Lab Web Portal (LWP)

Quick Start Guide

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Edition 1.3.

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 state lab, monitoring testing progress and accessing published reports. Its content may differ in some details from some of the products described.

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	04-23-2020	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.

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For TN Primary Technical Support: Call 615-837-5473

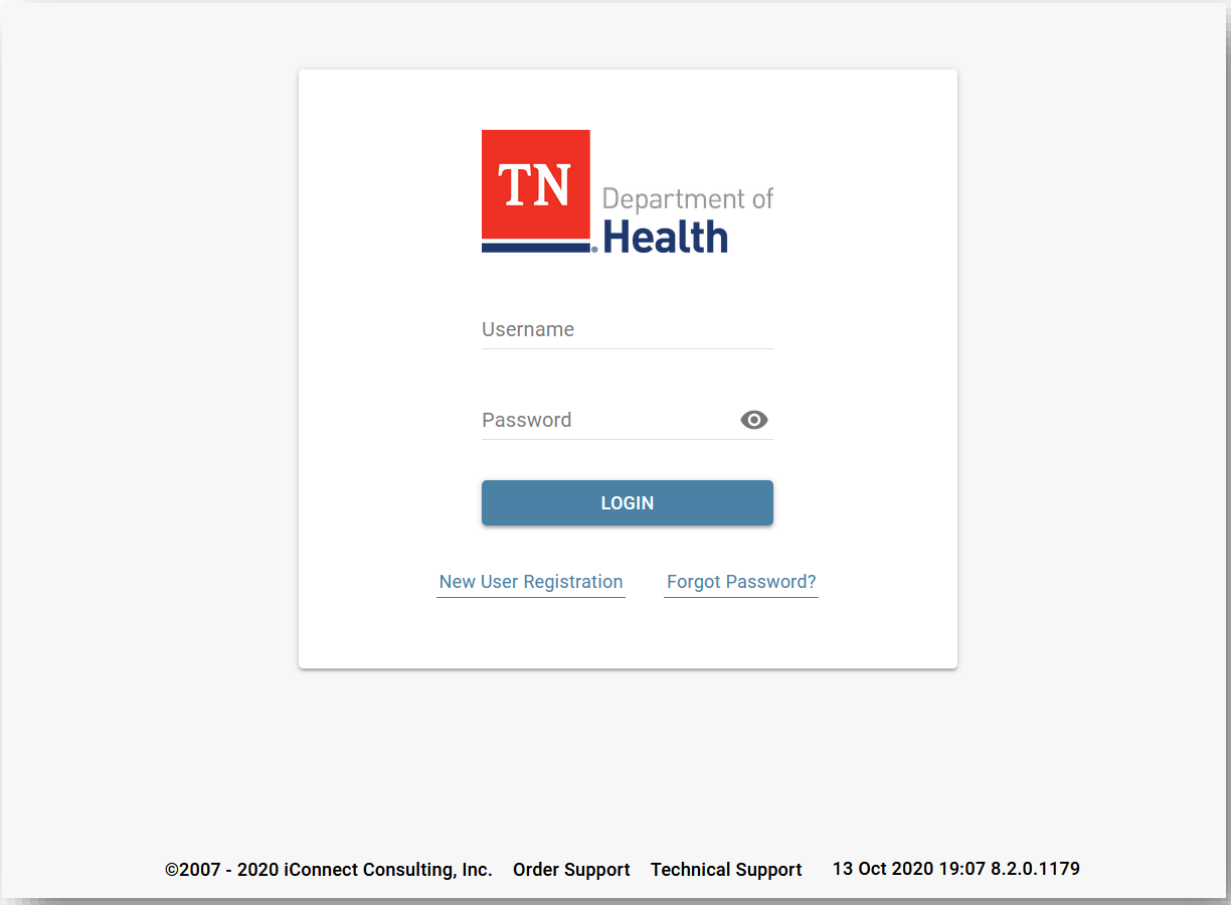
1

Welcome to Lab Web Portal (LWP)

The Production URL

Access the Portal login page by using the following URL:

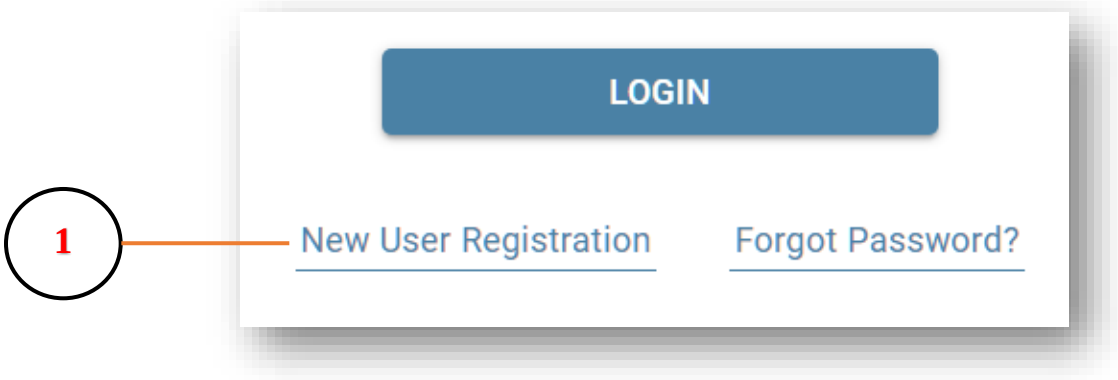
https://lwp-web.aimsplatform.com/tn2/#/



- Click **Order Support** link at the bottom of the page to view lab contacts and information on where to send your specimens.
- 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.
  - Under the **Email** add an active email, it will be used as a username.
  - Complete the rest of the fields. Please use the address of your primary facility.
  - 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.
    - If you are affiliated with multiple facilities, please contact Technical Support after registering to have additional facilities added to your application user account.
  - 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. A new user registration request will be sent to the portal admin for approval.
  - Once the request is approved, the user will be notified via email and will be able to login to the portal.
- Navigate back to the login page, type in the username and password and click on Login button to access the Portal.

TN Department of Health

New User Registration

Account Details

Email *

Password *

Confirm Password *

First Name * Last Name *

Title *

Contact Details

Address *

City * State * ZIP *

Primary Phone * Fax *

Organization Details

Organization *

If you don't see your organization in the list, please contact the lab.

Terms of Use *

☐ I agree to the Terms of Use

Privacy Policy *

☐ I agree to the Privacy Policy

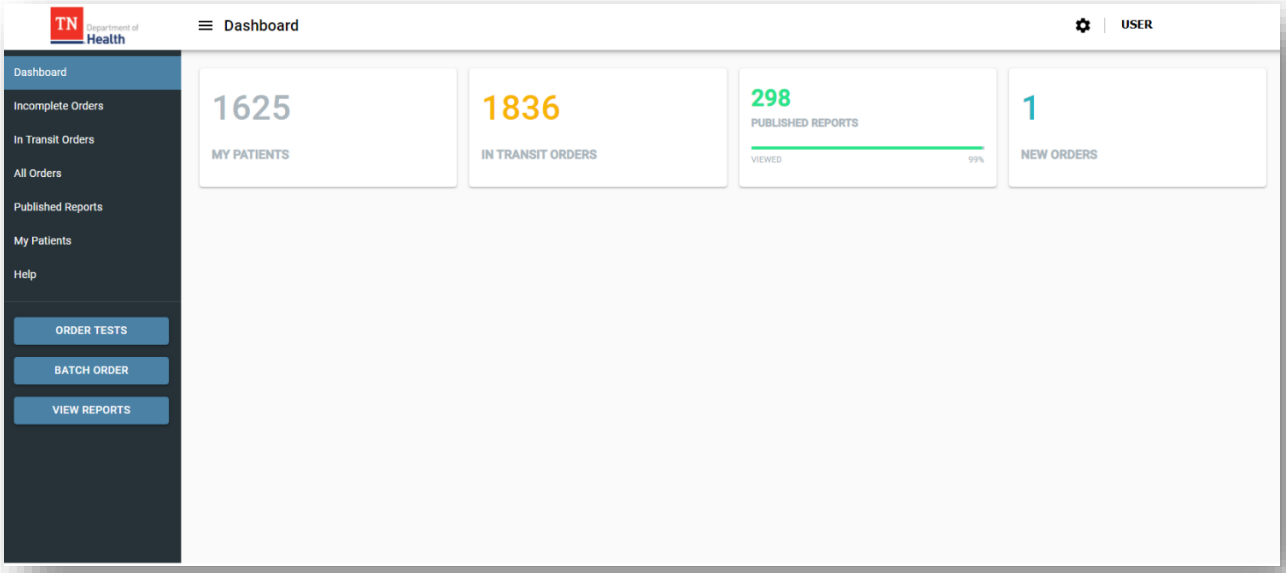
SUBMIT

Return to Login

2

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** – orders that have been submitted but not yet received by the lab**;**
- **All Orders** – 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 options.

