Glen F. Baker Public Health Laboratory

Lab Web Portal Guidance Document

AR-PHL Lab Web Portal Guidance Document - Version: 1.3. Index: PHL-12-40. Printed: 10-Jun-2024 10:18
Authorised on: 06-Jun-2024. Authorised by: Katie Seely. Document Unique Reference: 1096-91711751. No review required.
Author(s): Jordan Myres, Kate Loyd (Inactive)

Page 1 of 18

Website Address

The Lab Web Portal can be accessed by going to: https://prod.labwebportal.com/ar

Contact Information
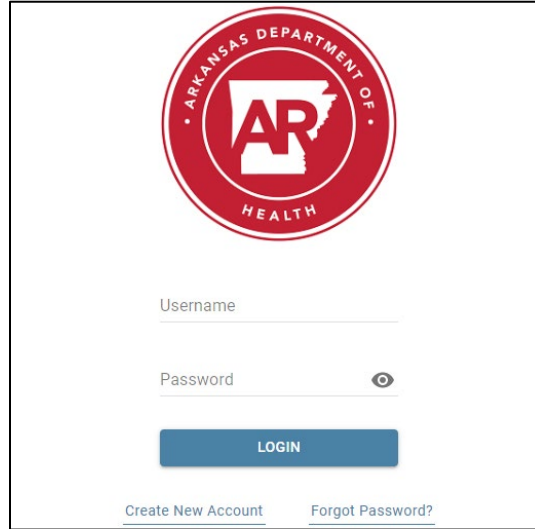
Problems & Questions   ADH.Lab.Web.Portal@arkansas.gov

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Page 2 of 18

I. Using the Lab Web Portal Site

a. Login Information

A new account can be created for the Arkansas Glen F. Baker Public Health Laboratory (AR PHL) Lab Portal using the **Create New Account** link, where your username will be your organization email address. The new user request will be sent to the portal administrator for approval. The user will be notified via email when the request has been approved and they are able to login to the portal.

The user may also select their facility location that they will be accessing the Lab Portal at in the **Create New Account** section.
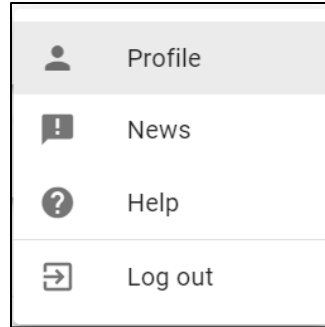

b. User Information

The User Menu, found by selecting your name in the top right corner, is where you can view your profile information, news, and help sections.

c. Change Password

To change your password, click your name in the top right corner to open the User Menu and select profile.

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Page 3 of 18

Then select the **Change Password** header at the top of the screen. Follow the prompts to enter your current password and your new password twice. Click **Change Password** and the system will notify you that your password has successfully been changed.

Note: Do not share your password and include upper and lowercase, numbers, symbols to ensure a strong password.
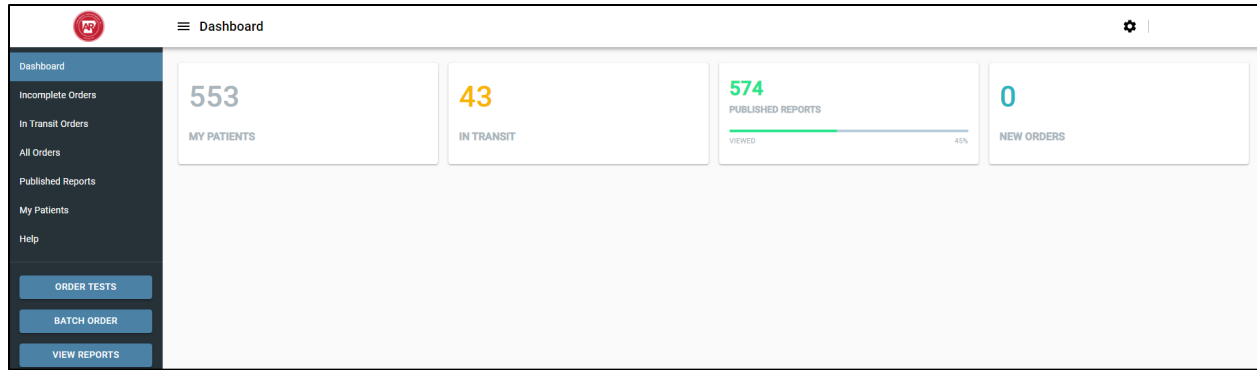

d. Forgot Password

If you have forgotten your password, you can select the **Forgot Password?** link on the login page and follow the prompts.


i. Dashboard

This is your home screen location and from here, you can order tests, view published reports, view all patients, and navigate to different sections of the portal. The tiles allow you to keep track of testing progress and the navigation bar can be collapsed by clicking the three-bar button ☰.

