and click **SELECT**

Test Requisition Form (TRF) – Submitter Information



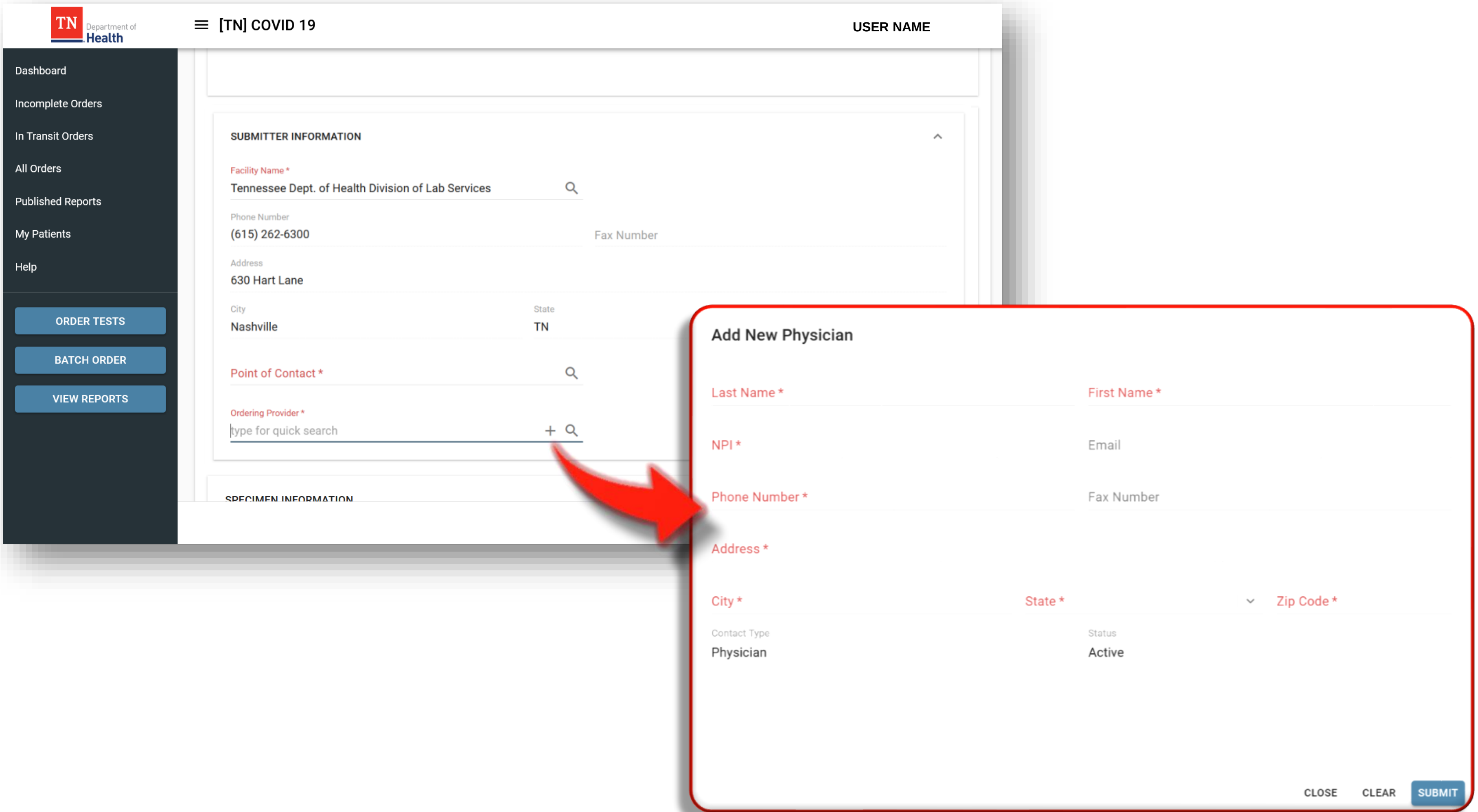
- Begin typing the name of the provider in the **Ordering Provider** field
  - If the ordering physician is listed, select the physician's name from the list
  - The provider's information will populate in the TRF
    - Verify the provider's information on the form

Test Requisition Form (TRF) – Submitter Information



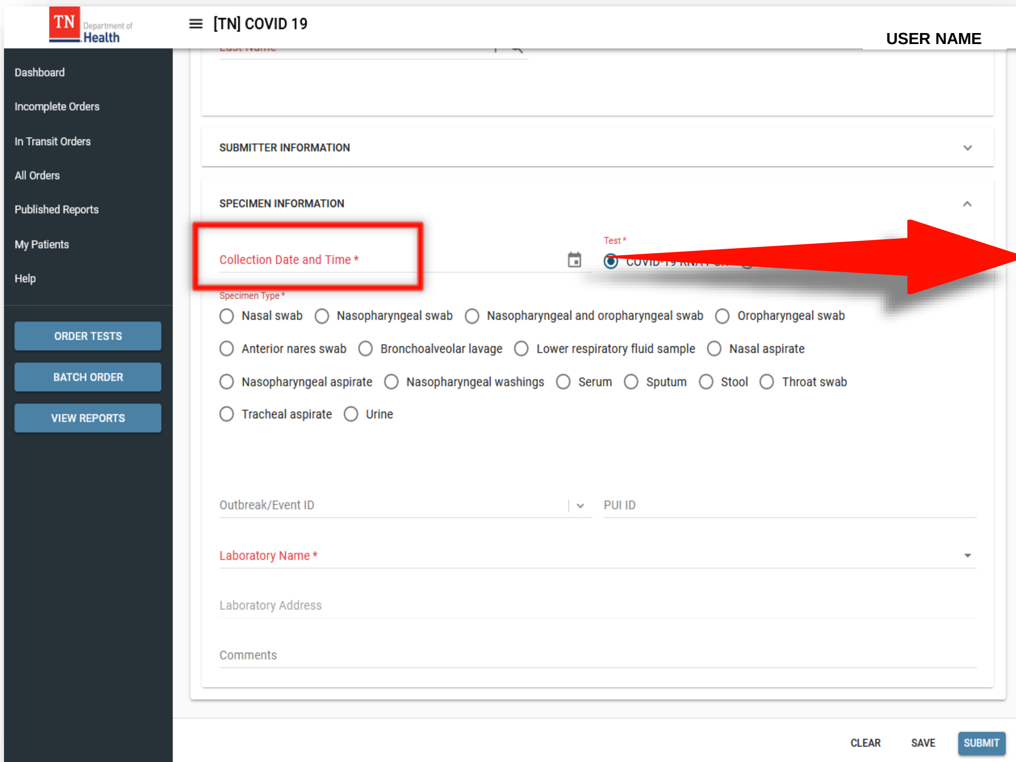
- To edit the provider information, click the icon after selecting the provider's name from the list

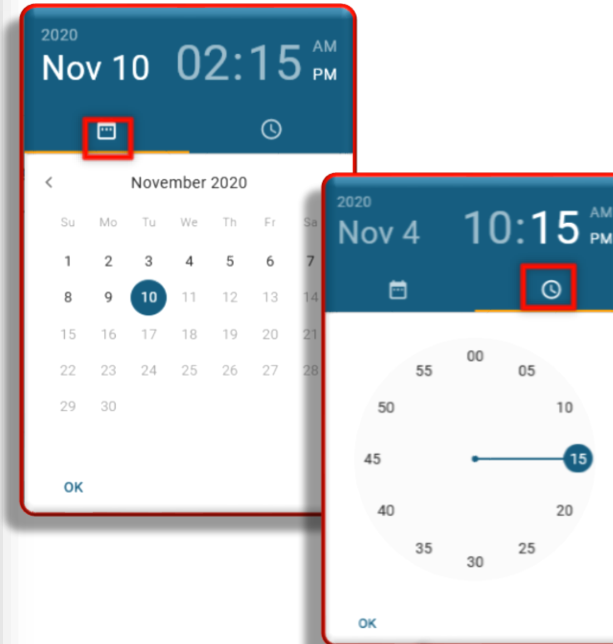
Test Requisition Form (TRF) – Submitter Information



- If the provider is not listed, add the provider by clicking the + icon
- Add the provider's information and click **Submit**

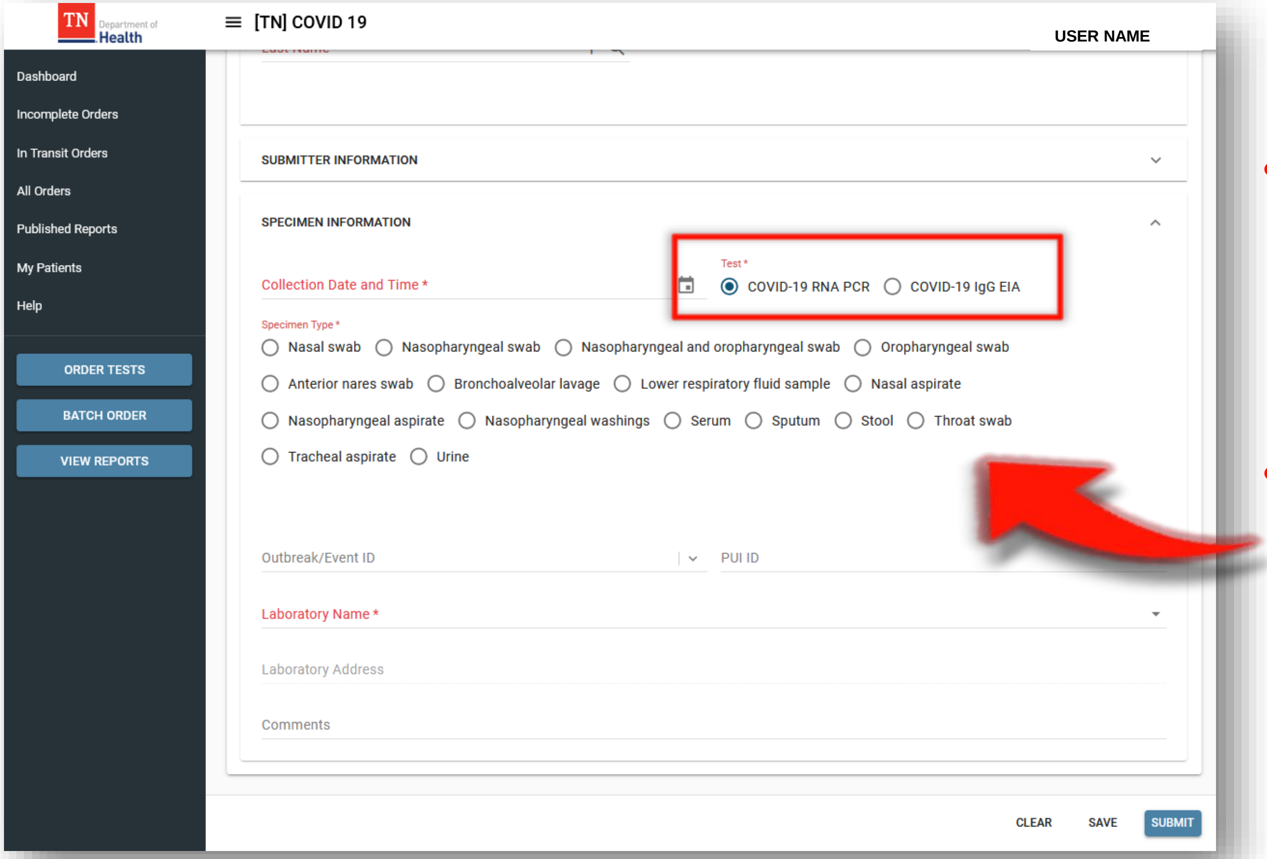
Test Requisition Form (TRF) – Specimen Information





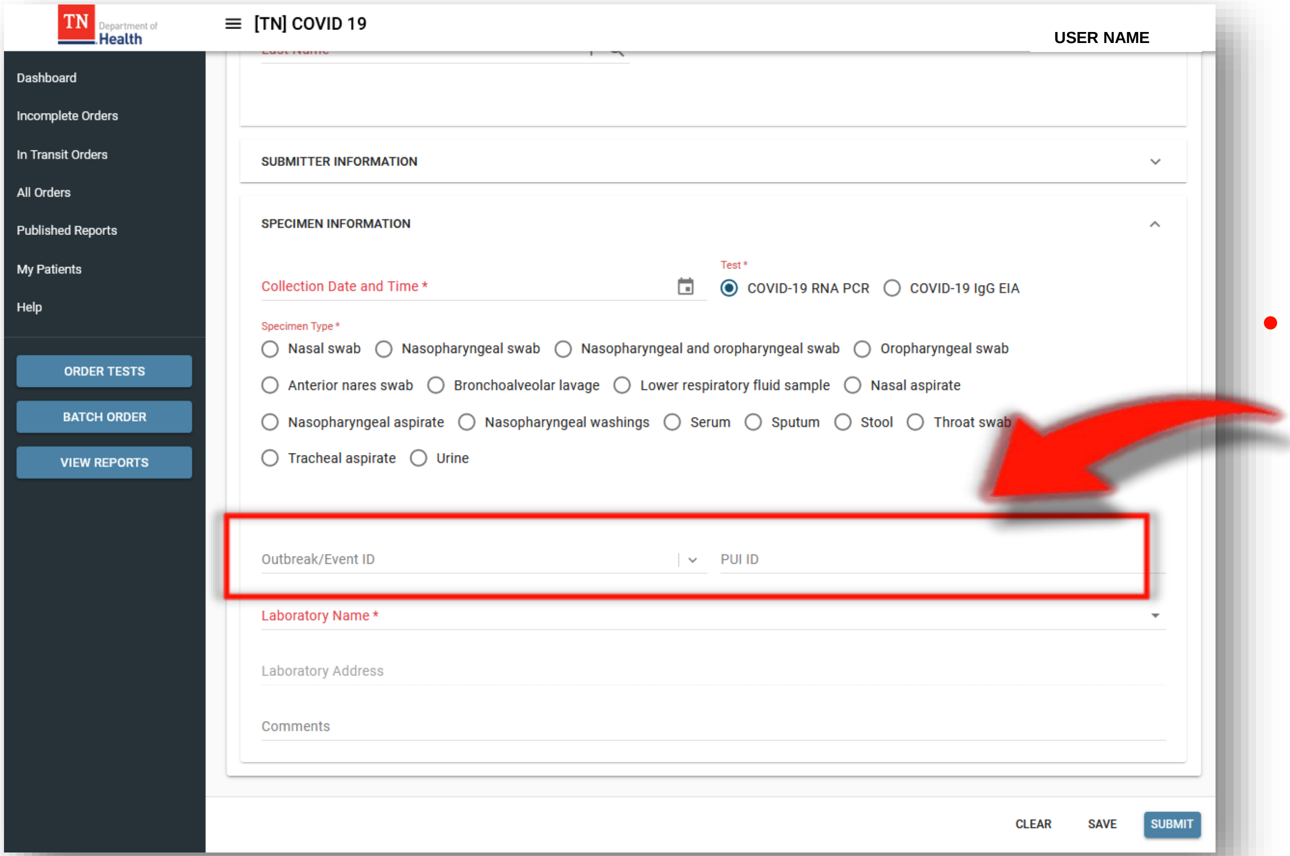
- Type the **Collection Date** and **Time** *-OR-*
- Click on the calendar icon to select the date of collection
  - Click on the time at the top, then move the hands of the clock to chose the collection hour and minute
- Click **OK** to save the date/time and to return to the form