The Call-to-Action buttons

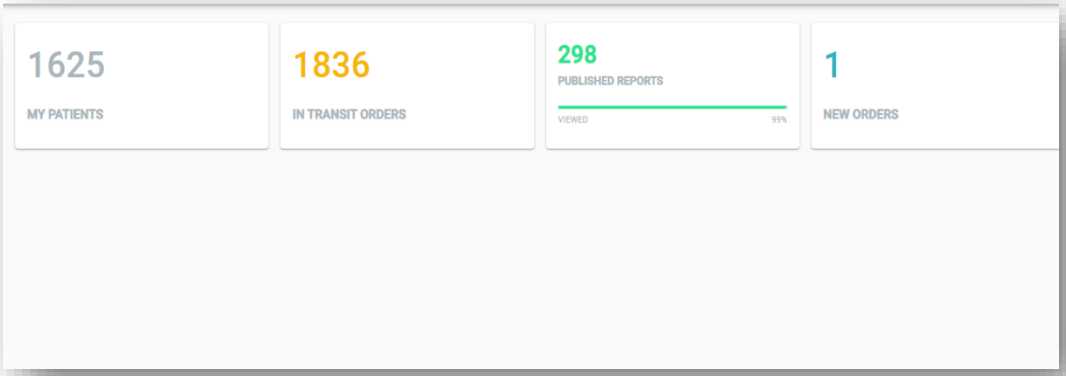
There are 3 blue buttons on the bottom left side of the Navigation Panel.

- **Order Tests** – order tests using a preconfigured Test Requisition Form;
- **Batch Orders** - upload multiple test orders at once;
- **View Reports** – view all “unread” reports published for user organization.

The Tiles

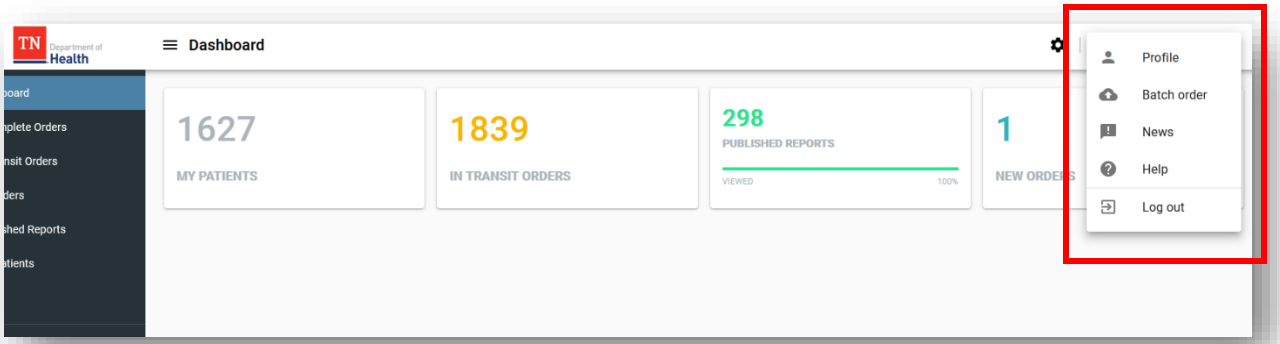
The tiles you see on your Dashboard are your counters and key performance indicators.

- 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.”

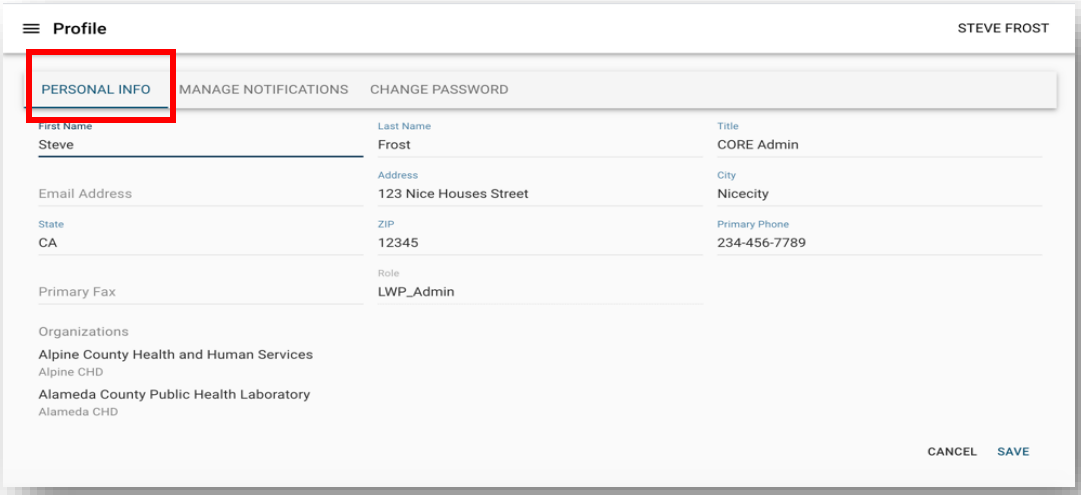


User Drop-Down Menu - Profile

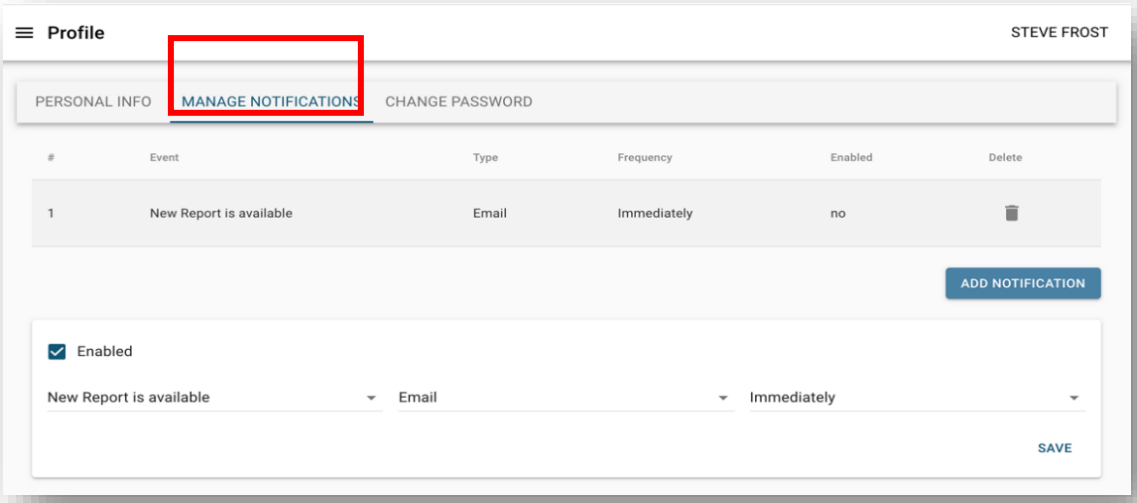
The drop-down menu on the upper right corner offers additional resources.



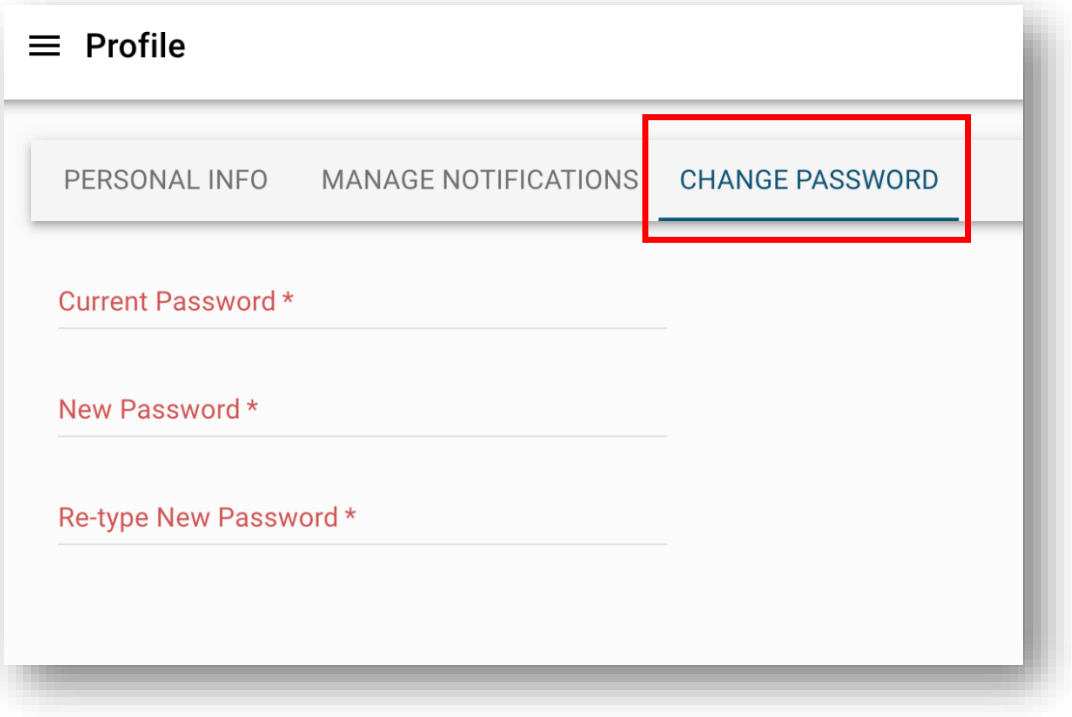
- **Personal Info** – view and edit your personal information;



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



- **Change Password** – use to change your password.