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Page 4 of 18

e. Specimen Information

The specimens submitted to the AR PHL must meet all accrediting body requirements. The specimens must have two patient identifiers (such as, **full name** and **date of birth**) on the specimen that match the Lab Portal Test Requisition.
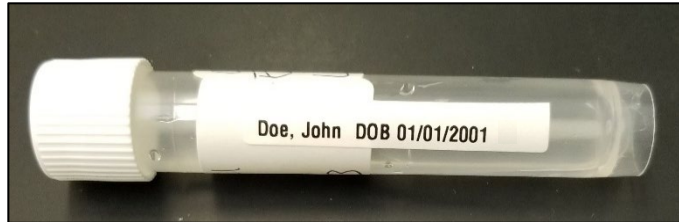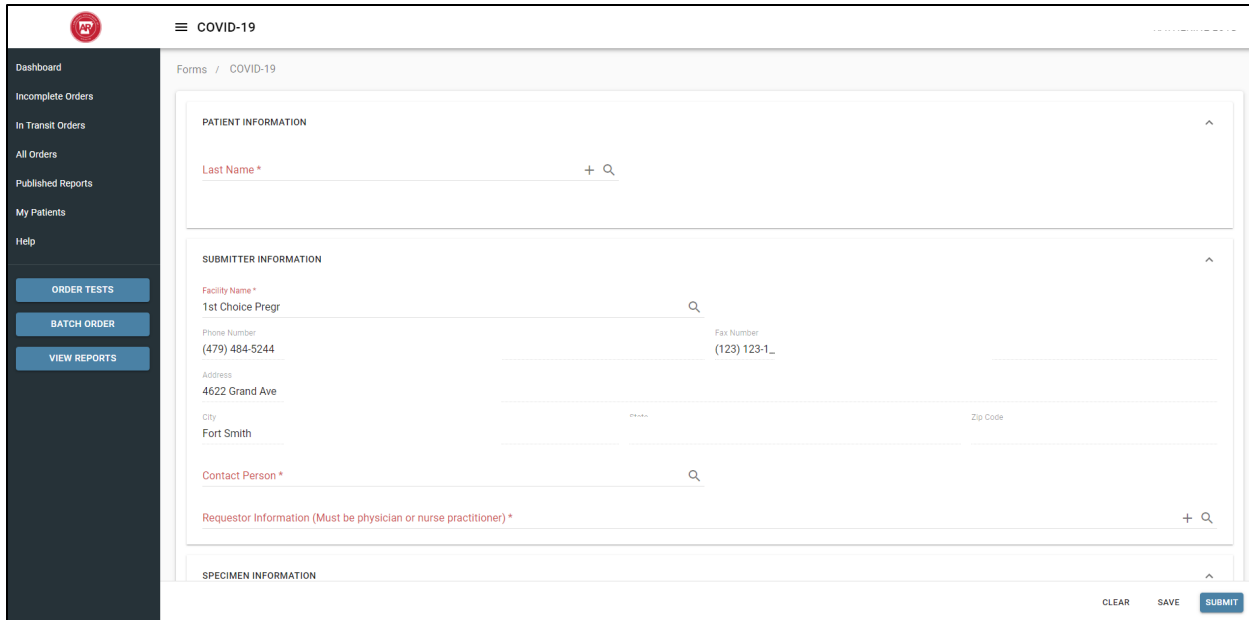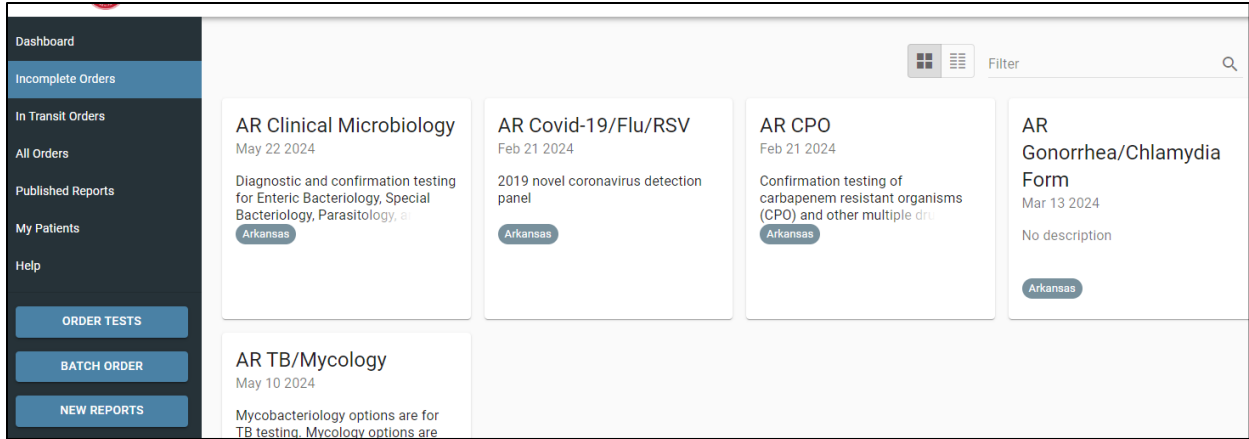