Test Requisition Form (TRF) – Specimen Information



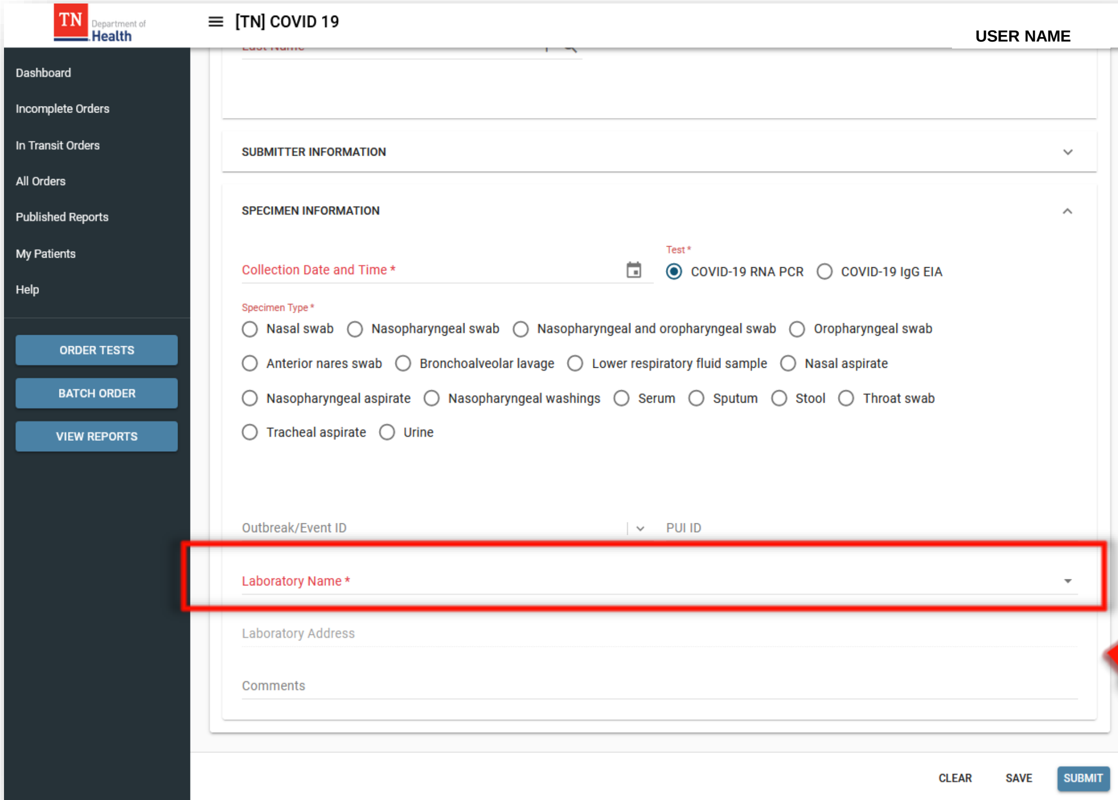
- Select the **Test** to be performed by clicking on the radio button
- Then click the radio button next to the **Specimen Type** collected

Test Requisition Form (TRF) – Specimen Information



- Enter the **Outbreak/Event ID** and **PUI ID**, if applicable

Test Requisition Form (TRF) – Specimen Information



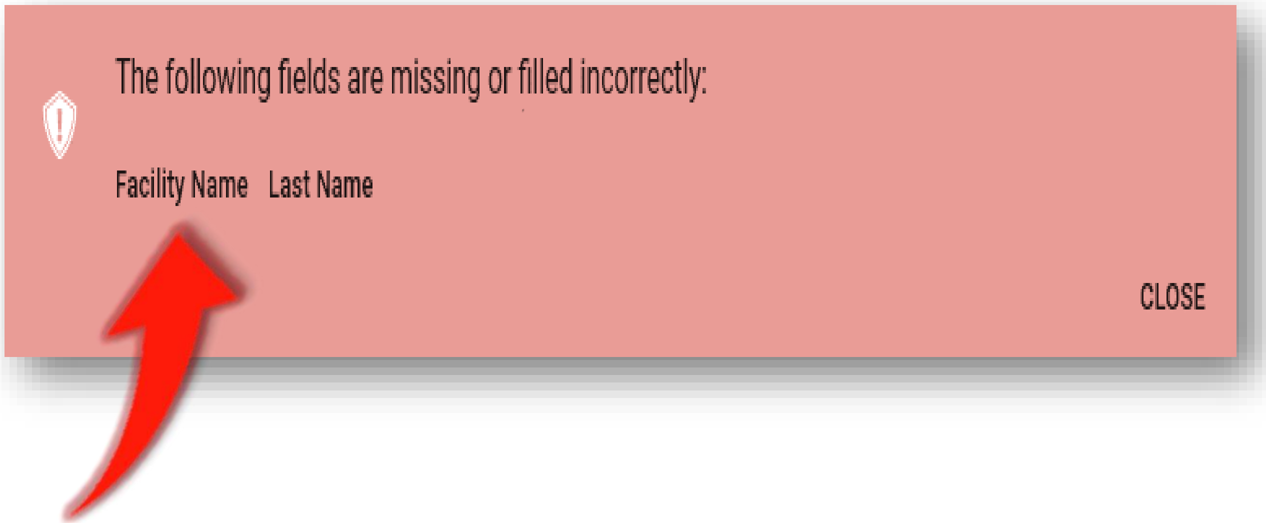
- Choose the Laboratory* that the specimen will be sent to by clicking on the **Laboratory Name** field
- Enter any additional comments in the **Comments** field
- Click **Submit** to submit the Test Requisition Form

CRITICALLY IMPORTANT:

- **The specimen MUST be sent to the laboratory chosen.**
- **Specimens sent to the wrong laboratory MUST be corrected by the facility and will result in delayed testing.**

Test Requisition Form (TRF)- Submission

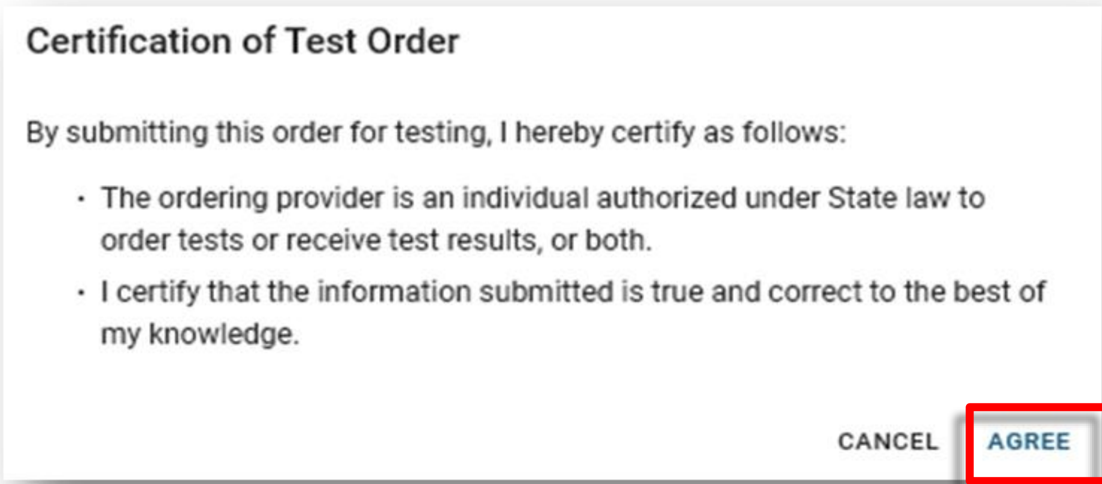
- If required fields are not populated or populated incorrectly, an error dialog box will appear to show the missing fields.



- Click on any field in the dialog box to be navigate to the field to correct the issue.

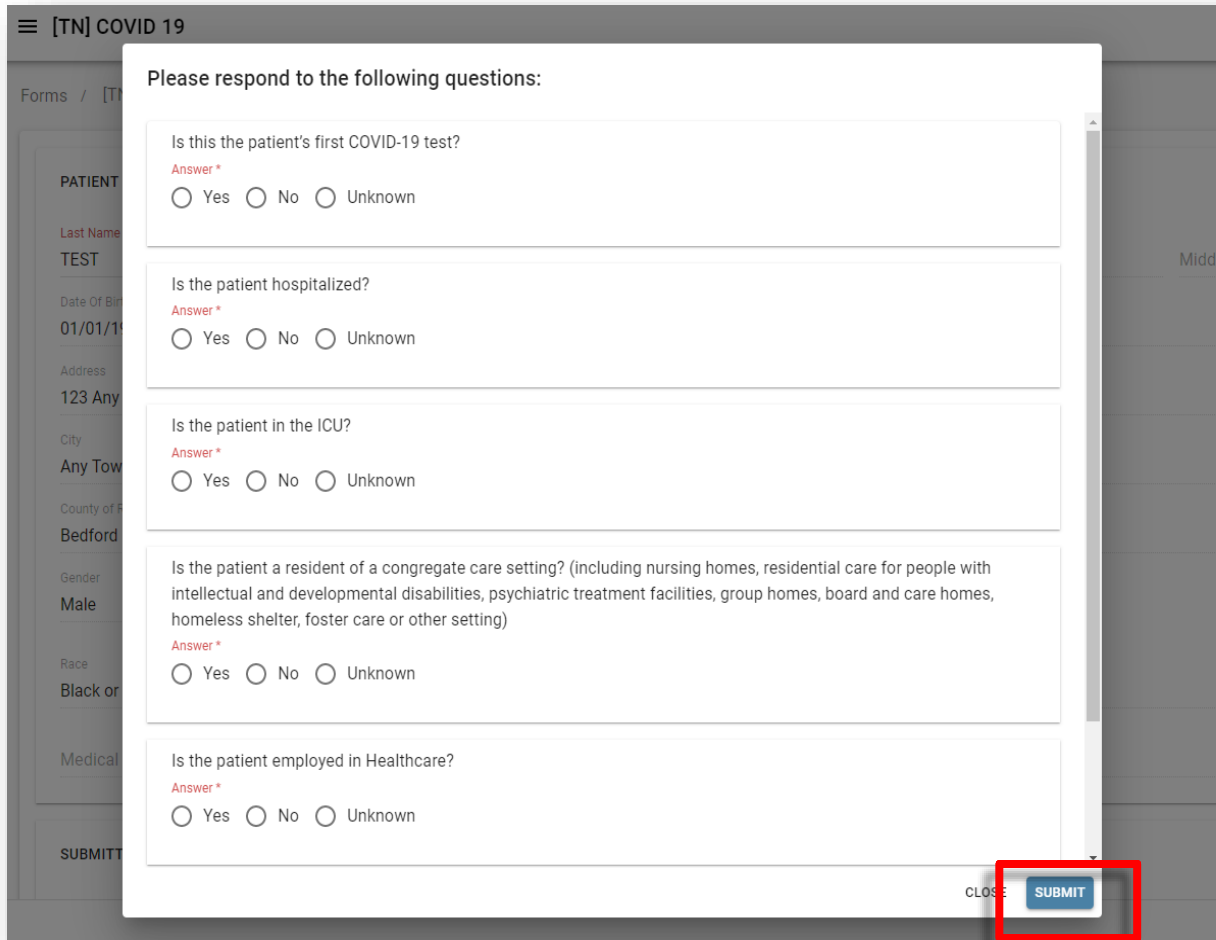
Test Requisition Form (TRF)-Submission

- Once the test order is ready to be submitted, the Certification of Test Order message will be displayed
- The user must click **AGREE** in order to move forward



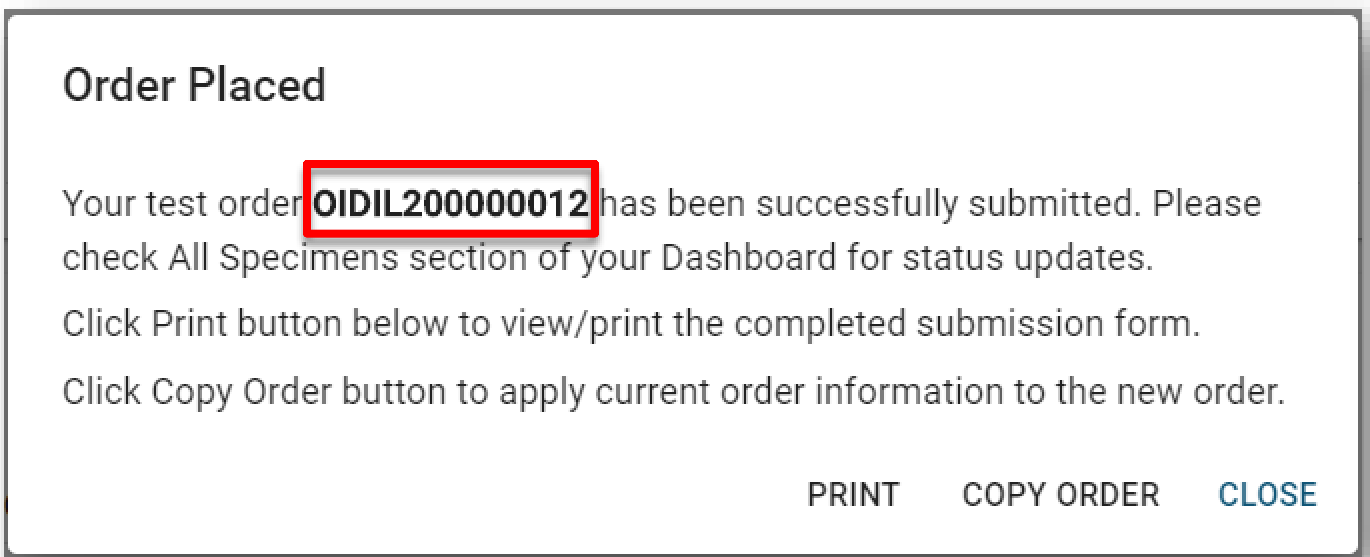
Asked-At-Order-Entry (AOE) Questions

Answer each of the AOE questions to complete the order request, then click **SUBMIT**



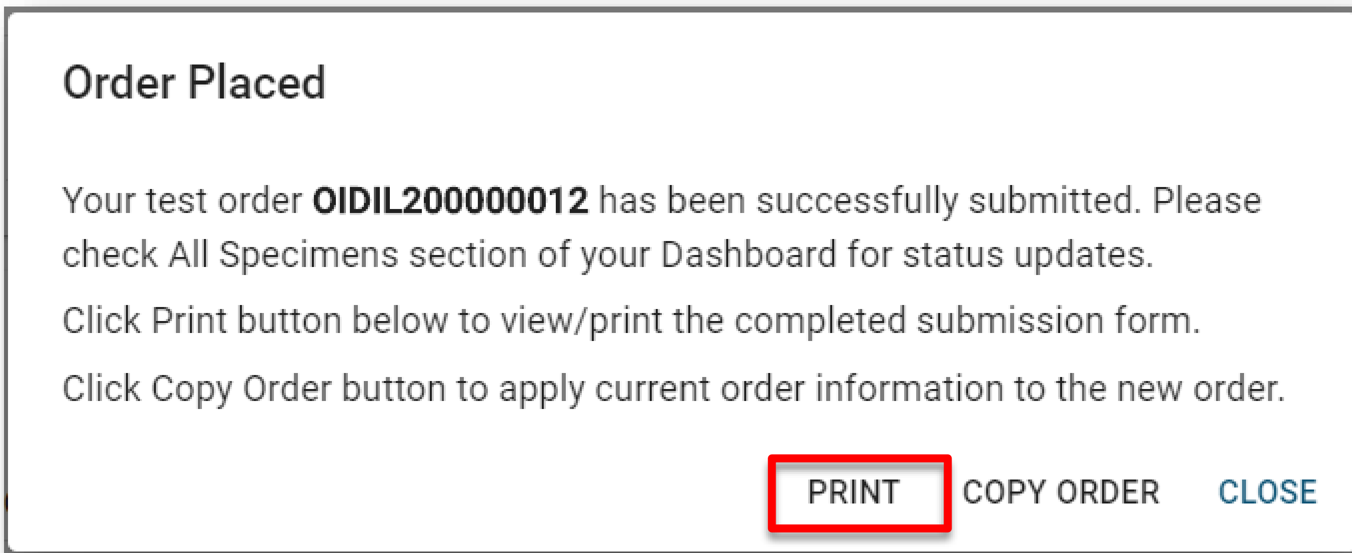
Test Order Confirmation

- Once the test order has been submitted, the confirmation message will be displayed
- The Portal Order ID identifies the test order in the system



Test Order Confirmation

- Click **PRINT** to print the Order Manifest (PDF)
- A printed copy of the Order Manifest must accompany the specimen to the laboratory



- The Order Manifest may be accessed at any time by clicking on the Portal Order ID in the **All Orders** data grid.