- **News** - view portal news/announcements.
- **Log out** – to log out of Portal

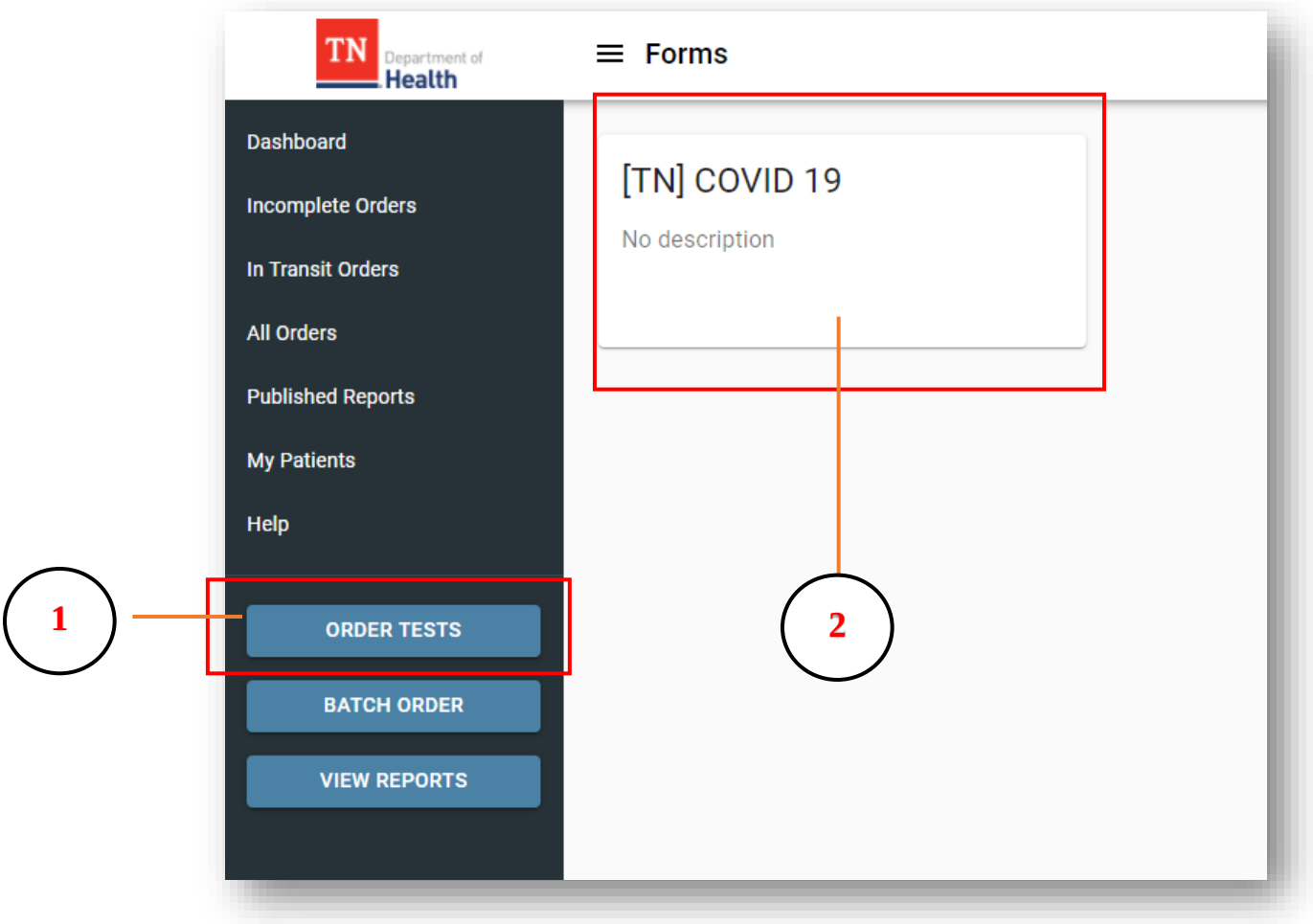
3

Order Tests

Test Requisition Form (TRF)

1. Click **ORDER TESTS** Call-to-Action button and choose the “[TN] COVID 19” Assay Tile form to order tests;

Note: You may have access to one or multiple forms depending on your user role.

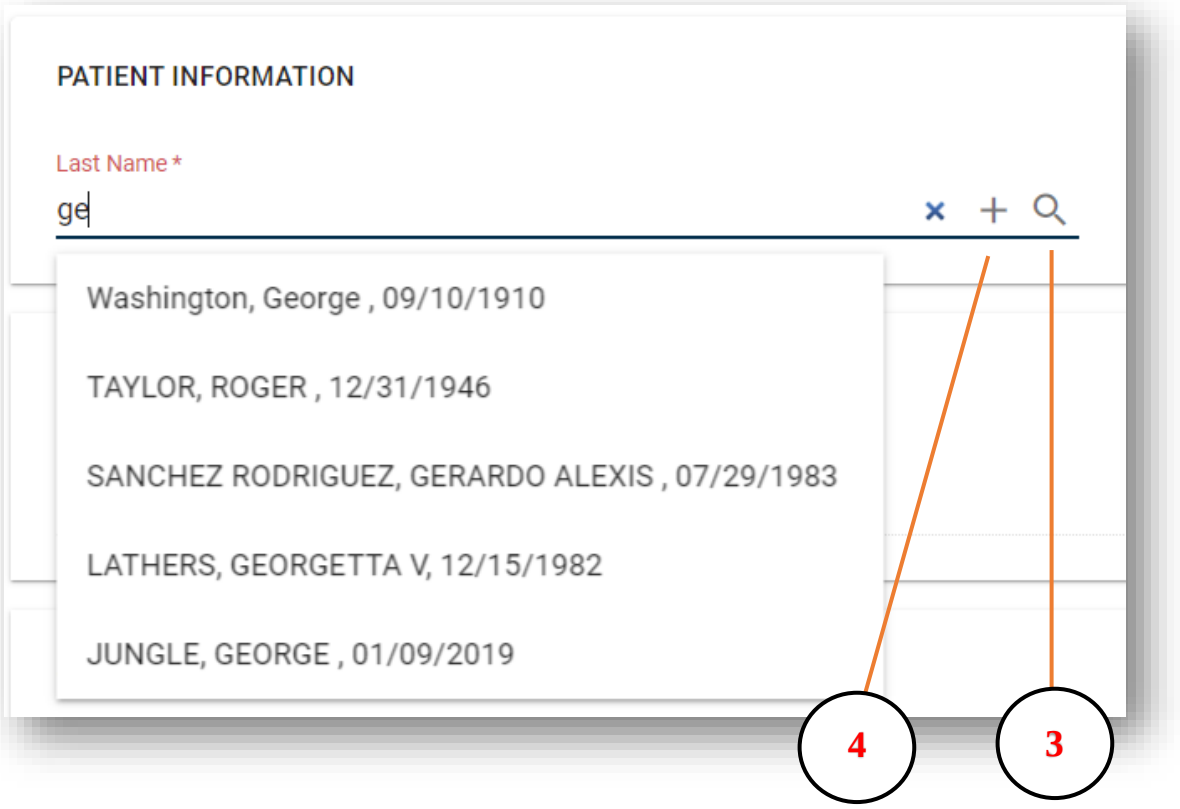


2. Find the tile to the right of the Navigation Panel. Click on the “[TN] COVID 19” Assay Tile to open TRF;

Patient Information section of TRF

Note: The fields that are required are indicated in red with an asterisk.

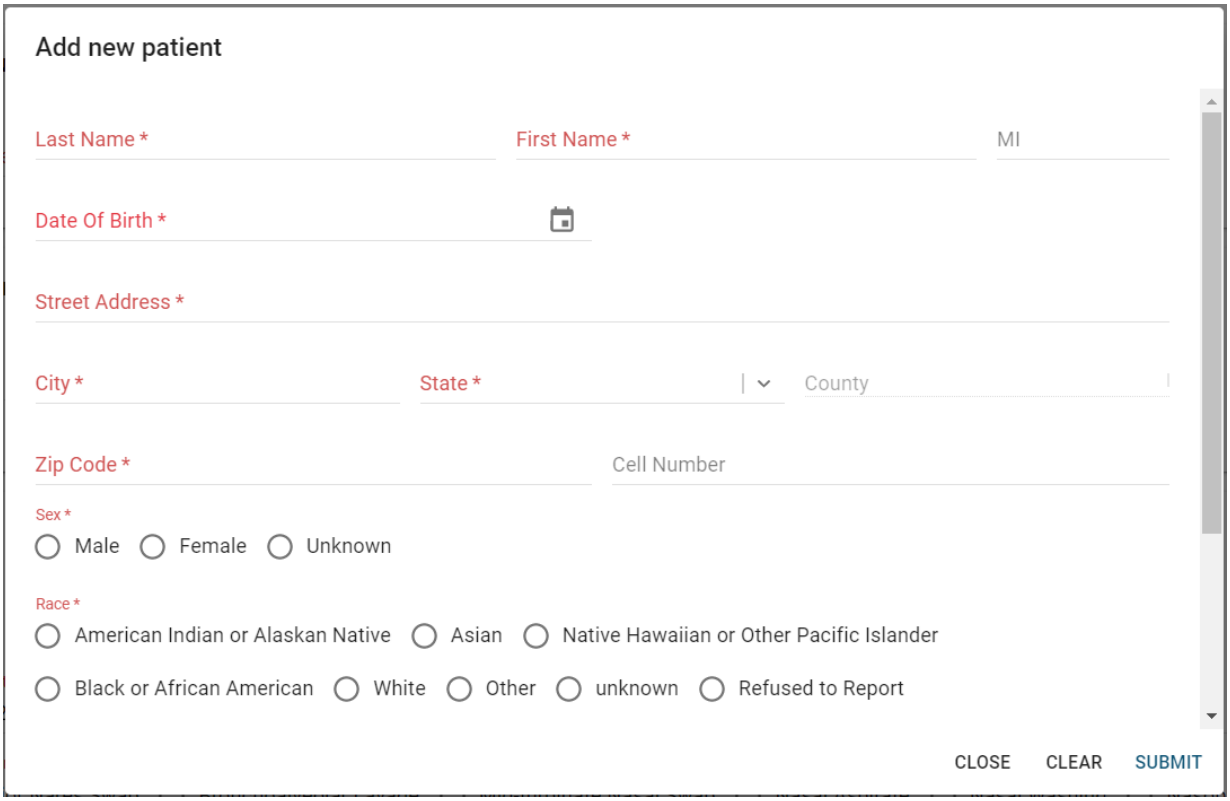
- Type the patient's name in "Last name" and select from the drop-down options;
- Confirm the DOB match to your patient's information.