The specimens should be individually bagged with the corresponding Lab Portal Test Requisition in the outer pocket of the biohazard bag. The specimens should be appropriately packaged and shipped to the AR PHL in accordance with DOT and IATA regulations.

f. Ordering Tests

i. Individual Test Orders

Tests can be ordered individually by clicking **ORDER TESTS** in the navigation bar and then selecting the desired panel to be performed on the Forms page. Select Clinical Microbiology, TB/Mycology, Covid-19/Flu/RSV, or AR CPO.

All **patient**, **submitter**, **requestor**, and **specimen information** must be entered in the panel and will be explained further in their respective sections below.

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Page 5 of 18

Once the order is complete, you can click **SUBMIT** .The required follow-up questions may appear, and they must also be answered accurately. Follow-up questions may be required depending on the test requested.

AR-PHL Lab Web Portal Guidance Document - Version: 1.3. Index: PHL-12-40. Printed: 10-Jun-2024 10:18

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Page 6 of 18

Please respond to the following questions:

Patient Hospitalized?
Answer *
○ Yes ○ No ○ Unknown

Is this patient in ICU?
Answer *
○ Yes ○ No ○ Unknown

Health Care Worker?
Answer *
○ Yes ○ No ○ Unknown

Symptoms:
Answer *
☐ Asymptomatic ☐ Fever ☐ Sore throat ☐ Chills ☐ Muscle aches ☐ Abdominal pain
☐ Cough ☐ Shortness of breath ☐ Headache ☐ Vomiting ☐ Diarrhea

Symptoms - if other, specify
Answer

Was other testing performed?

CLOSE   **SUBMIT**

Once you click SUBMIT, the **Order Placed** window will appear and the order is complete in the Lab Portal. At any point prior to clicking SUBMIT, the form may be saved and will be kept in your **Incomplete Orders** until you are ready to complete the order

Order Placed

Your test order **OIDAR200000676** 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

From the **Order Placed** window, you can print the individual Lab Portal Test Requisition for that patient by clicking PRINT . Copy that same order to use with