Order Manifest

Testing Facility

CRITICALLY IMPORTANT:

The sample must be submitted to the chosen testing facility as indicated in the top left-hand corner of the Order Manifest to reduce testing delays**.**

A printed copy of the Order Manifest must accompany the specimen to the laboratory

2101 Medical Center Way
Knoxville, TN 37920
(865) 549-5201

COVID-19 RNA PCR Requisition
Date Submitted: 10/29/2020 1:13:02 PM
Submitted By: Stephanie Poindexter

TN Department of Health

Order ID: **OIDTN2200002249**

Patient Demographics			
Last Name: **TEST**		First Name: **TEST**	
Date of Birth: **01/01/1991**		Phone Number: **1235551234**	
Address: **123 Any Street**		City: **Any Town**	
State: **TN**	County: **Bedford**		Zip Code: **12345**
Gender: **Male**			
Race: **Black or African American**		Ethnicity: **Unknown**	
MRN:			

Submitter Information	
Facility Name: **Tennessee Dept. of Health Division of Lab Services**	
Phone Number: **615-262-6300**	Fax Number:
Address: **630 Hart Lane**	City: **Nashville**
State: **TN**	Zip Code: **37243**
Point of Contact: **Gibbs, Paula**	
Phone Number: **615-262-6300**	Fax Number:
Ordering Provider: [redacted]	NPI: **1234567890**
Phone Number: [redacted]	Fax Number:
Email: [redacted]	
Address: **630 Hart Lane**	City: **Nashville**
State: **AR**	Zip Code: [redacted]

Specimen Information	
Collection Date And Time: **10/29/2020 12:30:00 PM**	Test: **COVID-19 RNA PCR**
Specimen Type: **Nasopharyngeal and oropharyngeal swab**	
Outbreak/Event ID:	PUI ID:

Additional Comments/Information:

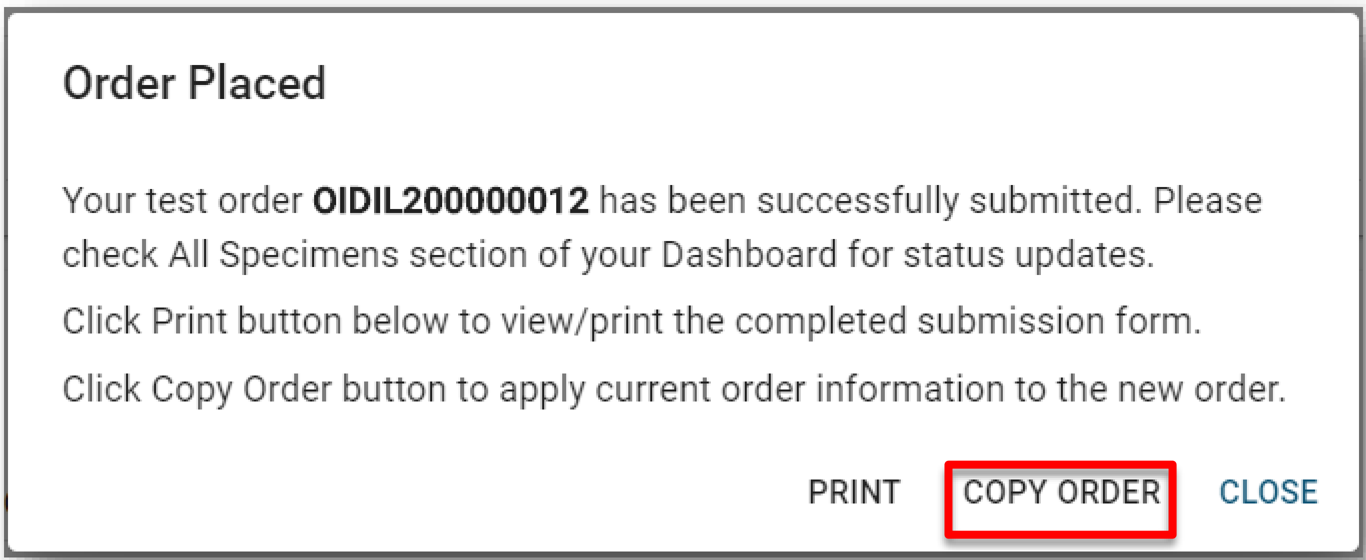
Q&A	
Is this the patient's first COVID-19 test?	**Unknown**
Is the patient hospitalized?	**Unknown**
Is the patient in the ICU?	**Unknown**
Is the patient a resident of a congregate care setting? (including nursing homes, residential care for people with intellectual and developmental disabilities, psychiatric treatment facilities, group homes, board and care homes, homeless shelter, foster care or other setting)	**Unknown**
Is the patient employed in Healthcare?	**Unknown**
Is the patient symptomatic, as defined by the CDC?	**No**

Portal Order ID

TN

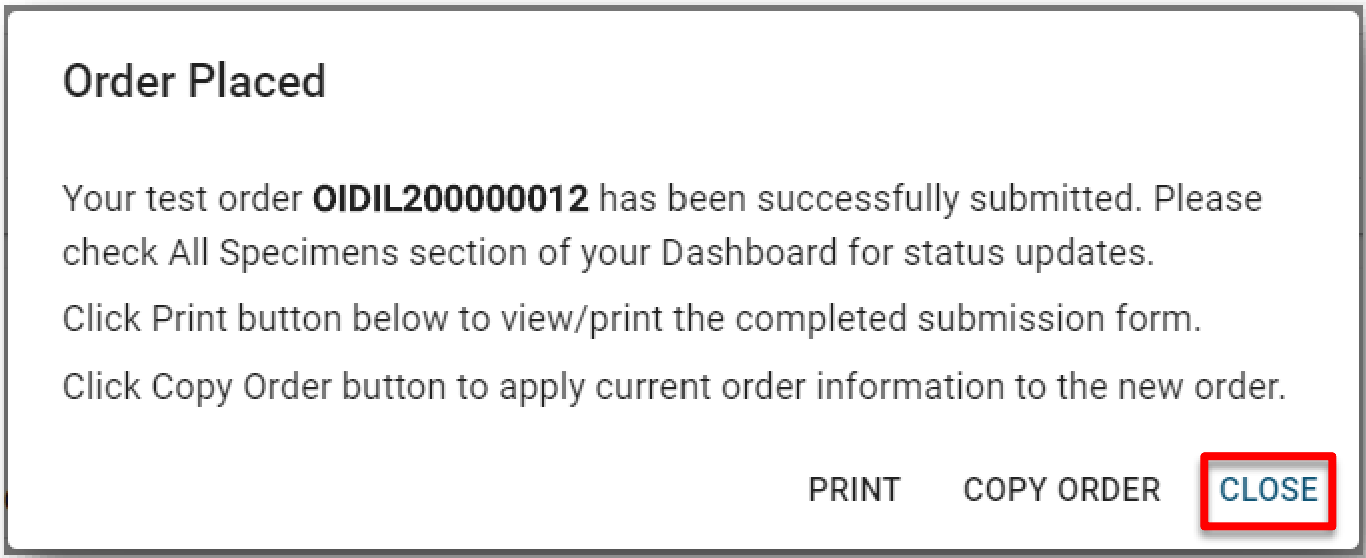
Test Order Confirmation

- Click **COPY ORDER** to add more orders for the same facility
  - All information from the current order (excluding patient and insurance information) will be copied



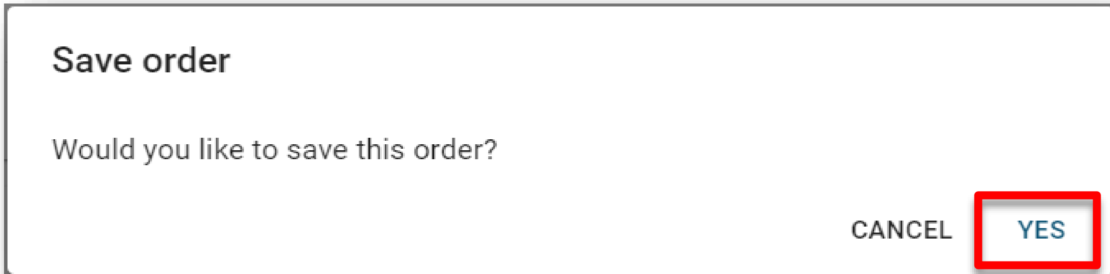
Test Order Confirmation

- Click **CLOSE** to display the TRF for the next patient
  - If no additional patients will be entered, navigate back to the dashboard to close the TRF

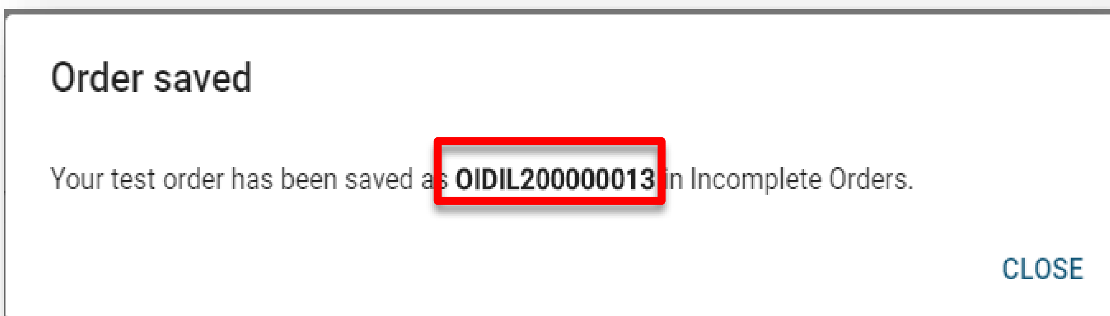


Saving Incomplete Test Orders

- Incomplete test orders may be saved to be completed and submitted later

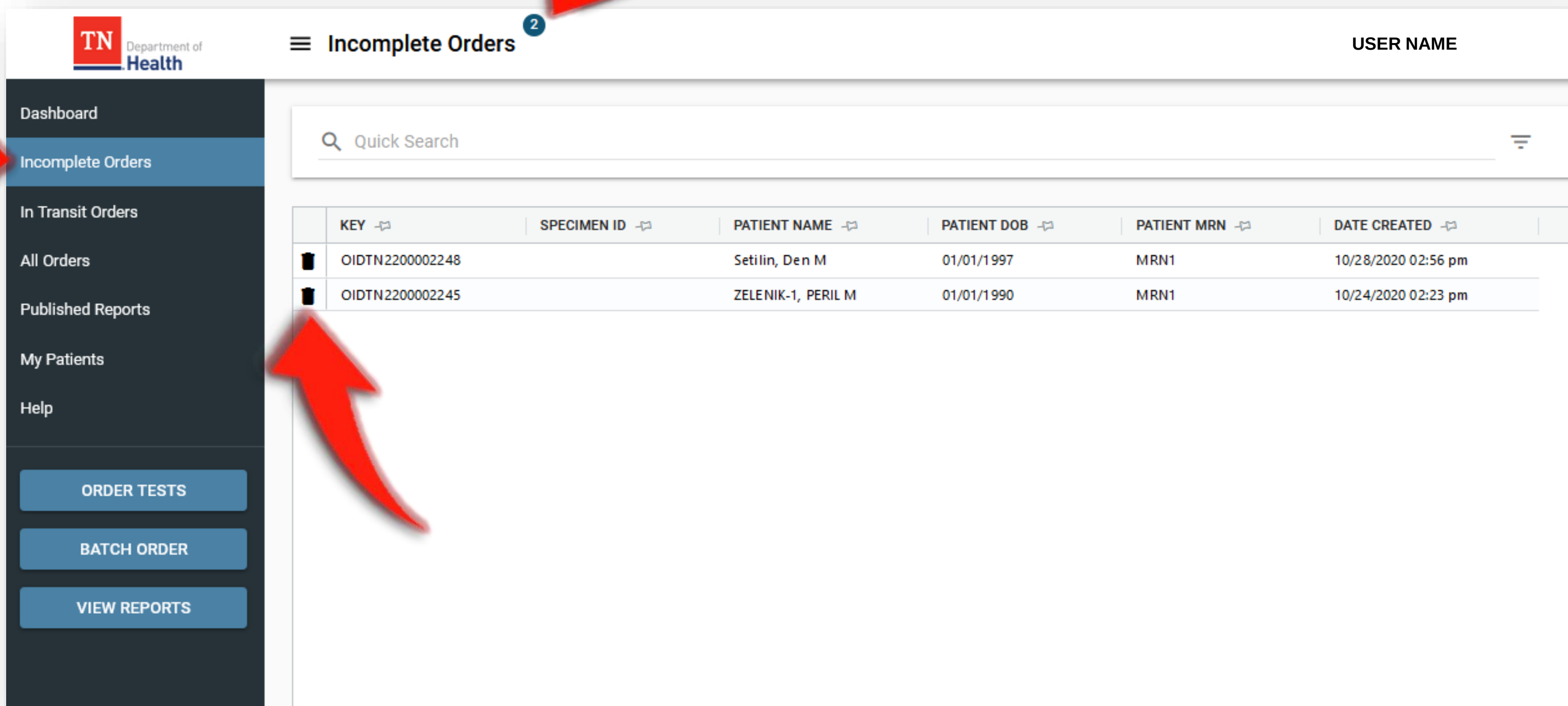


- After saving, a confirmation order will be displayed with the Portal Order ID for that specimen
  - Incomplete orders will be accessible in the **Incomplete Orders** data grid