3. **Search –** open more detailed lookup;

4. **Add** – if you confirmed that the patient is not in the system by using the detailed lookup, add a new patient with the + icon.

Use “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.

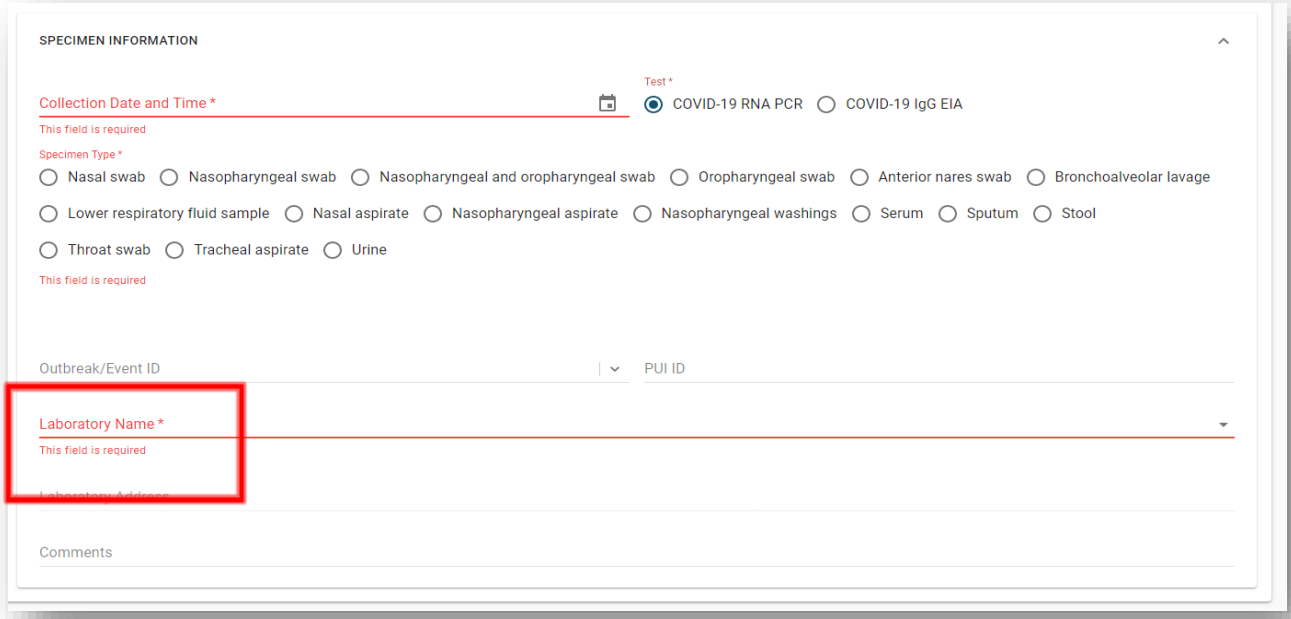


Edit Patient information by clicking on icon.

Delete selected patient information by clicking on icon.

- **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**.

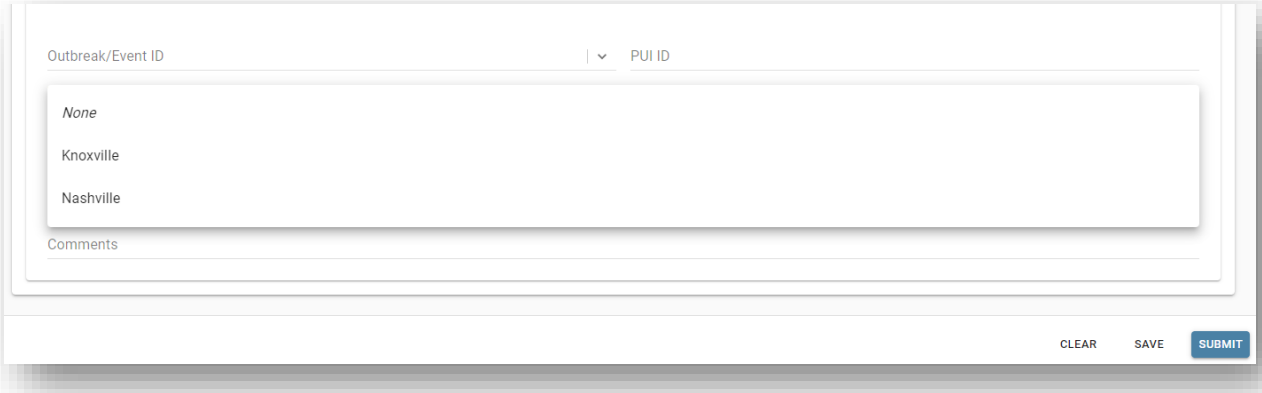
- **Specimen Information section of TRF:**
  - Choose the **Collection Date and Time** from Calendar icon or type the desired date and time.
  - Choose **Test** type
  - Select **Specimen Type** from the list of available values



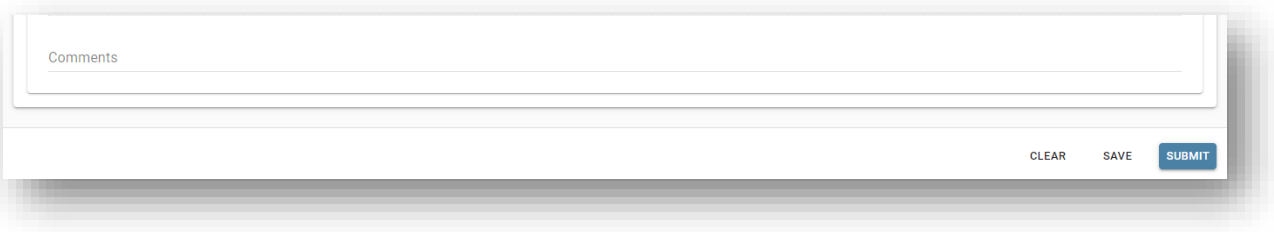
  - Enter the **Outbreak/Event ID** and **PUI ID**, if applicable
  - Choose the **Laboratory Name*** from the drop-down menu

CRITICALLY IMPORTANT: *Pick your designated testing facility to reduce testing delays.*

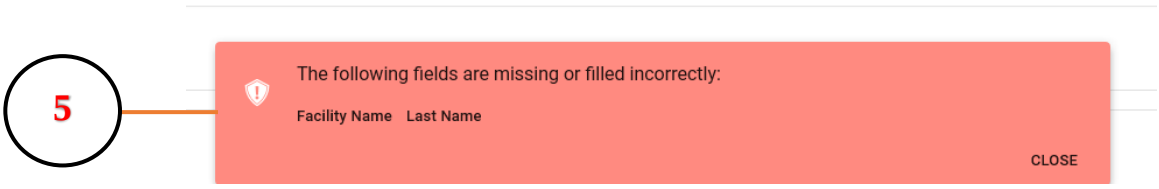
- *In the event that a sample is sent to a different testing facility than chosen, the order must be corrected at facility.*



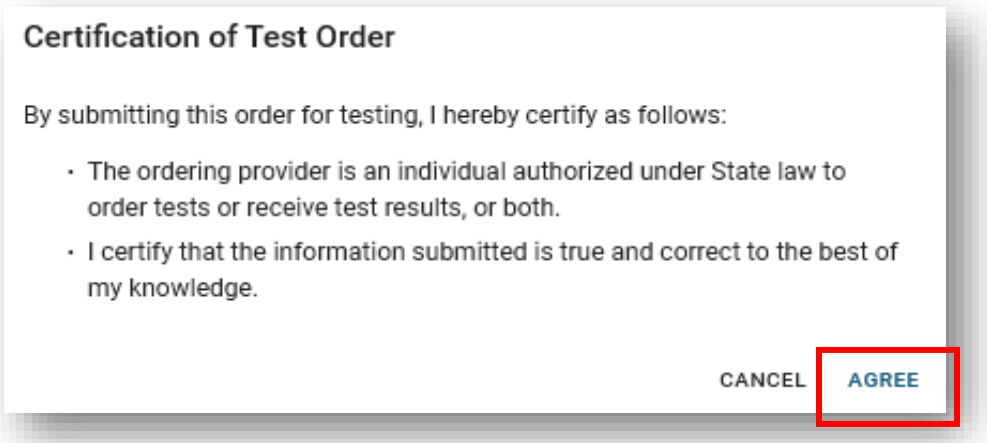
Enter additional comments in the Comments field, if necessary