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Page 7 of 18

another patient by selecting COPY ORDER , or close the window by selecting CLOSE.
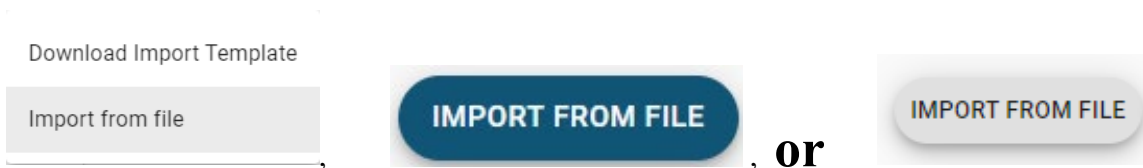
When you click COPY ORDER , all of the **submitter, requestor,** and **specimen information** is kept the same so that only a new patient will need to be selected.
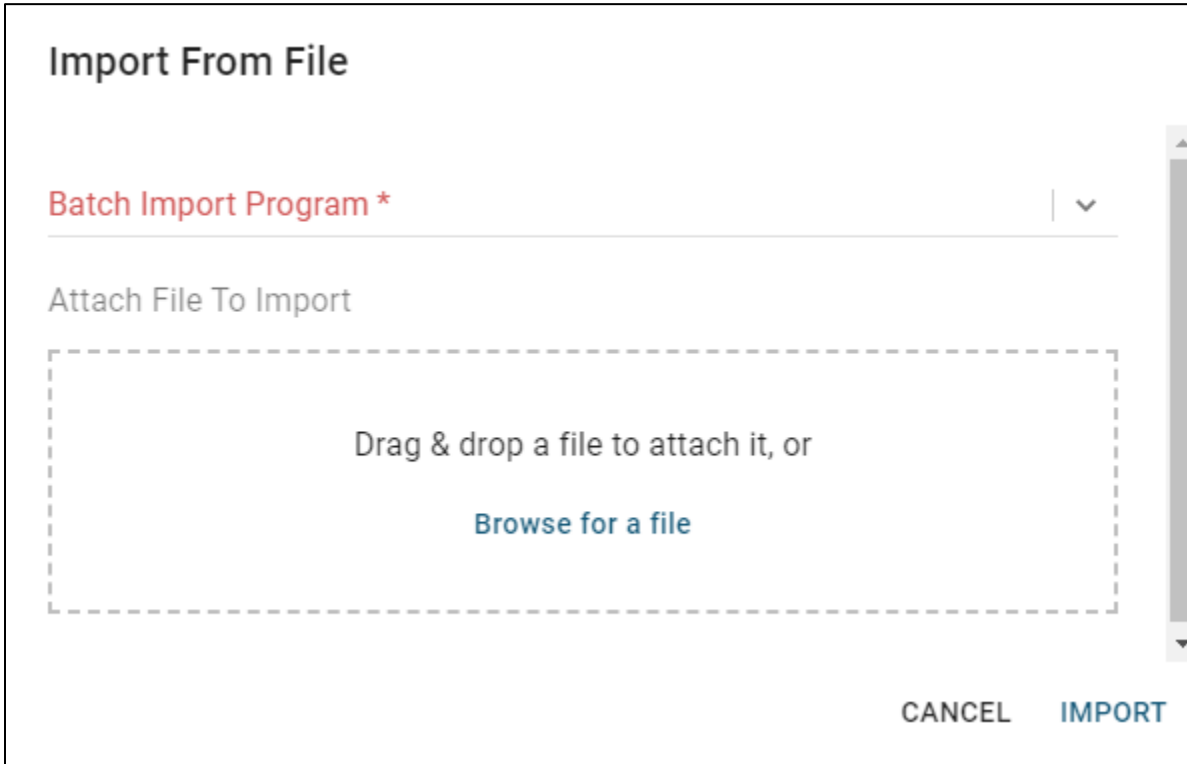
ii. Batch Test Orders

To batch order tests, click the BATCH ORDER button in the navigation bar and click the three-dot button ⋮ to download the Import Template. Batch orders can be used for Covid-19/Flu/RSV and Clinical Microbiology Parasitology specimens. You must make sure to download the correct Batch Order template for the corresponding test.
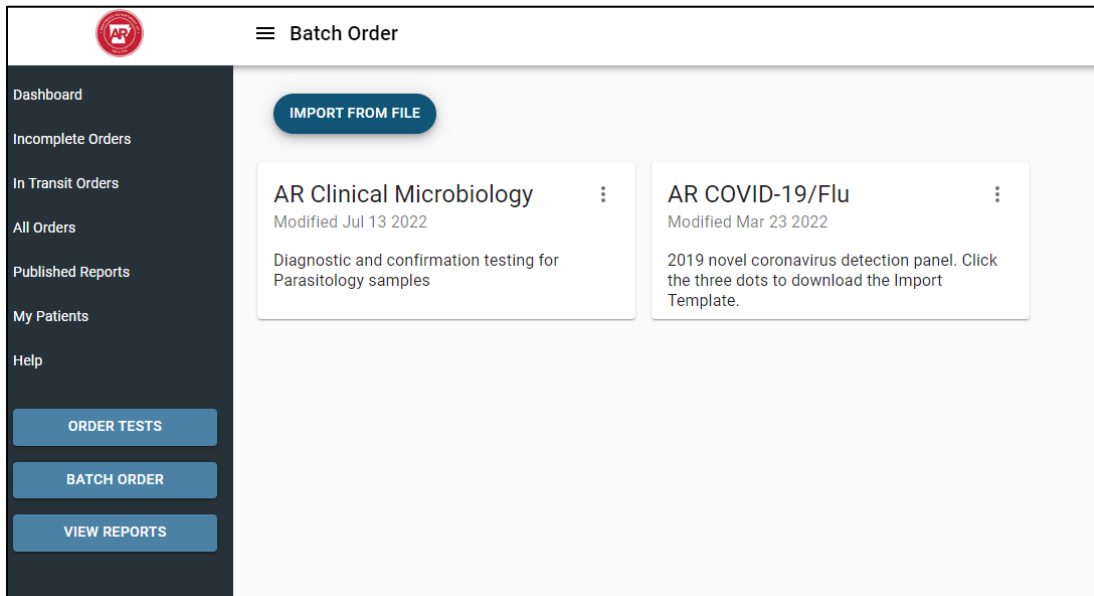
 The Import Template is an Excel file where the patient and test information can be entered, all the required information is in red. Once the Import template is complete, the file can be saved to your computer or any desired location. The Import Template can be uploaded into the Lab Portal by either clicking ⋮ and selecting **Import from file** from the dropdown menu, selecting IMPORT FROM FILE , or by clicking the desired panel tile and then selecting the **Import from file** button.