Incomplete Orders

Number of Incomplete Orders

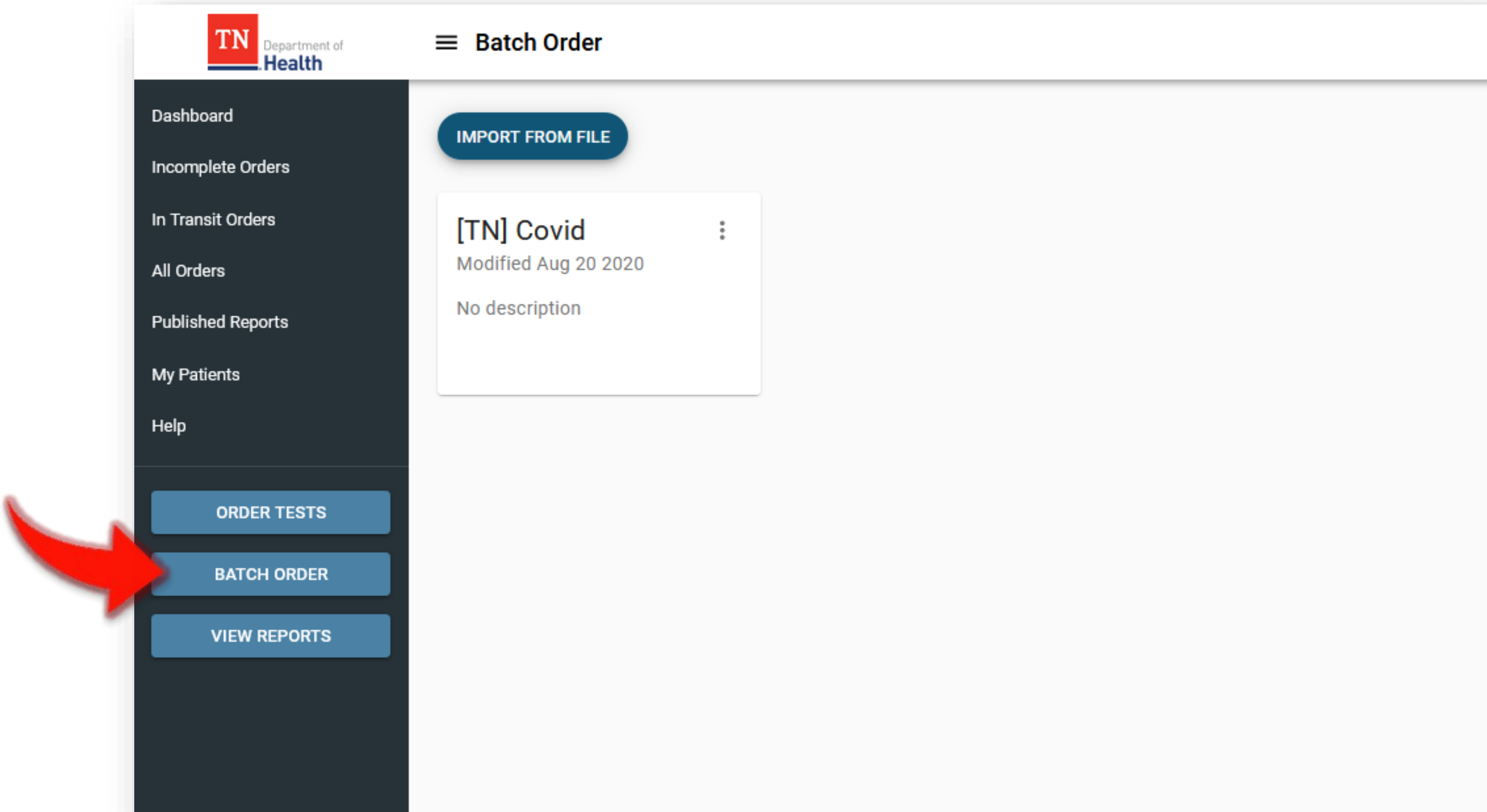


- To retrieve the saved order:
- Navigate to the **Incomplete Orders** navigation link
- Locate the order record and click on it.
  - To discard saved order, click on the icon.

Batch Ordering

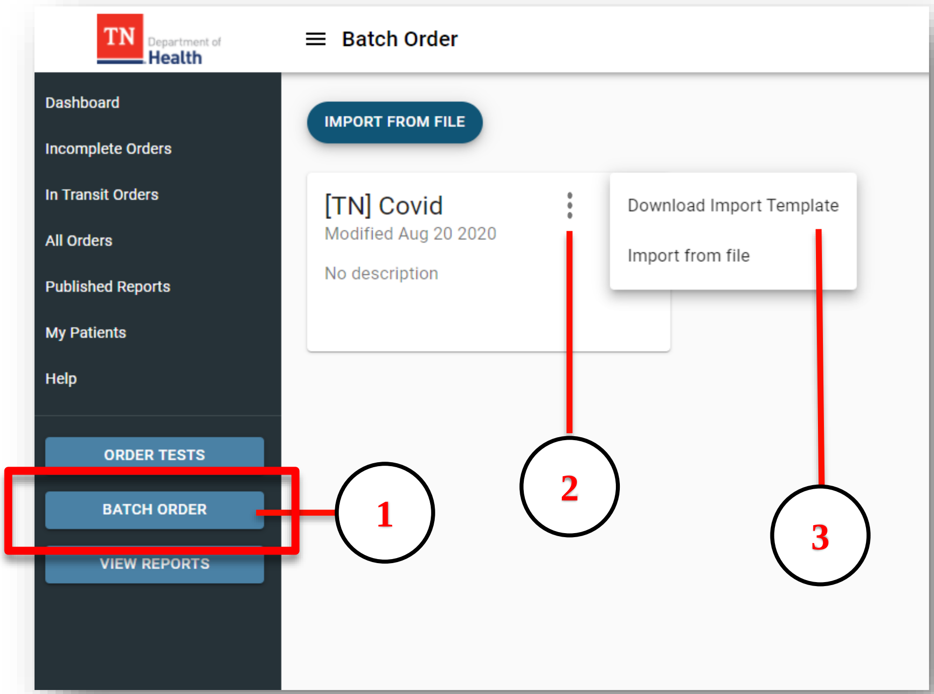
Batch Orders

- The Batch Order function allows users to upload multiple test orders at once



Batch Orders

- Download the **Import Template** required for the Batch Order **prior** to specimen collection and submission.
- This is important in order to correctly gather the required order fields and patient information.



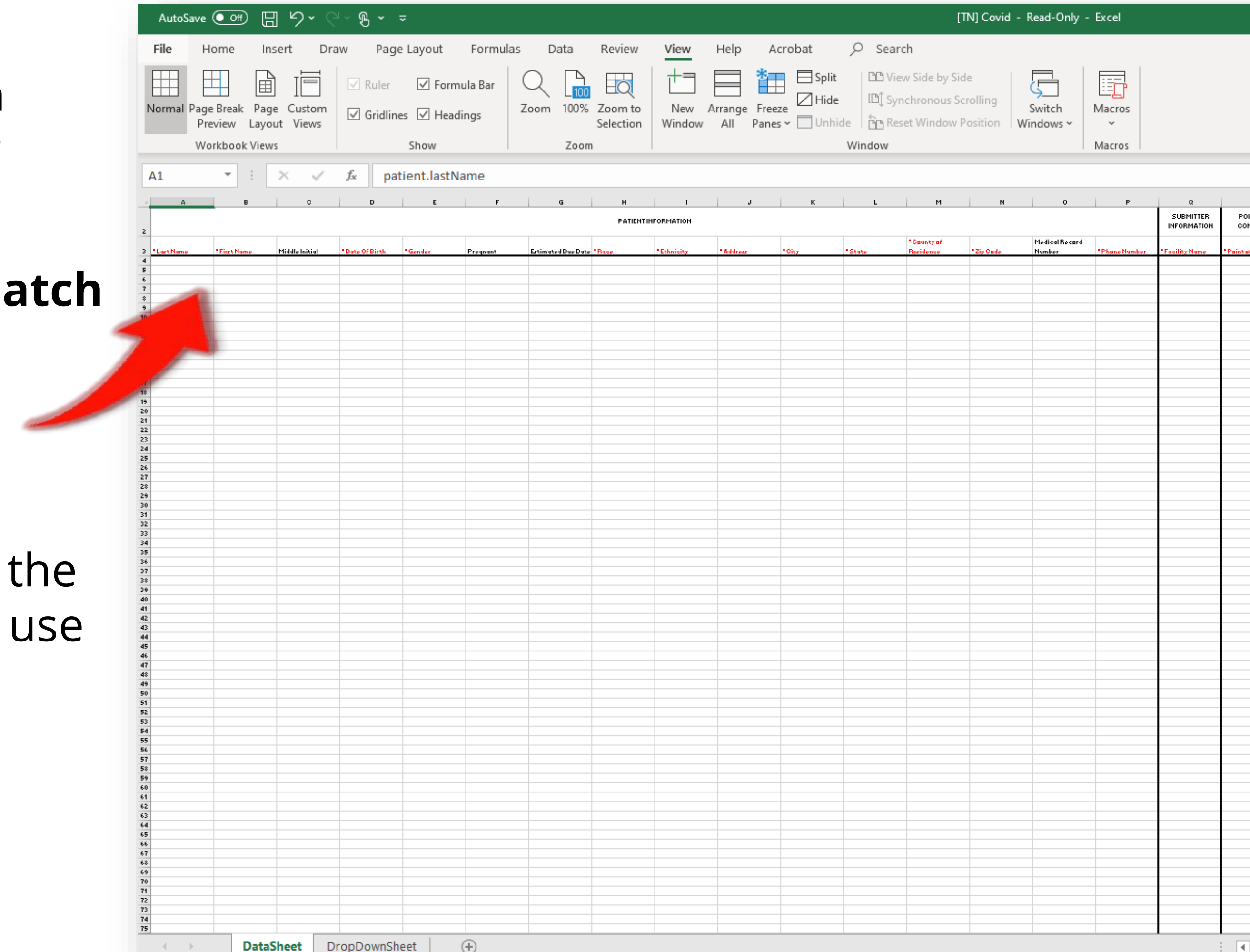
To Download the Excel Spreadsheet

1. Click **BATCH ORDER** 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. Save the excel spreadsheet.
5. Open the saved Excel Spreadsheet and fill the required details in the fields.

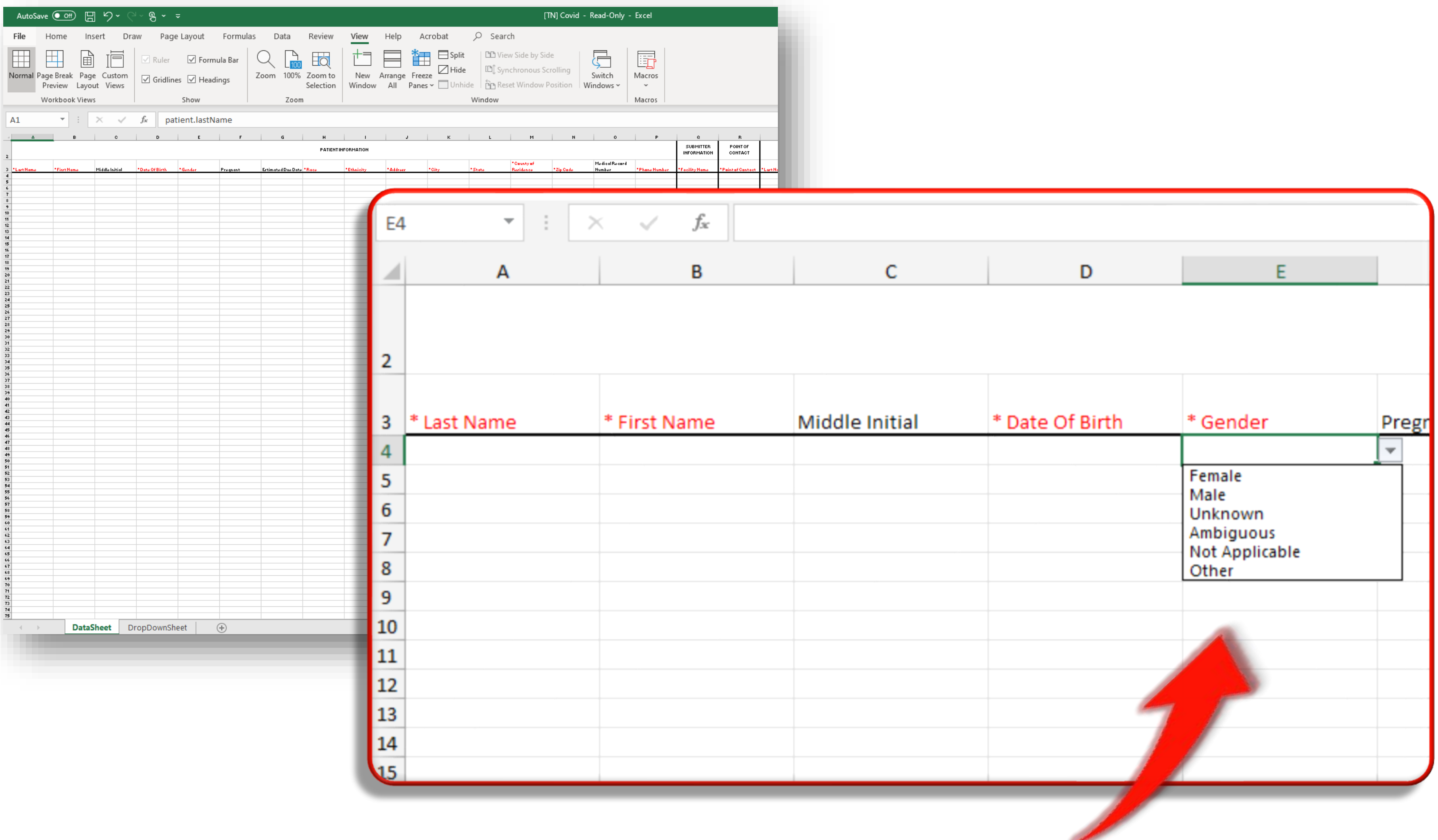
Note: the dropdown menus for some of the required values.