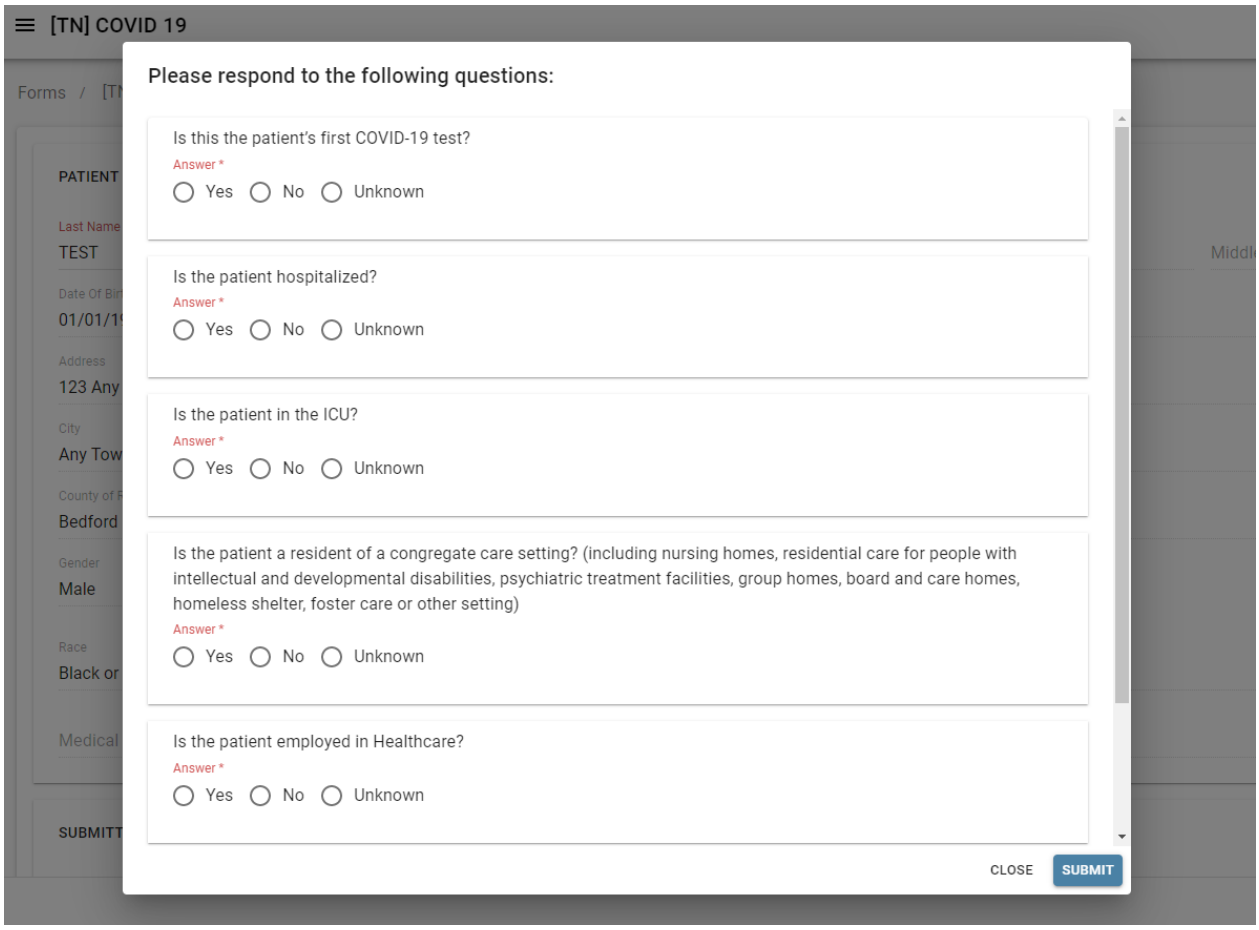
5. Click **Submit** button upon the completion to submit your order.
   Note: If any of the required fields are not populated or populated incorrectly, an error will appear to show the missing fields. User can click on any field in the dialog and get navigated to the exact place where field is located 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.

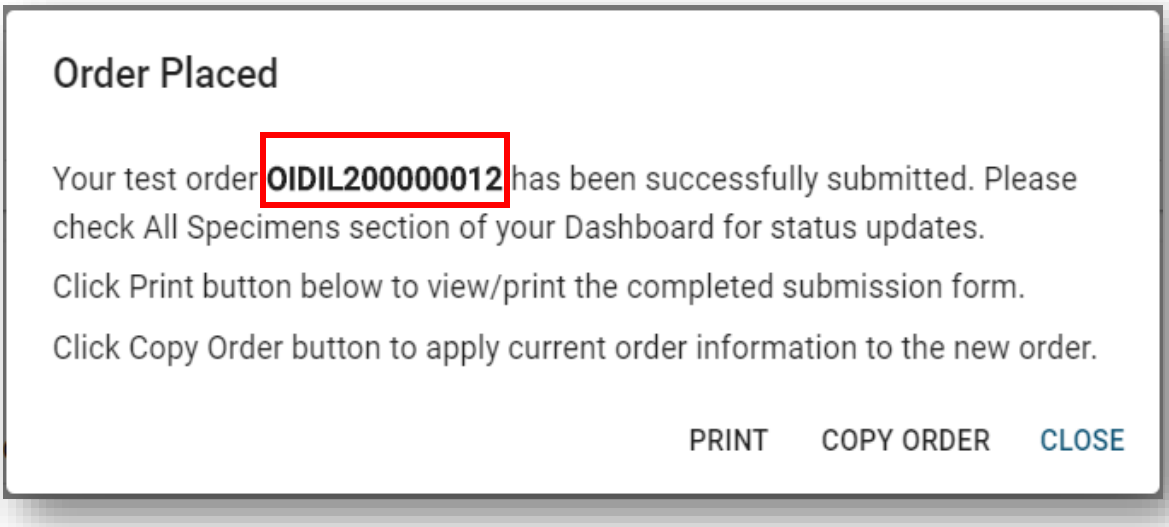


Finish placing the order by providing responses to the Asked-At-Order-Entry (AOE) questions.



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.



1. 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.
2. 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 Order Manifest should 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 Orders** data grid.

Note: Once the clicking close on the confirmation message, the TRF will be displayed for the next patient. If no additional patients are to be entered, navigate back to the dashboard to close the TRF.

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***.**

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**

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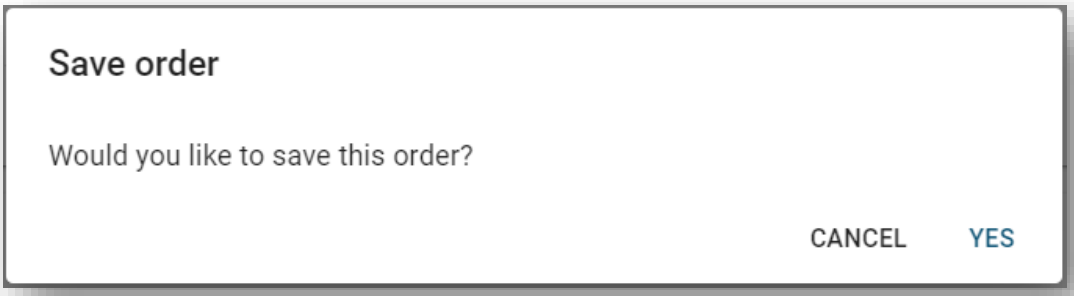
Saving Test Orders

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.



Confirmation message is displayed.

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

- 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 the 🗑 icon.

4

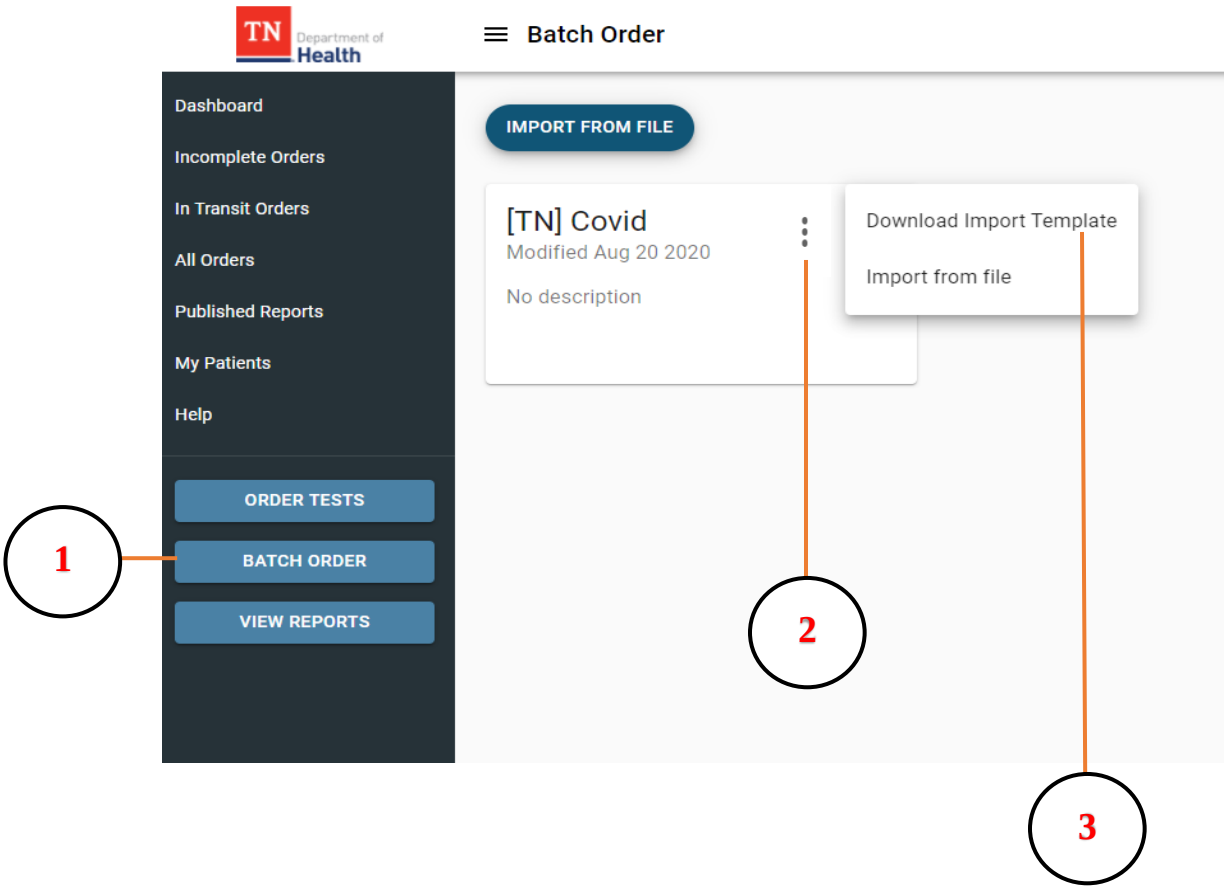
Batch Order

Upload multiple test orders at once.