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Page 8 of 18

You will then be prompted to either **Import From File** by either dragging and dropping the file or browsing for a file on your computer to attach. Once done, click IMPORT to upload the file.

Import From File

Batch Import Program *   ∨

Attach File To Import

Drag & drop a file to attach it, or

Browse for a file

CANCEL   IMPORT

Once the batch request is complete (file successfully uploaded), you can click SUBMIT in the bottom right corner. If there are any errors or missing information, the Lab Portal will alert you and will not allow you to submit the batch test order until it is rectified.

g. Printing Test Requisition Forms

After submitting the batch or test request, In **All Orders** and **In Transit Orders**, you can

select the desired specimens to be printed by clicking their checkbox and click the 🖨 icon to print the Lab Portal Test Requisition for all the selected specimens. Each specimen that is being submitted must have a Lab Portal Test Requisition Form printed to accompany the specimen. The Lab Portal Test Requisition Form should be placed in the outer pocket of the specimen biohazard bag.

			PORTAL ID	SPECIMEN ID	PATIENT NAME	PATIENT DOB	PREGNANT	PREGNANCY DUE DATE	COLLECTED	SUBMITTED
☑	▢	~	>	OIDAR200000675		Smith, Jambalaya P	06/08/1937	Yes	09/01/2020	07/28/2020 03:57 pm	07/28/2020 04:04 pm
☑	▢	~	>	OIDAR200000674		Last, MonaLisa	08/21/1946	Yes	09/25/2020	07/21/2020 09:59 pm	07/22/2020 08:47 pm
☑	▢	~	>	OIDAR200000673		Smoke, Smokey	07/25/1960	Yes		07/22/2020 08:39 pm	07/22/2020 08:40 pm
☑	▢	~	>	OIDAR200000672		Mondaytwo, Test	07/20/1976	Yes	07/22/2020	07/20/2020 09:32 am	07/20/2020 09:32 am
☑	▢	~	>	OIDAR200000671		Kin-Ar, Ken M	06/08/1985	Yes	11/11/2020	07/20/2020 03:42 am	07/20/2020 03:50 am

25 selected CANCEL

Download Test Requisition

Order ID: OIDAR220000300

Submitter Information

Facility Name: **1st Choice Pregnancy Medical Center**   Submitter ID: **66FRVMC**
Phone Number: **4794845244**   Fax Number:
Address: **4622 Grand Ave**
City: **Fort Smith**   State: **AR**   Zip Code: **72904**
Authorized Requestor: **Lane, Lois**   NPI:
Phone Number: **5012804842**   Fax Number:
Email:

Patient Information

Last Name: **Doe**   First Name: **AALIYAH**
Date of Birth: **11/18/2010**   Phone Number:
Address: **1234 Here Way**   City: **Fort Smith**
State: **AR**   County of Residence: **Sebastian**   Zip Code: **72904**
Sex: **female**
Race: **american indian or alaska native**   Ethnicity: **not hispanic or latino**   MRN:

Testing Information

Date and Time Collected: **6/22/2022 3:44:00 PM CDT**
Test Group: **Special Micro**
Tests:
Aerobe
Aerobe Organism Suspected: **Staph aureus**
Specimen Source: **Blood**
Specimen Type: **Isolate**
Purpose: **Confirmation**

Patient specimen must be labeled at the time of collection with two unique identifiers (ex: full name and date of birth) that match the test requisition. Enclose the test requisition with the patient's specimen.

h. Patient Information

After the desired panel has been selected, the patient information may be entered using the

╋ or a patient may be searched for using the 🔍 for individual test orders. All of the required patient information is in red and the add new patient is pictured below.