Batch Import Template

- Enter <u>one line </u>for each specimen that is being submitted.
- Requirements of the **Batch Import Template**:
  - All fields in **red** are required
  - <u>ALWAYS</u> download the template for every use



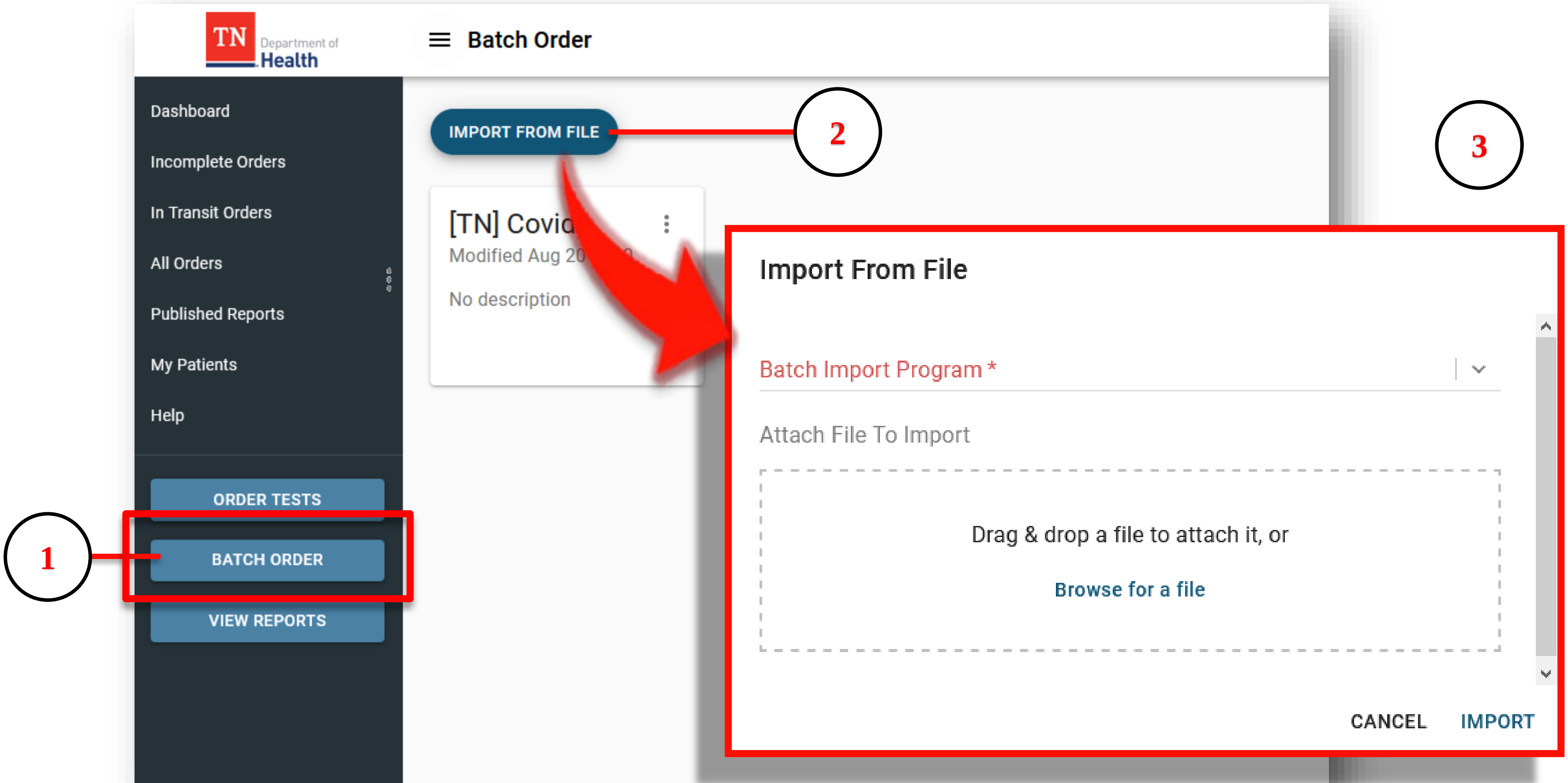
Batch Import Template



- Use the drop-down choices in fields where available

Importing Batch Orders

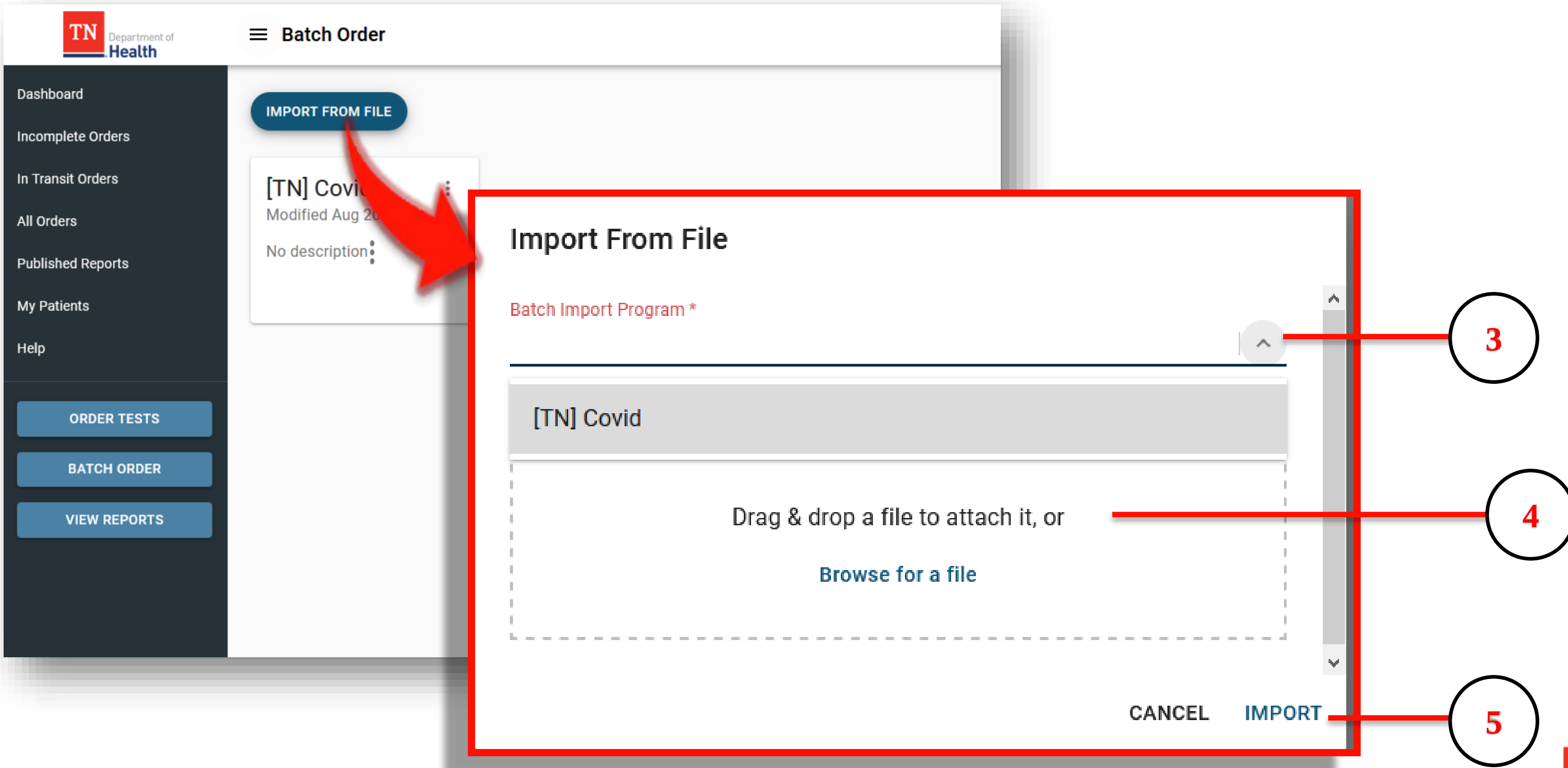
1. Click the **Batch Order** Call-To-Action Button
2. Click **IMPORT FROM FILE**



NOTE: The Import from File option can also accessed by clicking the ⋮ icon on the [TN] Covid Tile

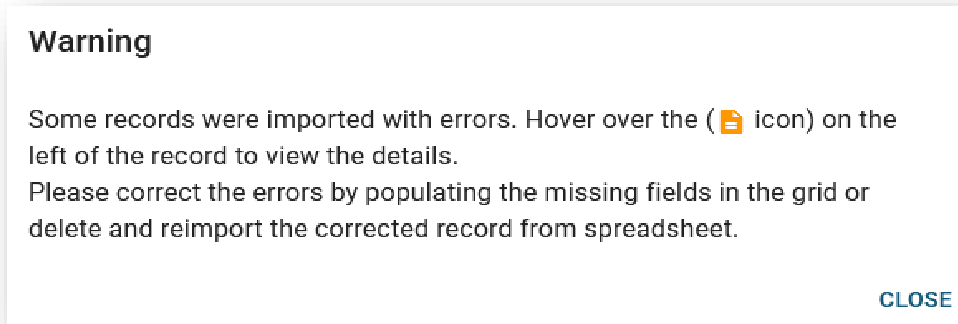
Importing Batch Orders

3. Click the drop-down arrow and select [TN] Covid
4. Drag & Drop –OR-Search for the Import Template File
5. Click **IMPORT** to upload the file

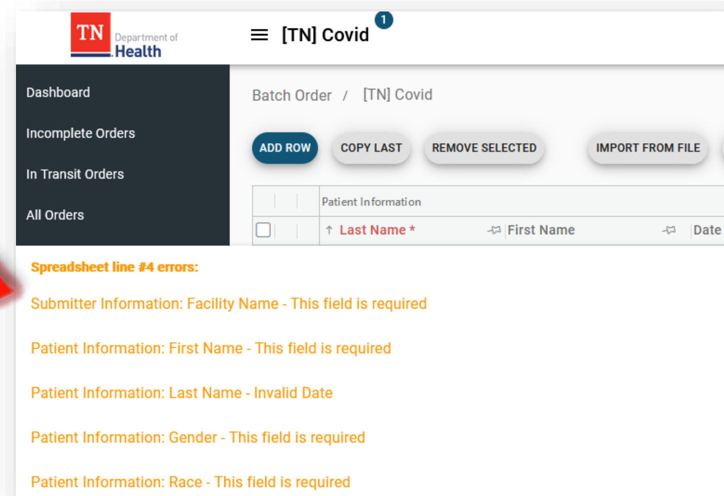


Importing Batch Orders

- If the required fields are not completed in the Batch Import Template before uploading, the user will receive an error message.

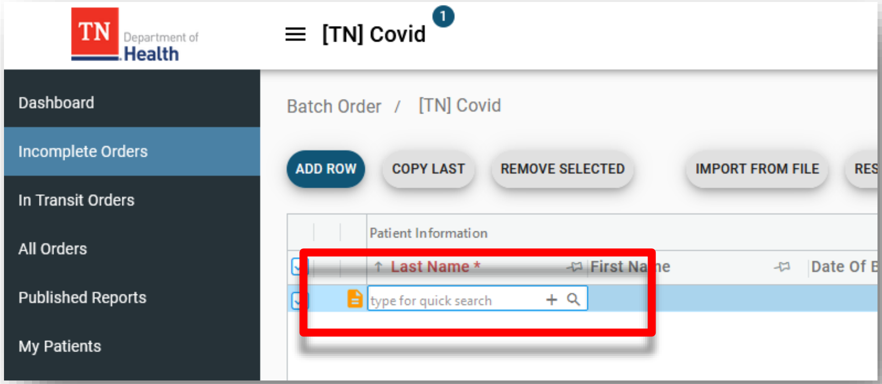


- Click on the icon beside each to view the details of the error(s)



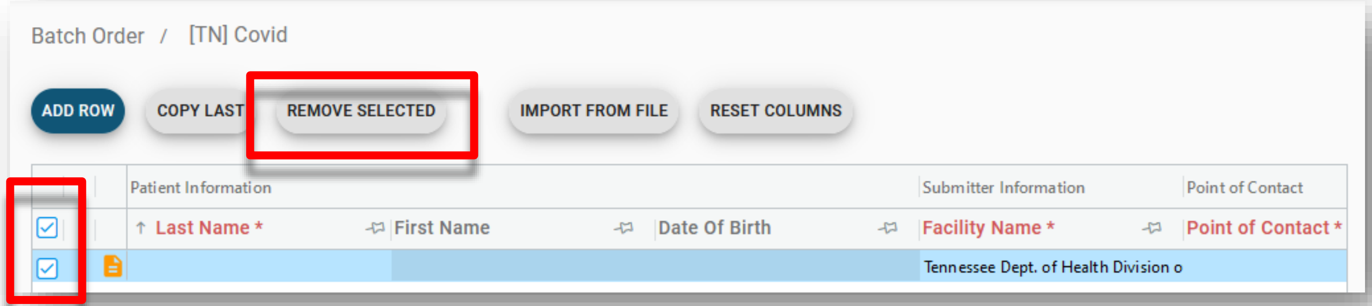
Importing Batch Orders

- The errors must be corrected before submitting the Batch Order
  - Manually correct the errors for each line



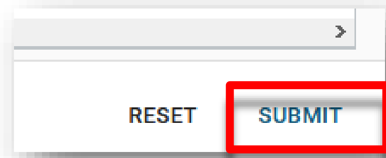
OR

- Delete the uploaded entries, correct the spreadsheet, and re-upload the file

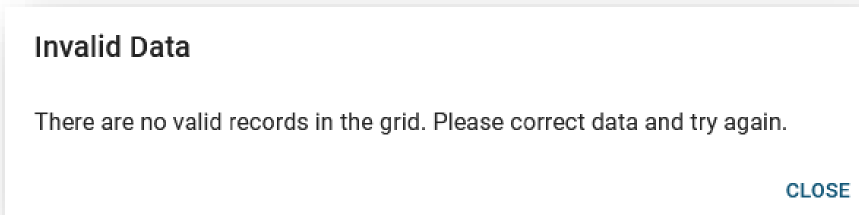


Importing Batch Orders

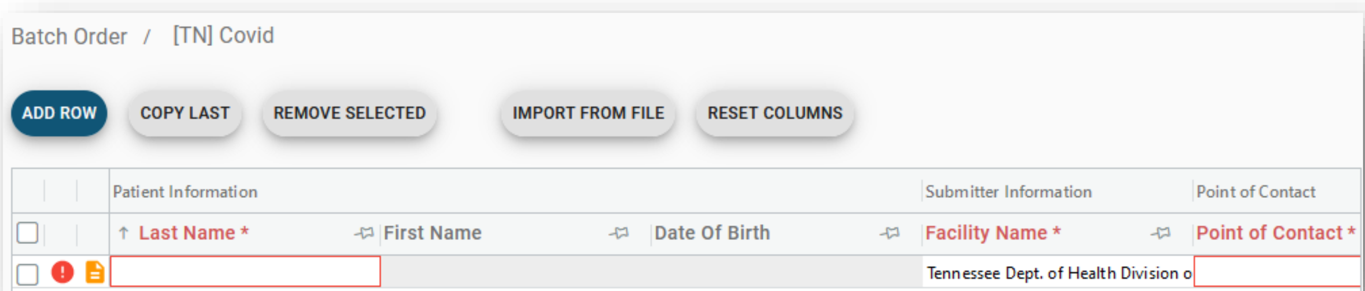
- Once all entries are ready to submit, click **SUBMIT** in the bottom right corner