Download the **Import Template** that has all the required fields and response options 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

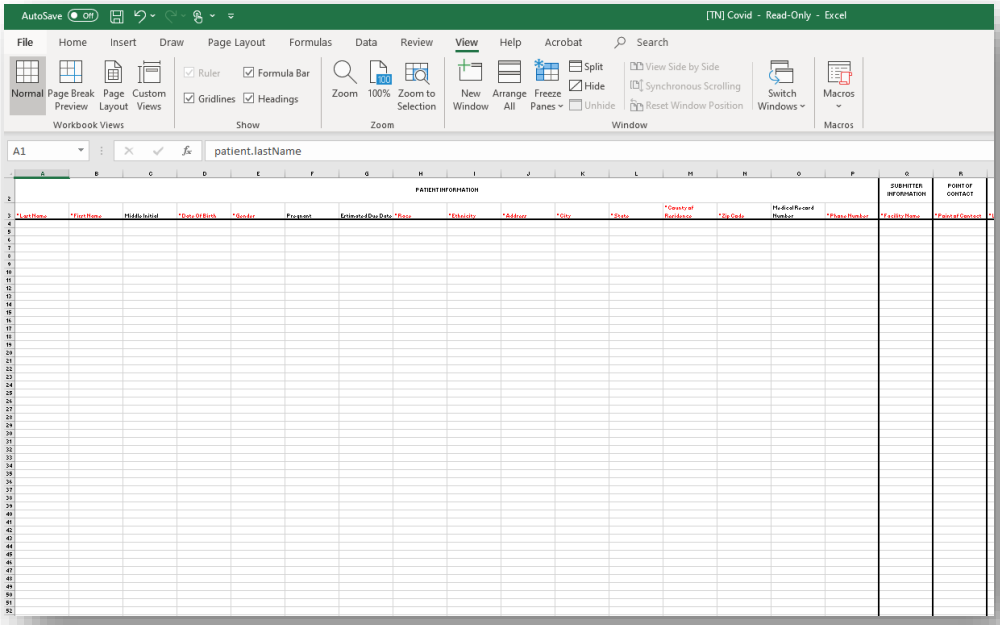
1. Click **BATCH ORDER** button on the **Dashboard.**



2. Click the 3-button link on the upper corner of the tile.
3. Select **Download Import Template** from the two menu options. Save the excel spreadsheet.
4. Open the saved Excel Spreadsheet and fill the required details in the fields.

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

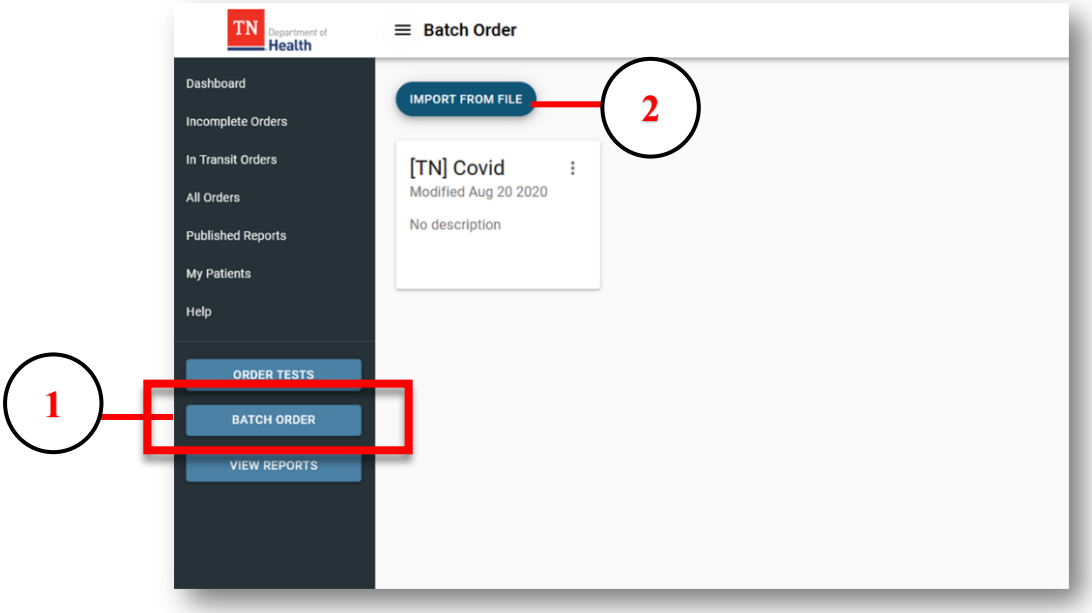
5. Enter one line for each specimen that is being submitted.
6. Requirements of the **Batch Import Template**:
    - All fields in **red** are required
    - <u>ALWAYS</u> download it for every use

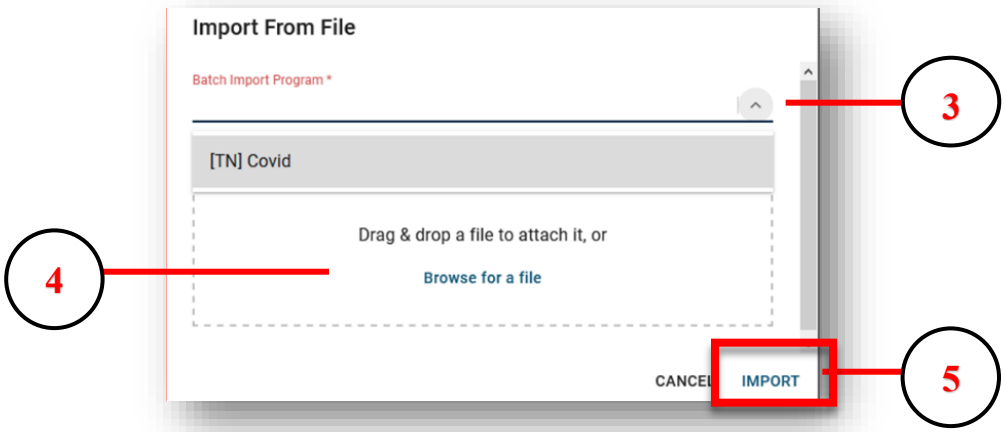


To Import the Batch Order Spreadsheet

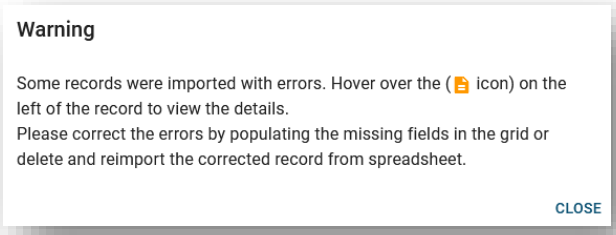
1. Click the **Batch Order** Call-To-Action Button
2. Click **IMPORT FROM FILE** to open the file import box

    NOTE: The Import from File option can also accessed by clicking the ⋮ icon on the [TN] Covid Tile
3. Click the down arrow for **Batch Import Program,** select **[TN] Covid**
4. Drag & Drop the completed Batch Import Template File, or click Browse for a file to search for the file on your computer
5. Click **IMPORT** to import the file





NOTE: If the required fields are not completed in the Batch Import Template an error message will be displayed to notify the user to correct the errors in the grid or to delete the entries and reimport the completed spreadsheet.



Once the spreadsheet is imported, verify the entries are correct and click **SUBMIT** to submit the batch order.