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Page 10 of 18

Add new patient

For batch orders, the patient information is entered in the Excel spreadsheet. This information may be typed or exported from the Lab Portal using the **EXPORT** button the located at the bottom right of the screen, if the patient information is already in the Lab Portal.

i. Submitter Information

The submitter information is your facility's information and must be entered correctly. With each test request, ensure that the facility's name address, phone number, fax number, and contact person are accurate.

j. Requestor Information

The requestor must be a licensed medical practitioner in order to request tests, such as a medical doctor or nurse practitioner. The requestor may enter their National Provider Identifier (NPI) to expedite the practitioner verification process.

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Page 11 of 18

k. Specimen Information

The specimen must have the collection date and time and the specimen source select. All other information is optional that is not in red. For example, **Date of Onset** is only needed to document the date symptoms began if they are present.

SPECIMEN INFORMATION	^
Collection Date * 08/02/2020 08: 🗓	Date of Onset 🗓
Test * ⦿ Novel Coronavirus 2019 Real Time RT-PCR	
Specimen Source * ◯ Nasal Swab ◯ Nasopharyngeal swab	
Purpose for testing ◯ Pre-surgery/Pre-Operation Screen ◯ Suspected Outbreak	

l. Tracking Order Status

The status of ordered specimens can be checked by going to **All Orders** in the navigation panel or selecting the **New Orders** tile in the dashboard, and hovering over the status icon 〜 . From here you can view where the specimen is at in the process, whether it has been received by the laboratory, and if there are results yet.

Collected	Submitted	Received	In Process	Published Report	Viewed Report
●	●	○	○	○	○
Jul 28 2020	Jul 28 2020				

m. Viewing Orders

In the navigation panel, you can select **Incomplete Orders** to view orders that have not been submitted yet; **In Transit Orders** to view orders that have been submitted in the Lab Portal, but have not arrived at the testing laboratory yet; and **All Orders**.

Dashboard

Incomplete Orders

In Transit Orders

All Orders

Published Reports

My Patients

Help

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Page 12 of 18
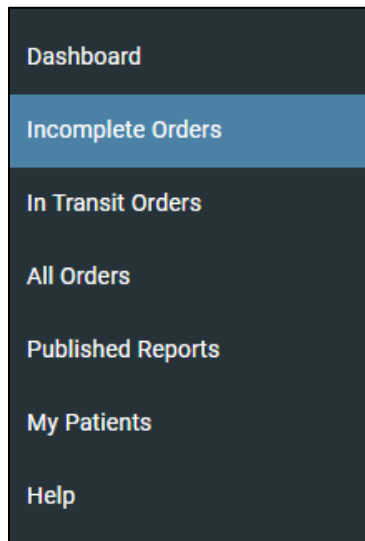
In **All Orders** and **In Transit Orders**, you can select the desired specimens by clicking their checkbox and click the printer icon to print the Lab Portal Test Requisition for all the selected specimens.

n. Viewing Results

Results can be viewed by clicking on the navigation panel or viewed individually by clicking on the icon in **Published Reports**. A window will pop up to allow you to download and view the test result.
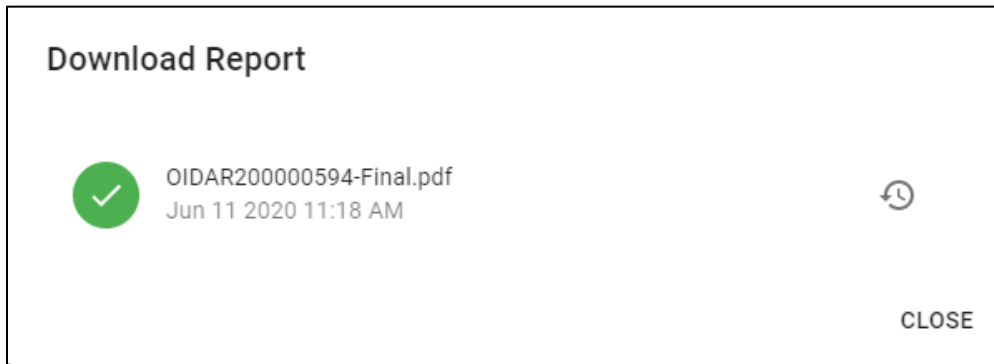
When the file is clicked, the PDF of the result will be downloaded. To view multiple test results, select the desired boxes and click the icon. A PDF containing the results of all the selected tests will begin to download.

o. Share Results

To share result report(s), go to **Published Reports** and select the desired result(s) to send, and then click the icon.