- If errors exist when submitting, a warning will be displayed



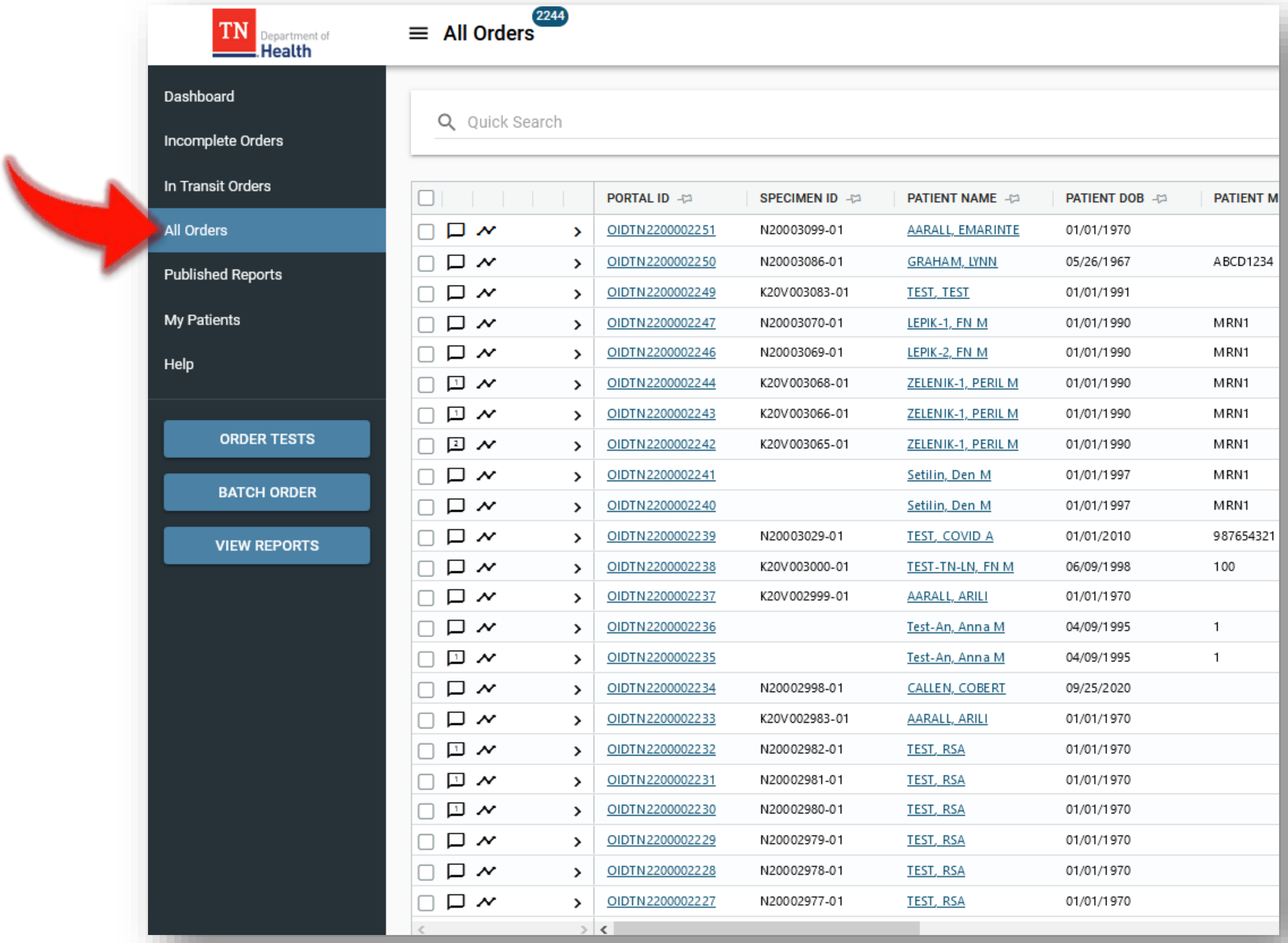
- After closing the warning, the icon will be displayed next to the entry with errors
  - The fields with errors will be highlighted in red



Accessing Orders, Reports, and Patients

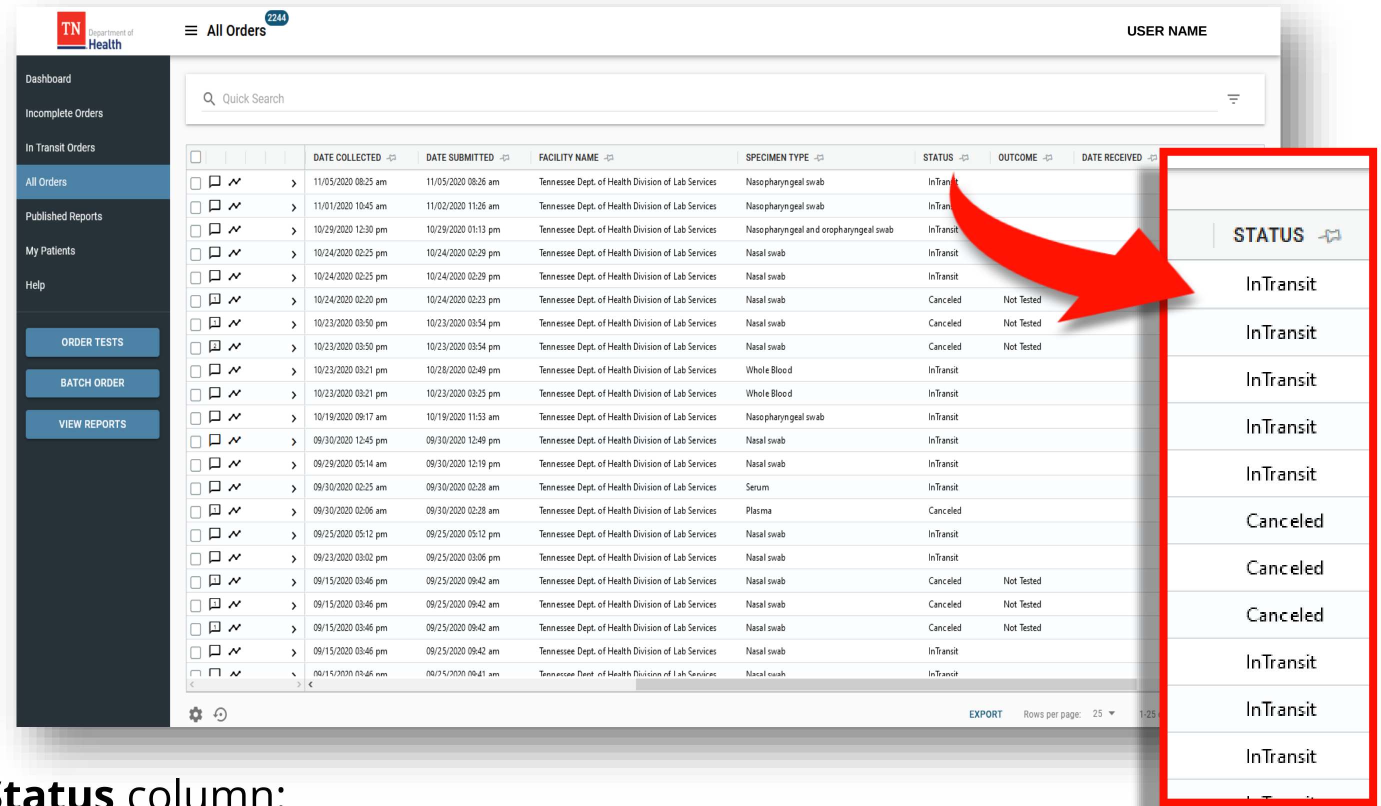
Tracking Order Status

- To see a status of your test order, open **All Orders** grid



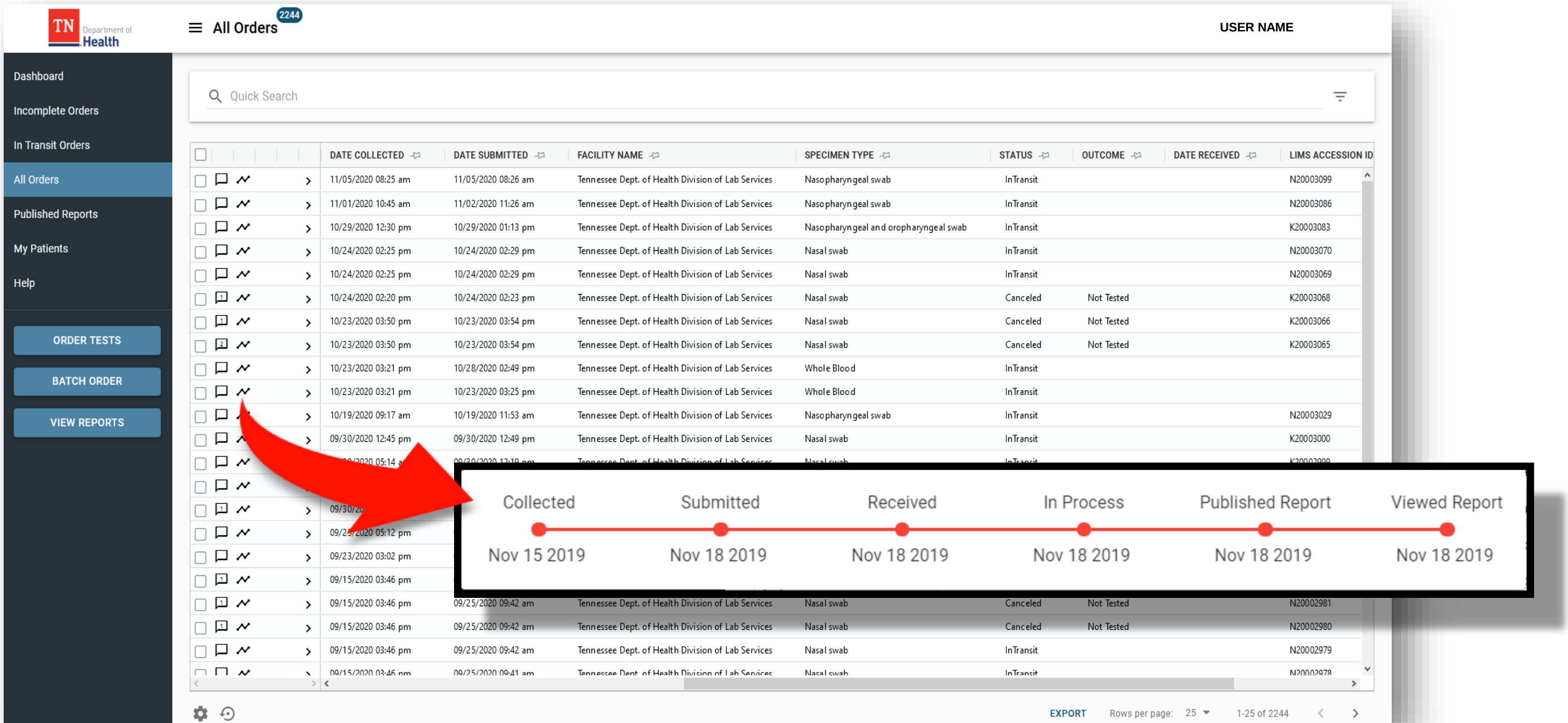
PORTAL ID	SPECIMEN ID	PATIENT NAME	PATIENT DOB	PATIENT M
OIDTN2200002251	N20003099-01	AARALL, EMARINTE	01/01/1970	
OIDTN2200002250	N20003086-01	GRAHAM, LYNN	05/26/1967	ABCD1234
OIDTN2200002249	K20V003083-01	TEST, TEST	01/01/1991	
OIDTN2200002247	N20003070-01	LEPIK-1, FN M	01/01/1990	MRN1
OIDTN2200002246	N20003069-01	LEPIK-2, FN M	01/01/1990	MRN1
OIDTN2200002244	K20V003068-01	ZELENIK-1, PERIL M	01/01/1990	MRN1
OIDTN2200002243	K20V003066-01	ZELENIK-1, PERIL M	01/01/1990	MRN1
OIDTN2200002242	K20V003065-01	ZELENIK-1, PERIL M	01/01/1990	MRN1
OIDTN2200002241		Setilin, Den M	01/01/1997	MRN1
OIDTN2200002240		Setilin, Den M	01/01/1997	MRN1
OIDTN2200002239	N20003029-01	TEST, COVID A	01/01/2010	987654321
OIDTN2200002238	K20V003000-01	TEST-TN-LN, FN M	06/09/1998	100
OIDTN2200002237	K20V002999-01	AARALL, ARILI	01/01/1970	
OIDTN2200002236		Test-An, Anna M	04/09/1995	1
OIDTN2200002235		Test-An, Anna M	04/09/1995	1
OIDTN2200002234	N20002998-01	CALLEN, COBERT	09/25/2020	
OIDTN2200002233	K20V002983-01	AARALL, ARILI	01/01/1970	
OIDTN2200002232	N20002982-01	TEST, RSA	01/01/1970	
OIDTN2200002231	N20002981-01	TEST, RSA	01/01/1970	
OIDTN2200002230	N20002980-01	TEST, RSA	01/01/1970	
OIDTN2200002229	N20002979-01	TEST, RSA	01/01/1970	
OIDTN2200002228	N20002978-01	TEST, RSA	01/01/1970	
OIDTN2200002227	N20002977-01	TEST, RSA	01/01/1970	

Tracking Order Status



- **Status** column:
  - **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

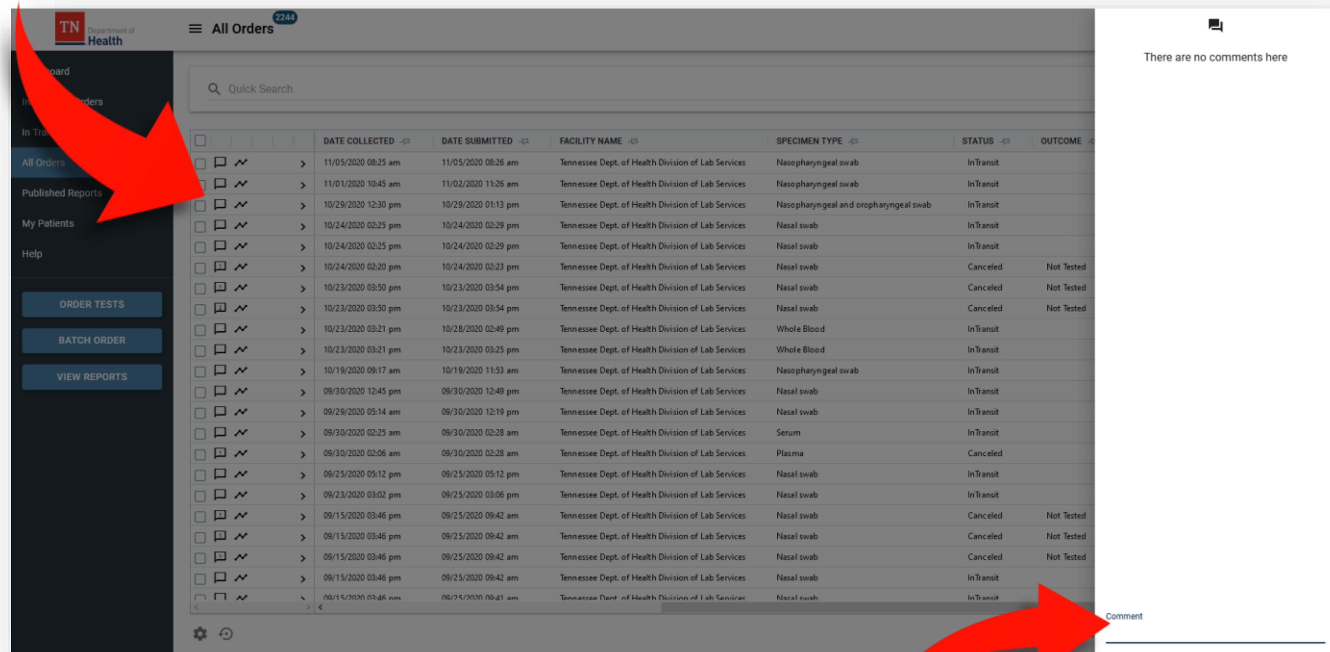
Tracking Order Status



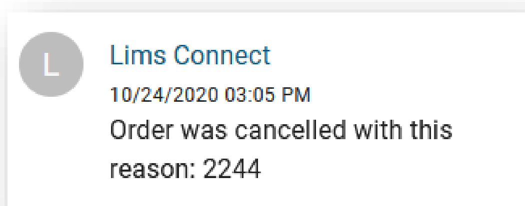
- To view order related events across time, open **All Orders** grid, locate your order and hover over the icon:

View or Add Comments

- Click on the 🗨 icon to view comments for a specimen

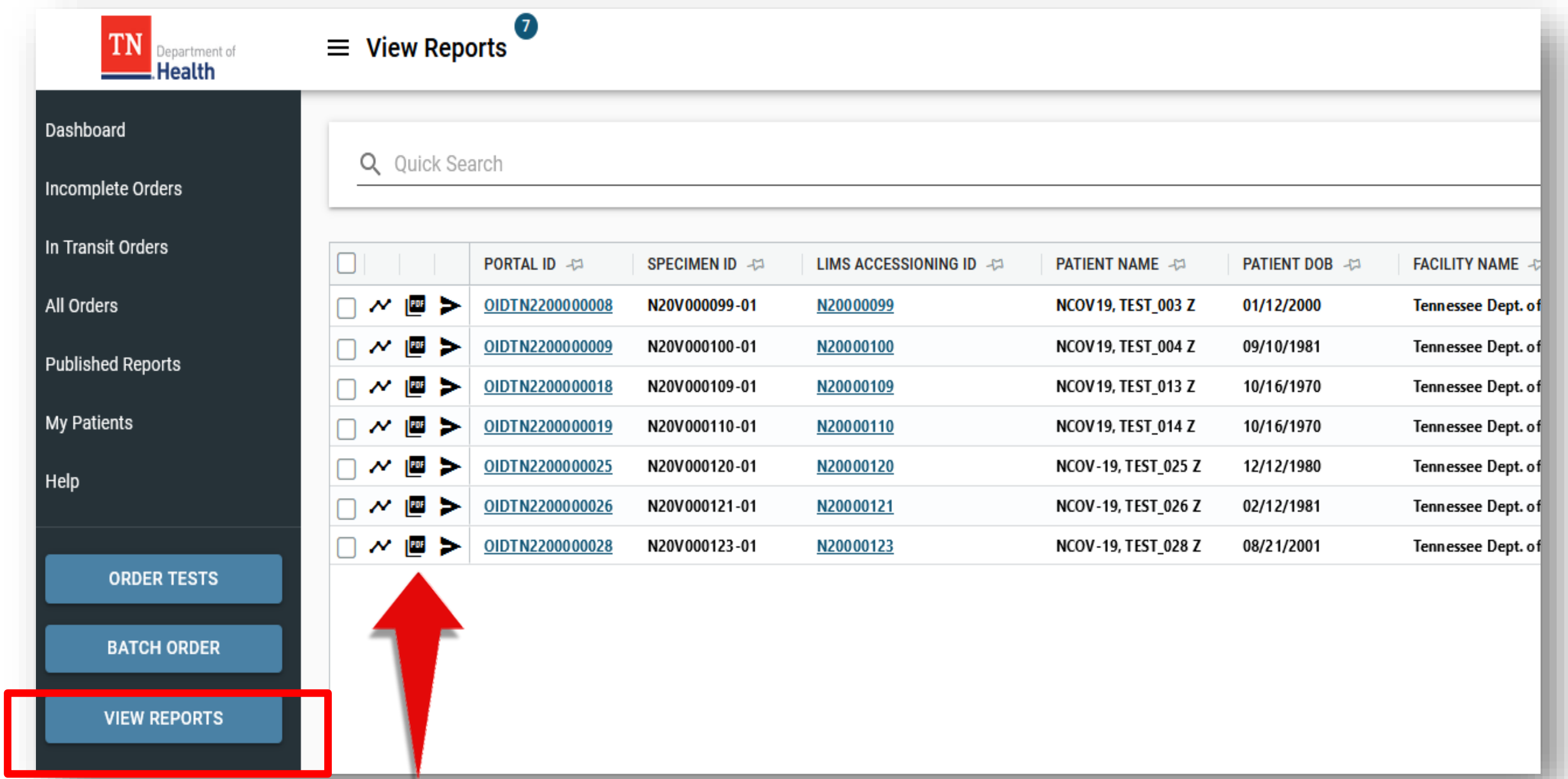


- Enter comments by typing into the comment box
- Orders with existing comments will show a number in the 🗨 icon



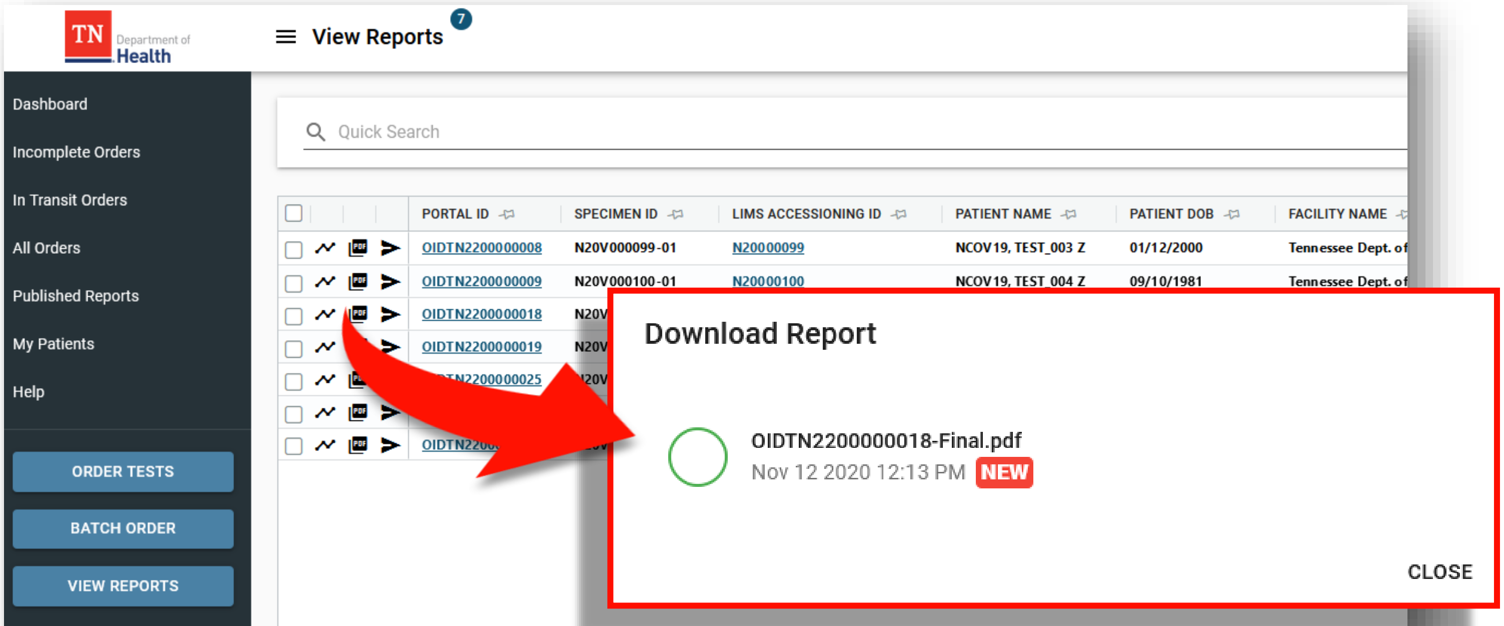
Viewing Reports

- To view new (i.e. unread) published reports, click **VIEW REPORTS** button
- Unviewed reports will be in **bold** text



- Click on the PDF icon to download the report.

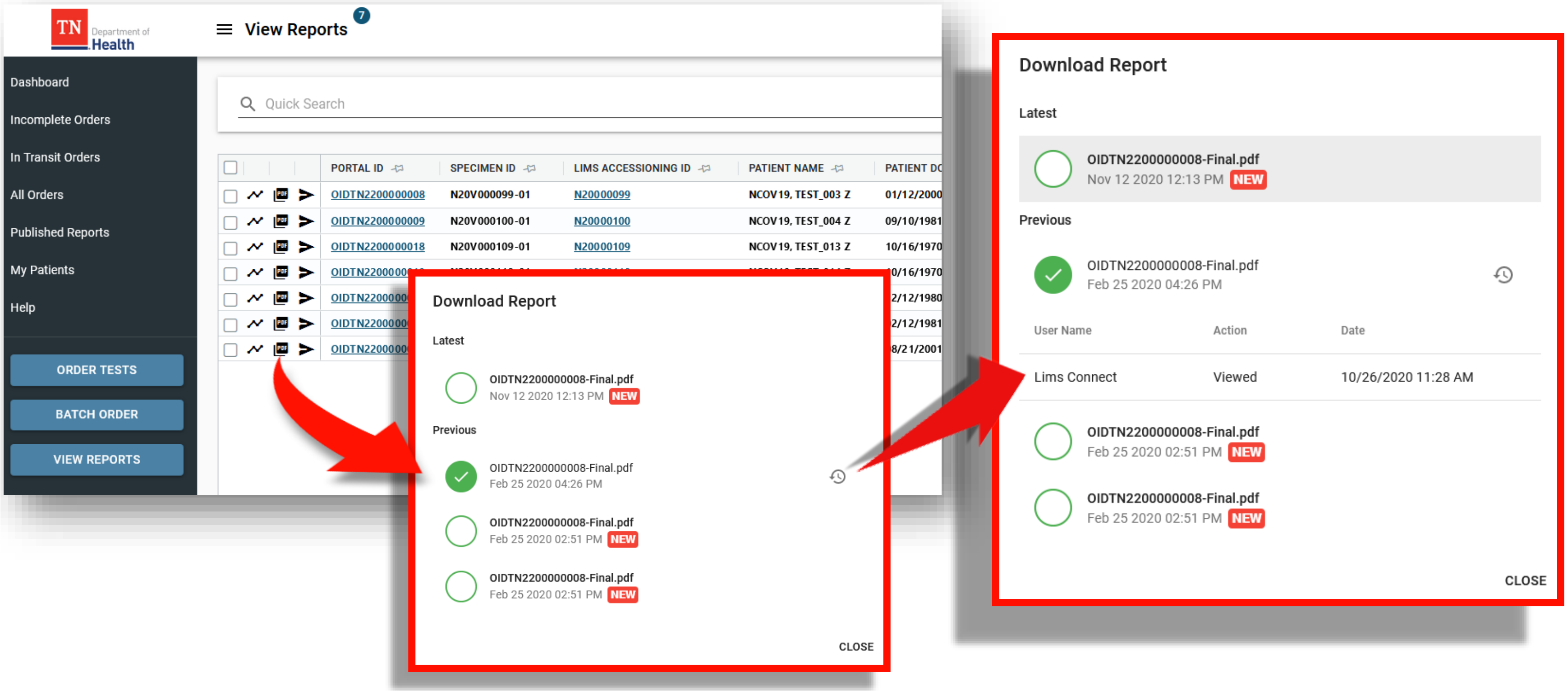
Downloading Reports



- After clicking the icon, a dialog box will open
- Unopened reports will have a NEW and no checkmark inside the green circle.
  - The type of the report (Final, etc.) will be displayed as a part of the PDF name.
- Once report has been viewed, the order disappears from the View Reports grid and moves to the **Published Reports** grid

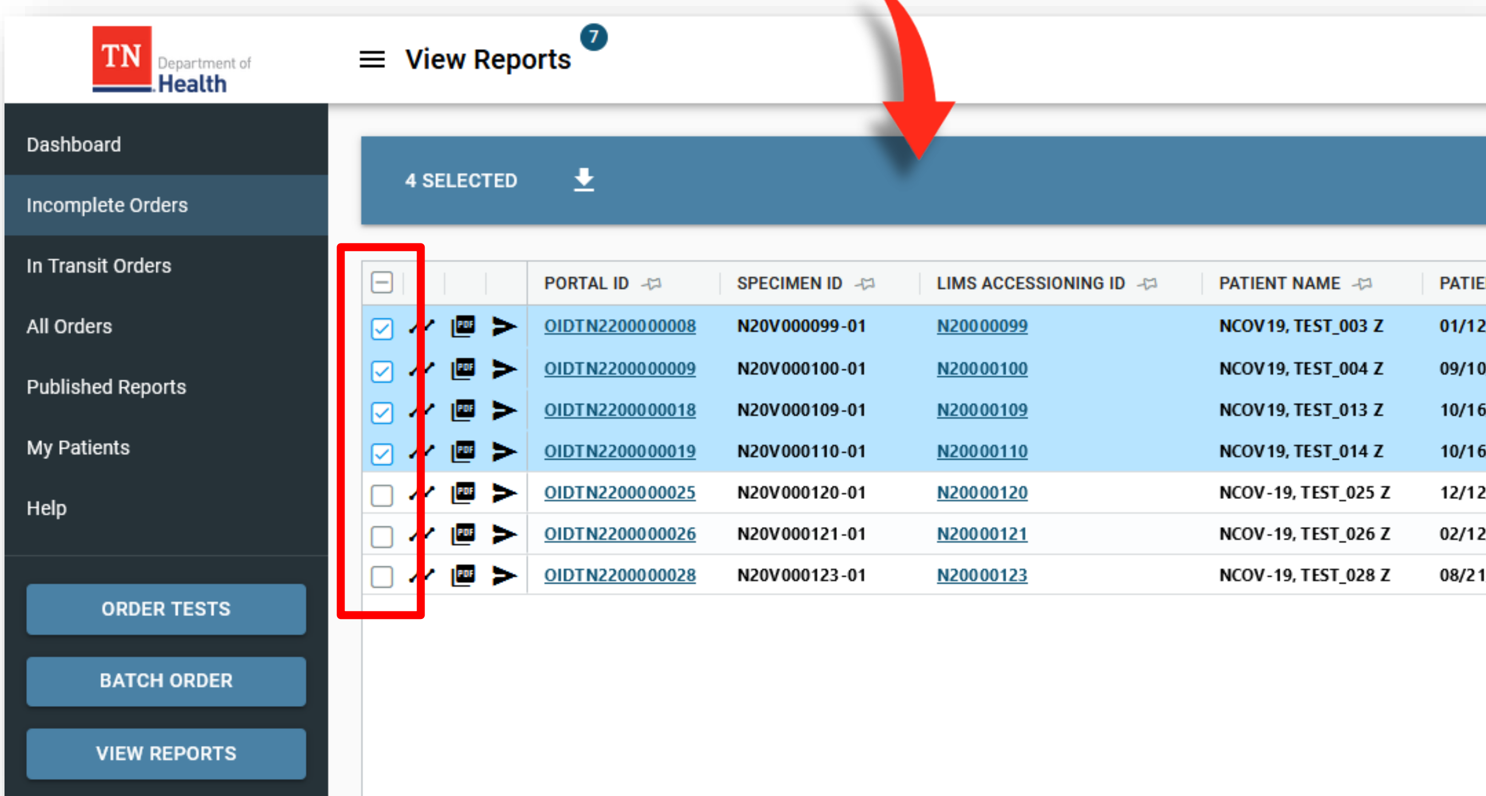
Downloading Reports

- Latest report always appears on top
- Click the icon to open the report history
  - Provides an audit trail of all actions taken on the report