5

Accessing Orders, Reports and Patients

Tracking Order Status

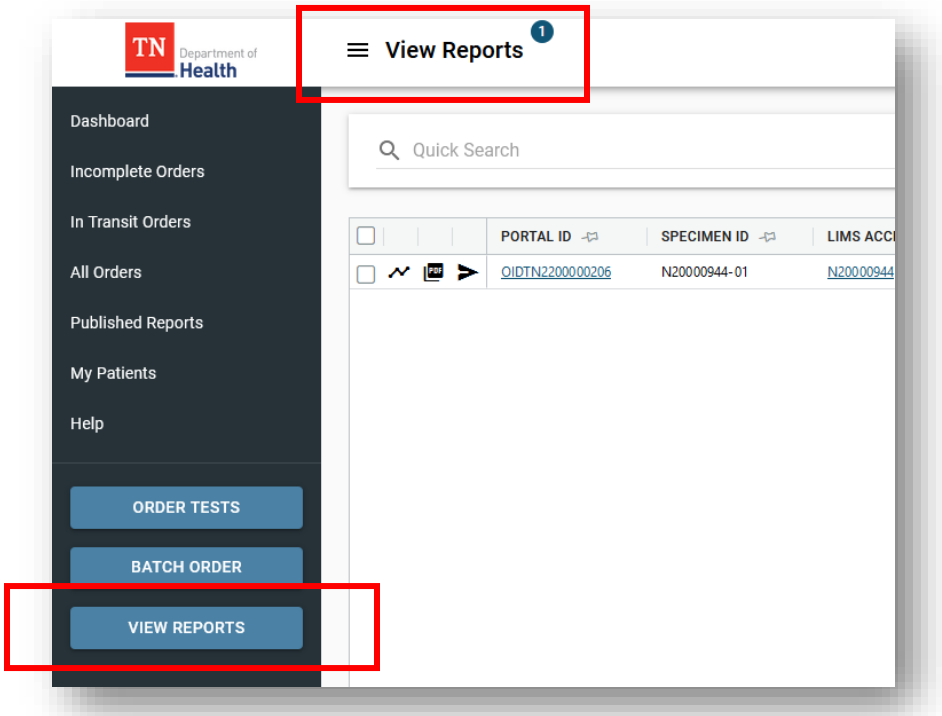
To see a status of your test order, open **All Orders** grid, locate your order and look for a value in the **Status** column. It can be one of the following:

- **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 Orders** grid, locate your order and hover over icon:

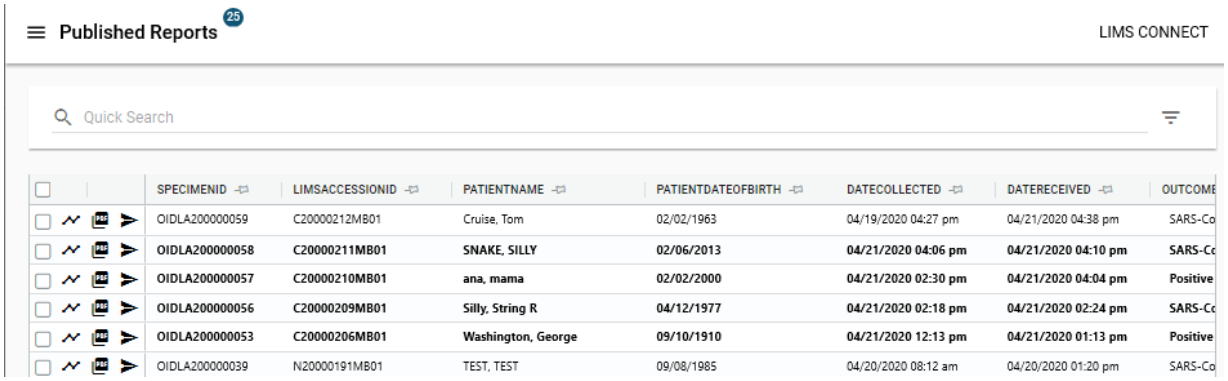
Viewing Reports

To view new (i.e. unread) published reports, click **VIEW REPORTS** button in the navigation bar. The number of unviewed reports will be notated in the header.



The **View Reports** grid is displayed.

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

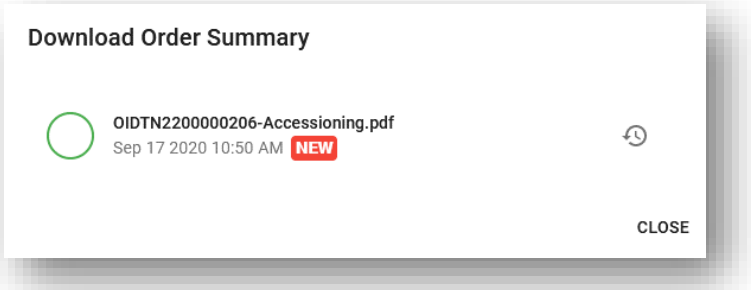


SPECIMENID	LIMSACCESSIONID	PATIENTNAME	PATIENTDATEOFBIRTH	DATECOLLECTED	DATERECEIVED	OUTCOME
OIDLA200000059	C20000212MB01	Cruise, Tom	02/02/1963	04/19/2020 04:27 pm	04/21/2020 04:38 pm	SARS-Co
OIDLA200000058	**C20000211MB01**	**SNAKE, SILLY**	**02/06/2013**	**04/21/2020 04:06 pm**	**04/21/2020 04:10 pm**	**SARS-Co**
OIDLA200000057	**C20000210MB01**	**ana, mama**	**02/02/2000**	**04/21/2020 02:30 pm**	**04/21/2020 04:04 pm**	**Positive**
OIDLA200000056	**C20000209MB01**	**Silly, String R**	**04/12/1977**	**04/21/2020 02:18 pm**	**04/21/2020 02:24 pm**	**SARS-Co**
OIDLA200000053	**C20000206MB01**	**Washington, George**	**09/10/1910**	**04/21/2020 12:13 pm**	**04/21/2020 01:13 pm**	**Positive**
OIDLA200000039	N20000191MB01	TEST, TEST	09/08/1985	04/20/2020 08:12 am	04/20/2020 01:20 pm	SARS-Co

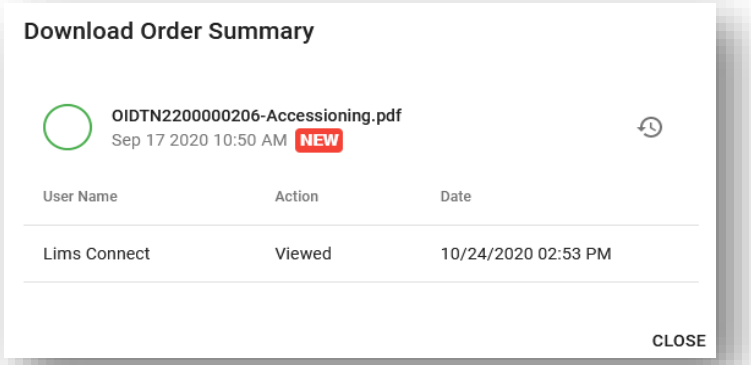
Click on icon to view all published patient reports associated with an order.

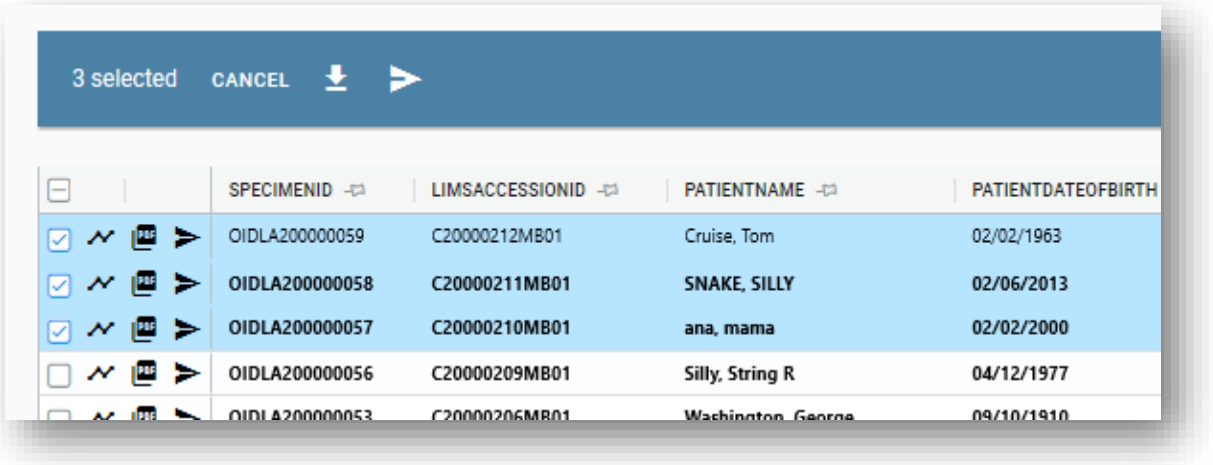
Note: Latest report always appears on top.

Unopened reports 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.

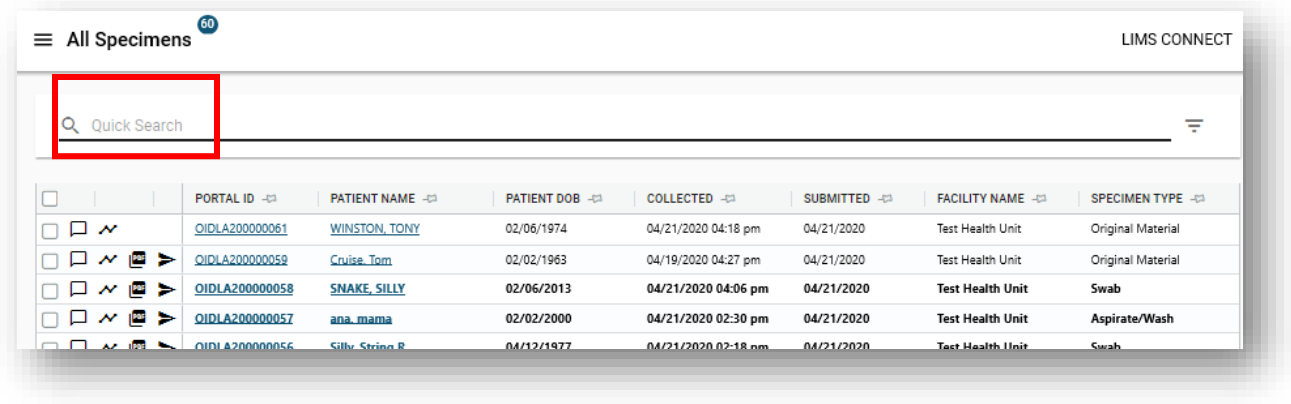
Note: recipient will get temporary access to the portal to download shared reports. To download or share multiple patient reports at once, select multiple orders and then click on to download a single PDF with multiple patient reports or to share multiple patient reports at once. Results Reports can also be viewed in the All Orders data grid.