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Author(s): Jordan Myres, Kate Loyd (Inactive)

Page 13 of 18

			PORTAL ID	LIMS ID	PATIENT NAME	PATIENT DOB	DATE COLLECTED	DATE RECEIVED	DATE RELEASED	OUTCOME
☐			OIDAR200000632	M00001287	Parker, Peter	10/02/1980	06/16/2020 08:00 am	06/16/2020 04:07 pm		Not Detected
☑			OIDAR200000601	M00001257	Costanza, George	01/02/1963	06/11/2020 03:33 pm	06/11/2020 03:43 pm		Not Detected

You will be prompted to enter the recipient's information and may click submit to send an email where the recipient will have temporary access to the result through the Lab Portal.

Send to Physician

If you would like to share this patient report with another physician, please enter his or her email address below. Please note that you are responsible for verifying that the receiver has appropriate rights to see this patient's PHI. This email is not encrypted.

Subject

(optional)

Emails *

Message

(optional)

CLOSE   SUBMIT

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Page 14 of 18

Help & Frequently Asked Questions

Question 1. How do I submit a test order?

Answer: Go to Dashboard and click on "Order Tests" tile to open electronic Test Requisition Form.

Question 2. I keep getting an error message when I try to order a test.

Answer: Ensure that all required fields in red are complete and accurate for the patient, submitter, requestor, and test information. Then, click submit again. If this error persists, contact one of the AR PHL staff. Note: The Lab Portal will alert you if any information is missing or filled incorrectly, see example below.
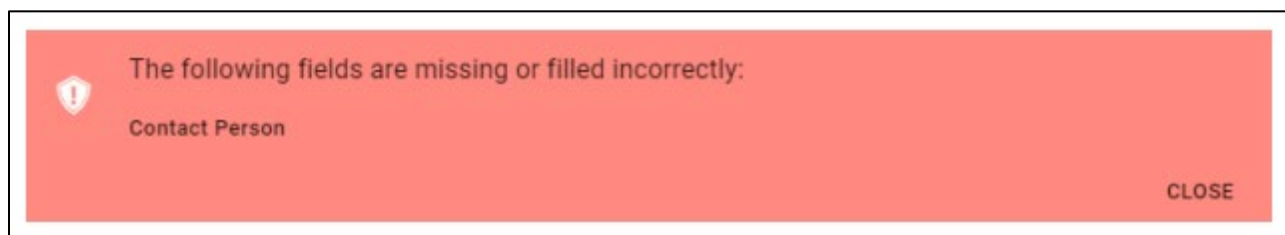
Question 3. How do I print the Lab Portal Test Requisition?

Answer: You can select Print after the order has been placed to print that individual order.
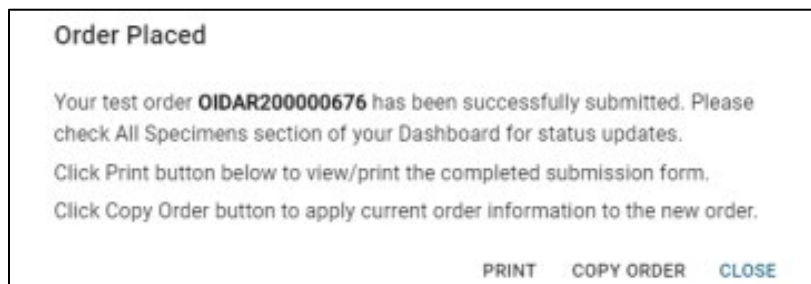
Or you can go to In Transit Orders and select the desired Lab Portal Test Requisition(s) to print, and then click the printer icon.

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Page 15 of 18

Question 4. How do I track my test order?

Answer: Go to Dashboard and click on "All Orders" tile. Type patient detail or specimen id in the Search box in the upper right corner. Your specimen details should be displayed in the grid.