Downloading Multiple Reports

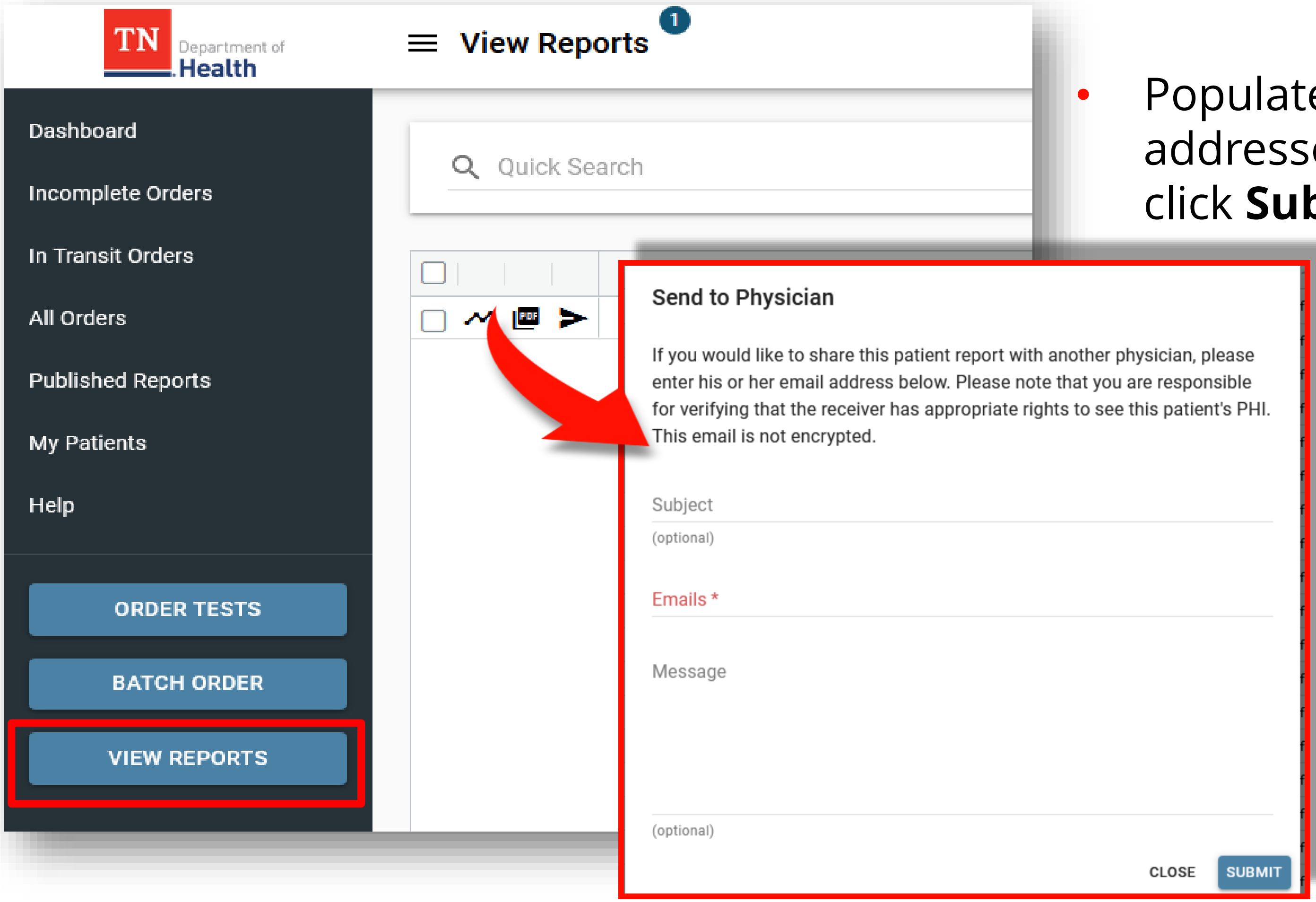
- Click the checkbox beside the reports you wish to download
- A blue bar will appear above the grid



- Click the download icon to download multiple reports
- The selected reports will download in a single PDF file

Sending Reports

- Click on the ➤ icon to send a report to the provider

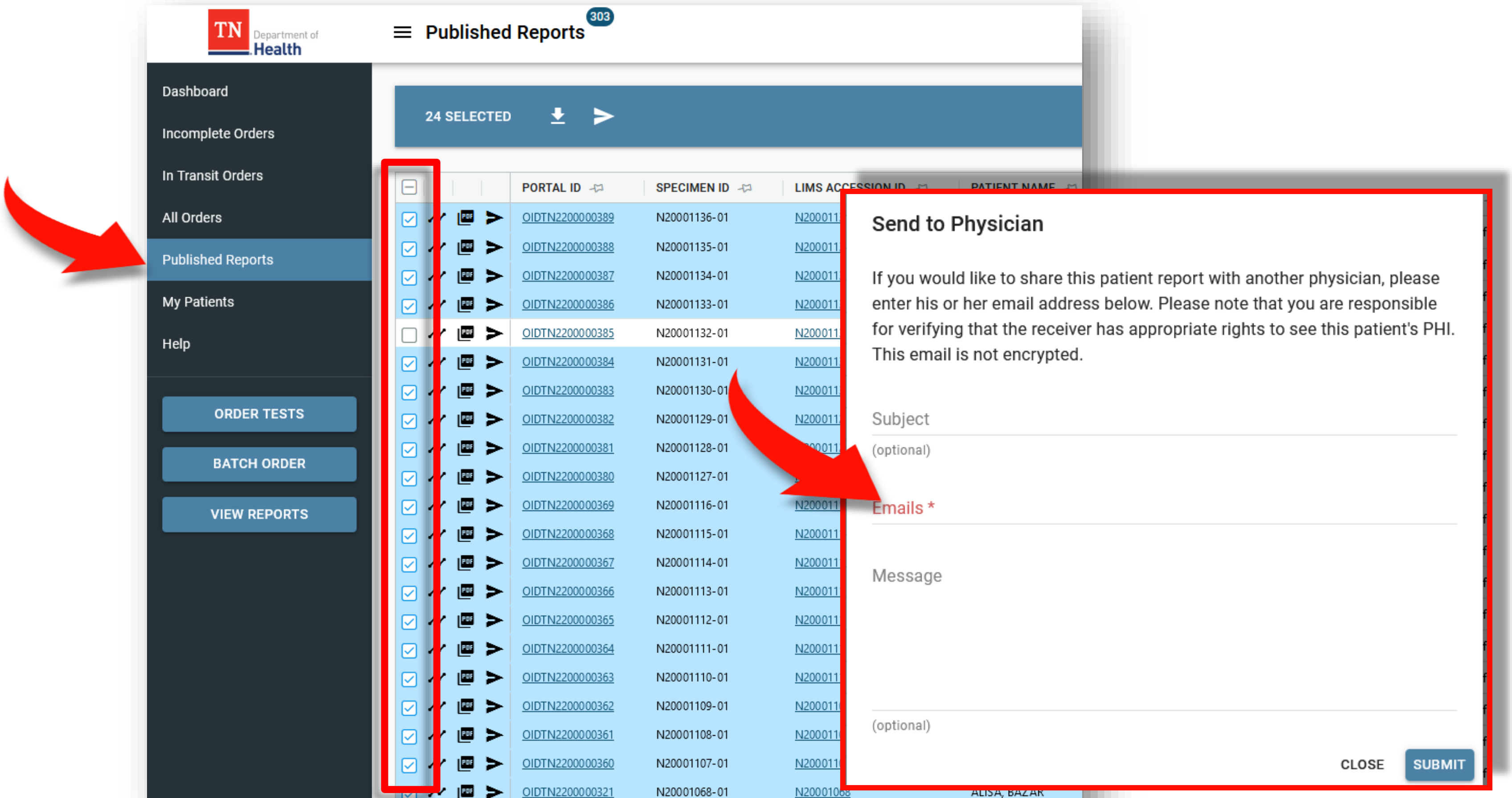


- Populate Subject, Email addresses, Message and click **Submit**.

Note: Recipient will get temporary access to the portal to download the shared report

Sending Multiple Reports

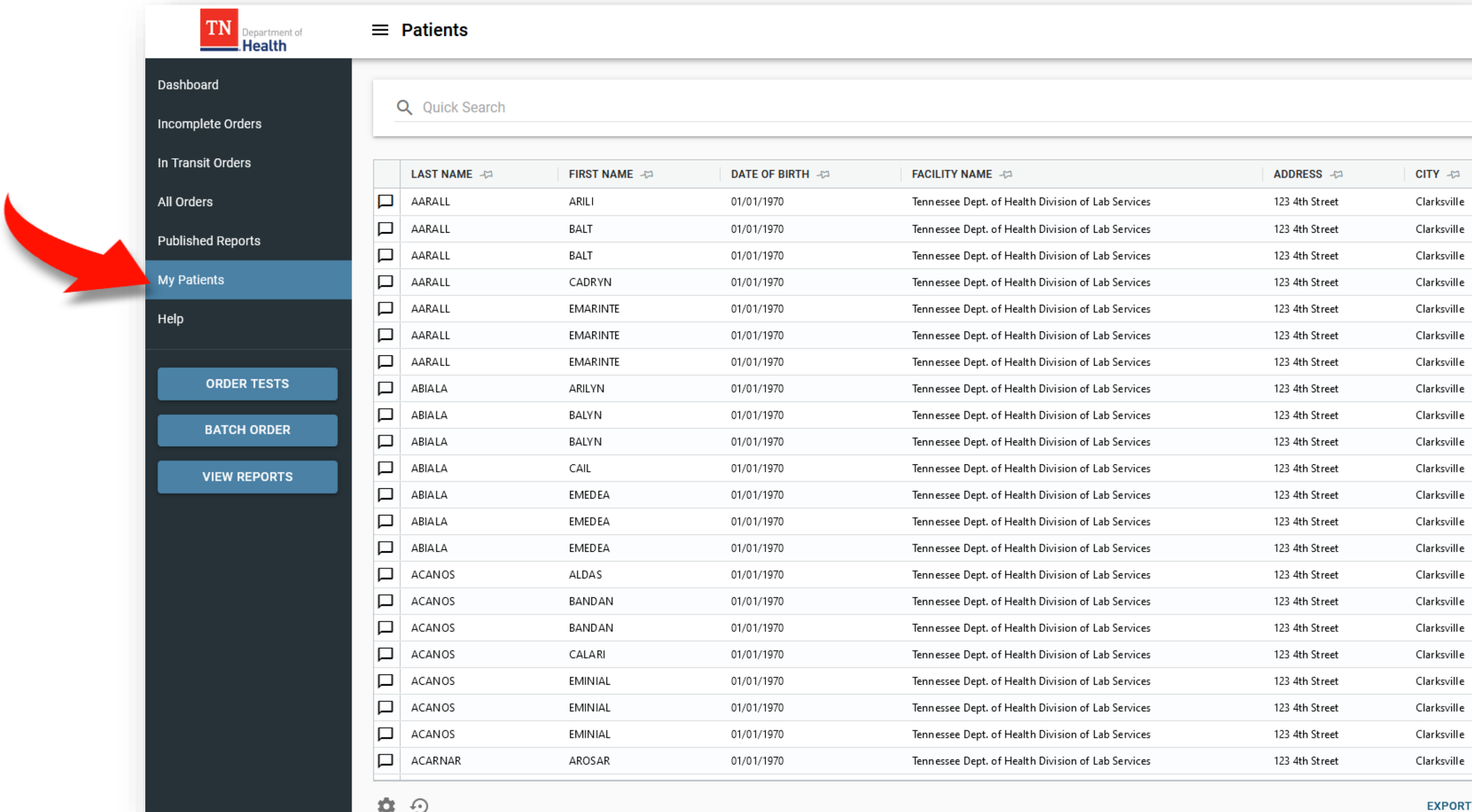
- Navigate to the **Published Reports** page
- Select the checkboxes for the patients you wish to send
- Click the ▶ icon in the blue bar to send multiple reports to the provider



TN

My Patients

- Click on **My Patients** link in the navigation bar to access your patients

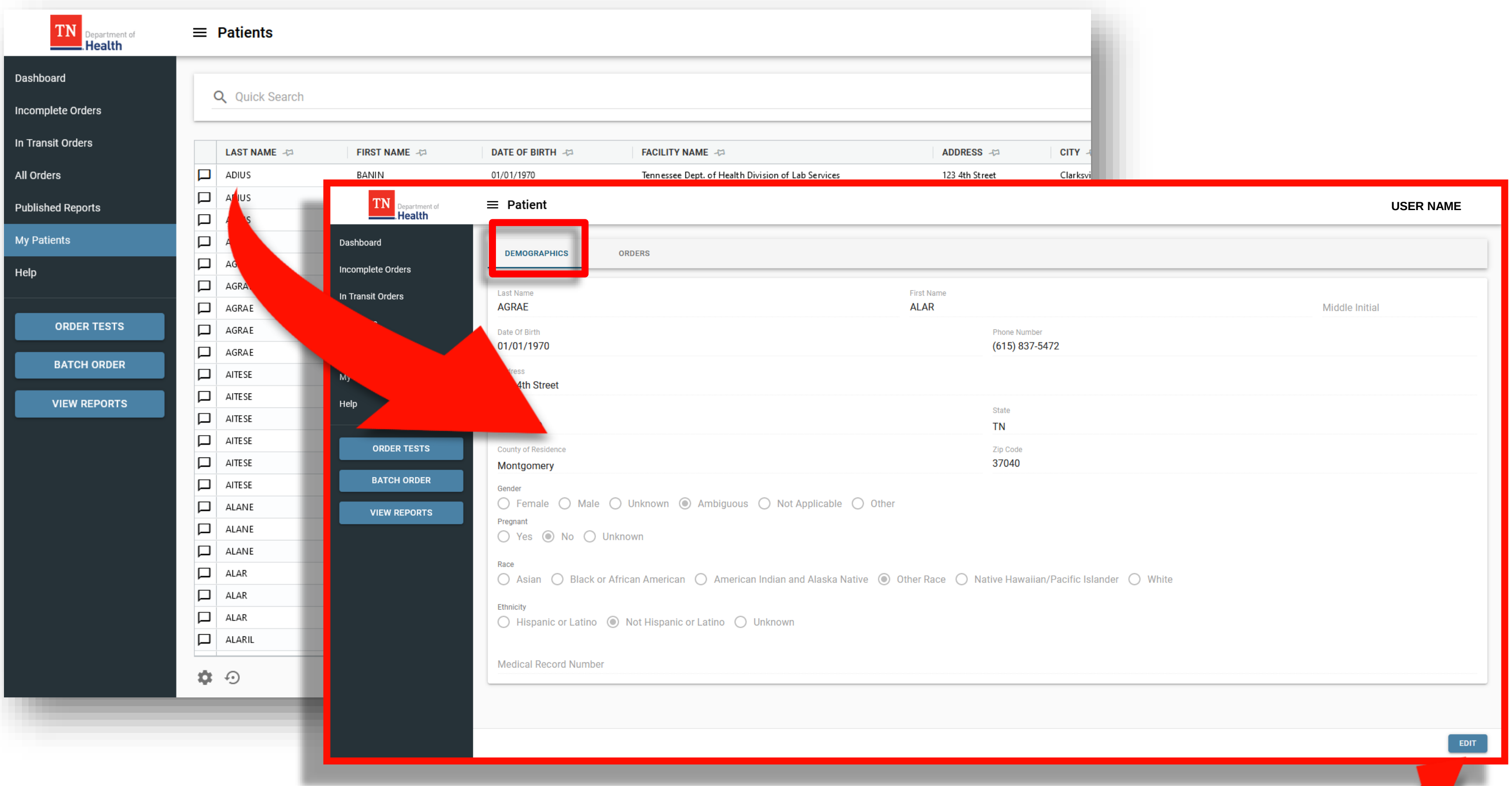


LAST NAME	FIRST NAME	DATE OF BIRTH	FACILITY NAME	ADDRESS	CITY
AARALL	ARILI	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	BALT	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	BALT	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	CADRYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
AARALL	EMARINTE	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	ARILYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	BALYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	BALYN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	CAIL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ABIALA	EMEDEA	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	ALDAS	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	BANDAN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	BANDAN	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	CALARI	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACANOS	EMINIAL	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville
ACARNAR	AROSAR	01/01/1970	Tennessee Dept. of Health Division of Lab Services	123 4th Street	Clarksville

Note: Patient page can also be accessed from **All Orders** grid by clicking on a Patient Name

Edit Patient Information

- Click on the patient in the data grid to view patient demographics



To edit patient demographics, click **EDIT**

View Patient Orders

- From the Patient Demographic page, click on the **ORDERS** tab to view all orders for the selected patient