Data grids

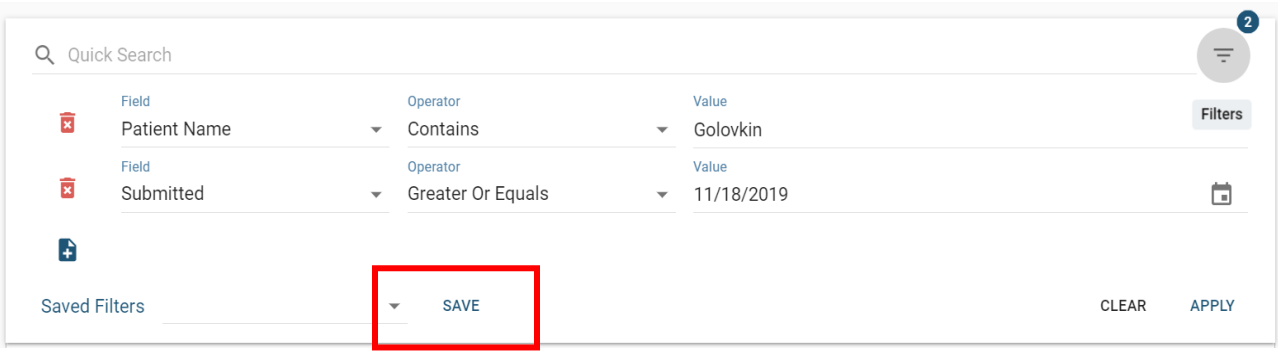
- Click on any column header to the sort the grid. To sort by multiple columns, click and hold Shift and click on the column headers.
- Click on to pin one or multiple columns to the left side of the grid.

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.

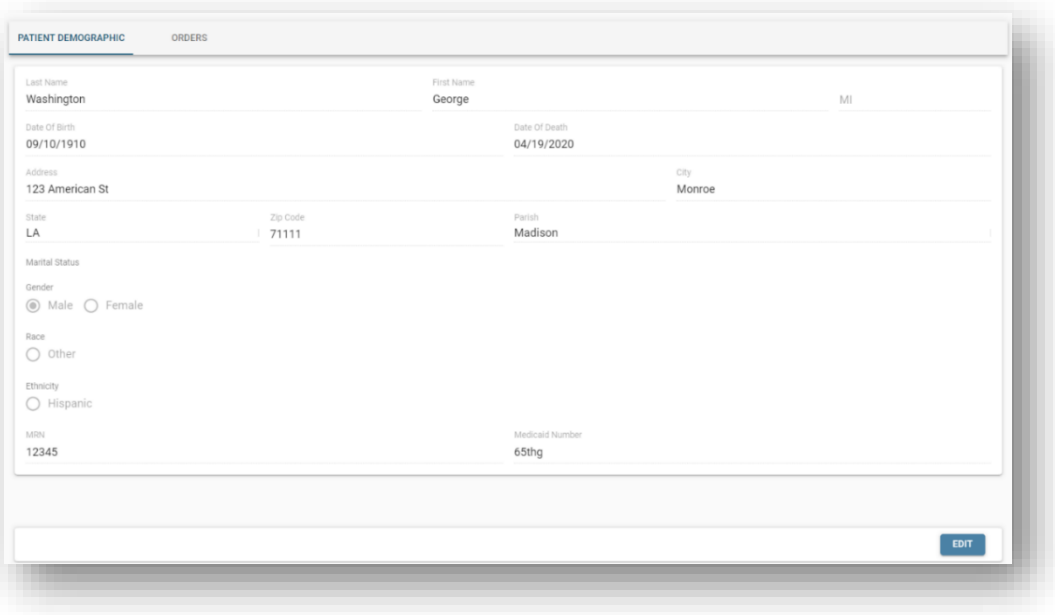


Use the **SAVE** button to save filters for repeated searches.

Patient Information

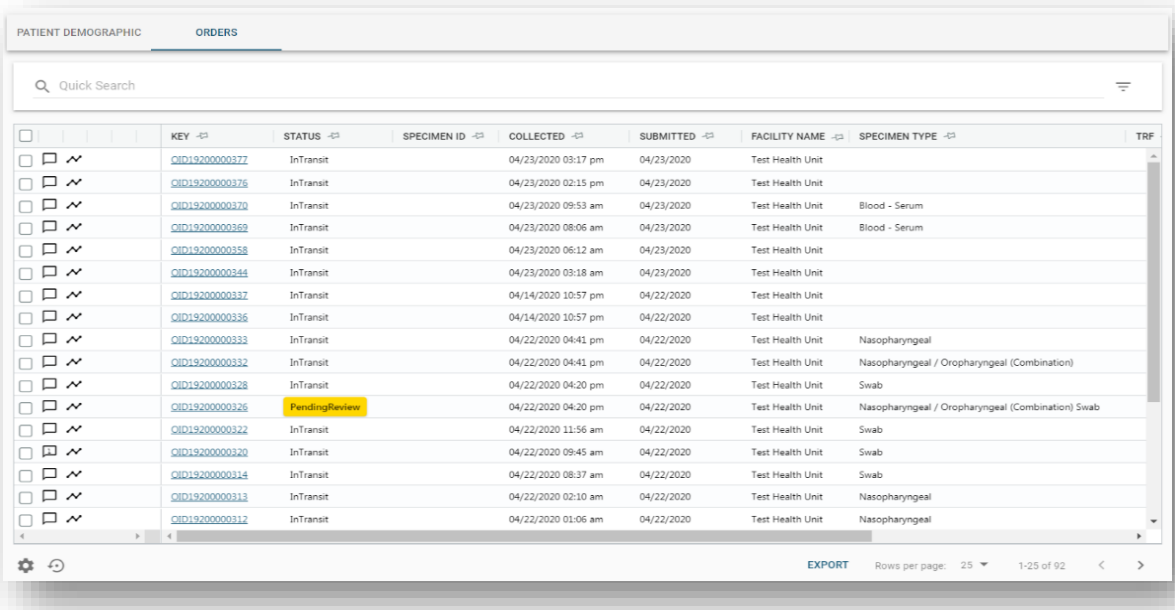
To access your patients at any time, click on **My Patients** link in the navigation bar. Search and click on the patient record to open patient information page.

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



Patient Demographics page – displays patient demographic information. Information can be edited and saved.

Orders – displays all submitted orders for the patient. In addition to being patient specific, orders are also filtered by organizations user has access.



KEY	STATUS	SPECIMEN ID	COLLECTED	SUBMITTED	FACILITY NAME	SPECIMEN TYPE	TRF
OID19200000377	InTransit		04/23/2020 03:17 pm	04/23/2020	Test Health Unit		
OID19200000376	InTransit		04/23/2020 02:15 pm	04/23/2020	Test Health Unit		
OID19200000370	InTransit		04/23/2020 09:53 am	04/23/2020	Test Health Unit	Blood - Serum	
OID19200000369	InTransit		04/23/2020 08:06 am	04/23/2020	Test Health Unit	Blood - Serum	
OID19200000358	InTransit		04/23/2020 06:12 am	04/23/2020	Test Health Unit		
OID19200000344	InTransit		04/23/2020 03:18 am	04/23/2020	Test Health Unit		
OID19200000337	InTransit		04/14/2020 10:57 pm	04/22/2020	Test Health Unit		
OID19200000336	InTransit		04/14/2020 10:57 pm	04/22/2020	Test Health Unit		
OID19200000333	InTransit		04/22/2020 04:41 pm	04/22/2020	Test Health Unit	Nasopharyngeal	
OID19200000332	InTransit		04/22/2020 04:41 pm	04/22/2020	Test Health Unit	Nasopharyngeal / Oropharyngeal (Combination)	
OID19200000328	InTransit		04/22/2020 04:20 pm	04/22/2020	Test Health Unit	Swab	
OID19200000326	PendingReview		04/22/2020 04:20 pm	04/22/2020	Test Health Unit	Nasopharyngeal / Oropharyngeal (Combination) Swab	
OID19200000322	InTransit		04/22/2020 11:56 am	04/22/2020	Test Health Unit	Swab	
OID19200000320	InTransit		04/22/2020 09:45 am	04/22/2020	Test Health Unit	Swab	
OID19200000314	InTransit		04/22/2020 08:37 am	04/22/2020	Test Health Unit	Swab	
OID19200000313	InTransit		04/22/2020 02:10 am	04/22/2020	Test Health Unit	Nasopharyngeal	
OID19200000312	InTransit		04/22/2020 01:06 am	04/22/2020	Test Health Unit	Nasopharyngeal	