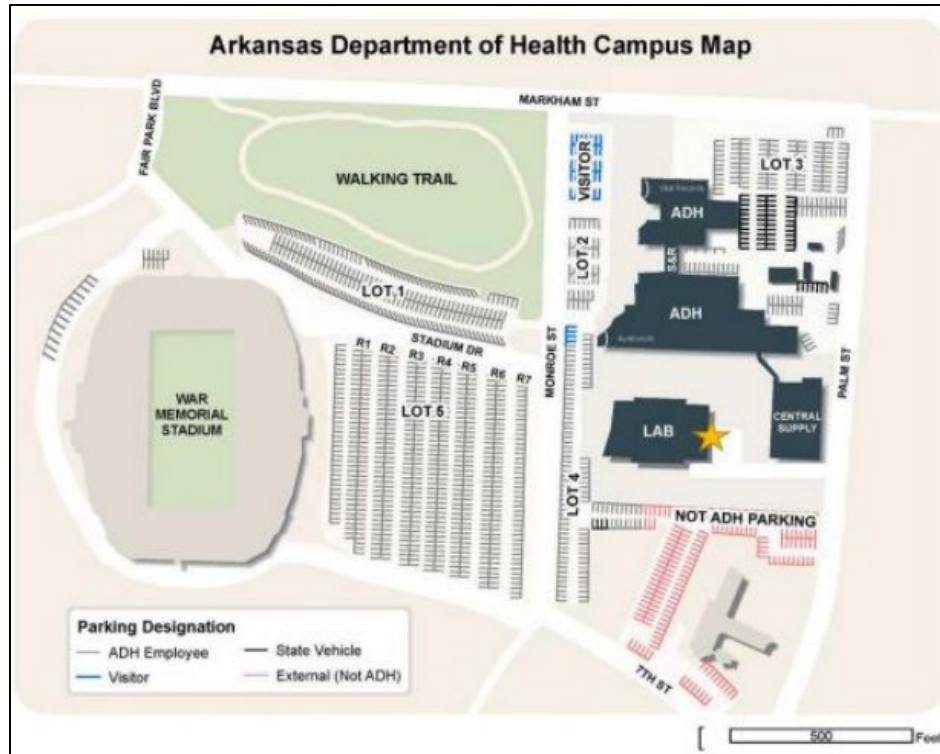**Question 5.** How do I view published lab reports?

Answer: Go to Dashboard and click on "Published Reports" tile. Use Search box/Advanced Filter to find your specimen. Click on the Download Report icon to view latest published report. Click on All Reports icon to view all published lab reports.

Question 6. How do I view submitted orders?

Answer: Go to Dashboard and click on "All Orders" tile. Use Search box/Advanced Filter to find your specimen. Click on the View Order icon to view PDF of the submitted order.

Question 7. How do I enable notifications for when my facility has new published lab reports?

Answer: From the main portal page, select your name in the upper right corner. From the drop-down menu select Profile. From the Profile information screen, you can select the "manage notifications" tab. This will allow you to select the notification process and enter your email address for when the portal is updated with new result reports.

Question 8. How do I package and ship COVID-19 specimens to the AR PHL?

Answer: The COVID-19 specimen should be labelled with the patient's full name and date of birth and must match the Lab Portal Test Requisition. The specimen should be individually bagged in a biohazard bag with the corresponding Lab Portal Test Requisition on the outer pocket of the biohazard bag. The specimen should be shipped as a Category B specimen with cold packs to: Arkansas Dept. of Health-Public Health Laboratory ATTN: Molecular 201 South Monroe Street, Little Rock, AR 72205 OR The specimen may be packaged as a Category B specimen with cold packs and brought to the AR PHL Specimen Receiving via private courier, which is located at the back of the AR PHL on Palm Street (star on map).

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Page 16 of 18

Arkansas Department of Health Campus Map

Question 9. How do I submit a change request to amend a published report with incorrect patient information?

Answer: Email ADH.Lab.Web.Portal@arkansas.gov with the specimen ID (M#), the information that needs to be amended (name, date of birth, sex, etc.), and the correct information or spelling.

Question 10. How do I package and ship Clinical Microbiology (Parasitology, BT, Enterics, and Special Microbiology and CPO (Carbapenem Resistant Organisms) specimens to the AR- PHL?

Answer: The specimens should be packaged and shipped per the guidelines stated on the "Directory of Services and Test Menu" on the Arkansas Department of Health website : https://www.healthy.arkansas.gov/programs-services/topics/arkansas-public-health-laboratory . You can also find specific guidelines on the Lab Web Portal website under "Order Tests" by

clicting the ⑦ button beside the desired test. It will pull up a detailed help section on the right side of the screen.

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Page 17 of 18

Question 11. How do I search for a specific result?

Answer: Go to "Published Reports" or "View Reports" and click the button in the right corner. This button will allow you to filter results. It is important to note that the first letter of the LIMS ID will let you know what type of specimen was ordered. T is a TB/Mycology specimen. M is a Covid/Flu/RSV and GC/CT specimens. C is a Clinical Microbiology specimen.

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Page 18 of 18