

Arkansas Public Health Laboratory

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**Lab Portal Guidance
Document**

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Website Address

The Lab Portal can be accessed by going to:

<https://lwp-web.AimsPlatform.com/ar/#>

Contact Information

Problems & Questions: ADH.Lab.Web.Portal@arkansas.gov

Charles McGee, IT Supervisor 501-940-3184 charles.mcgee@arkansas.gov

Jordan Myres, Portal Coordinator 501-534-6237 jordan.myres@arkansas.gov

General Laboratory Questions: ADH.Lab.QA@arkansas.gov

Login Information

A new account can be created for the Arkansas 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.



LOGIN

[Create New Account](#)

[Forgot Password?](#)

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

Contact Details

Address *

Phone *

State *

ZIP *

Fax *

Organization

cdc

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.

Change Password

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

Profile

News

Help

Log out

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.

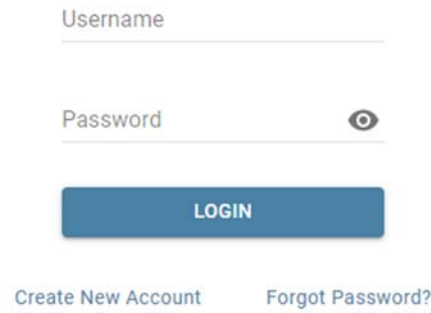
PERSONAL INFO MANAGE NOTIFICATIONS **CHANGE PASSWORD**

Current Password New Password Re-type New Password

CANCEL CHANGE PASSWORD

Forgot Password

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




Username

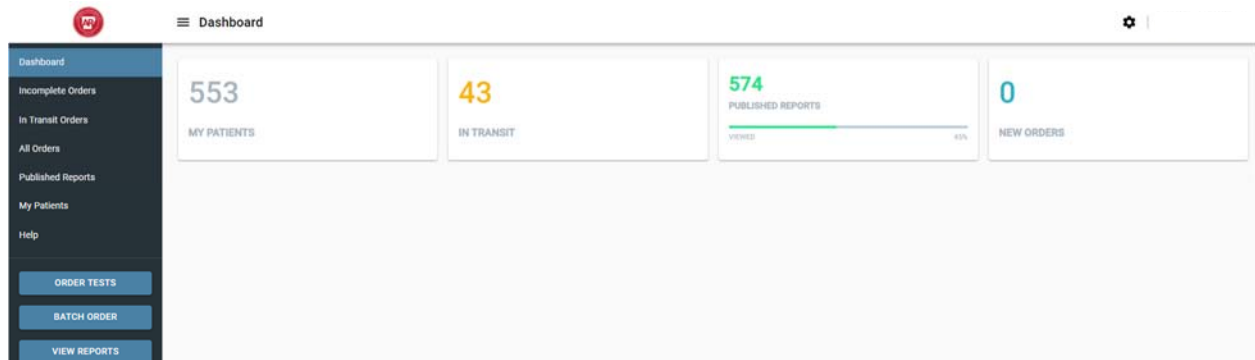
Password

LOGIN

[Create New Account](#) [Forgot Password?](#)

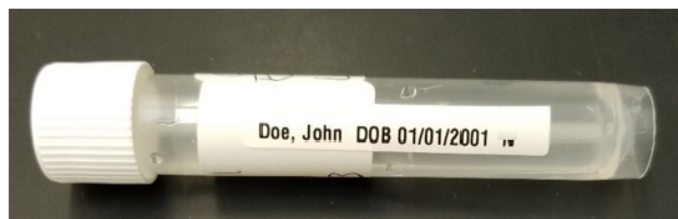
Dashboard

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 .



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.

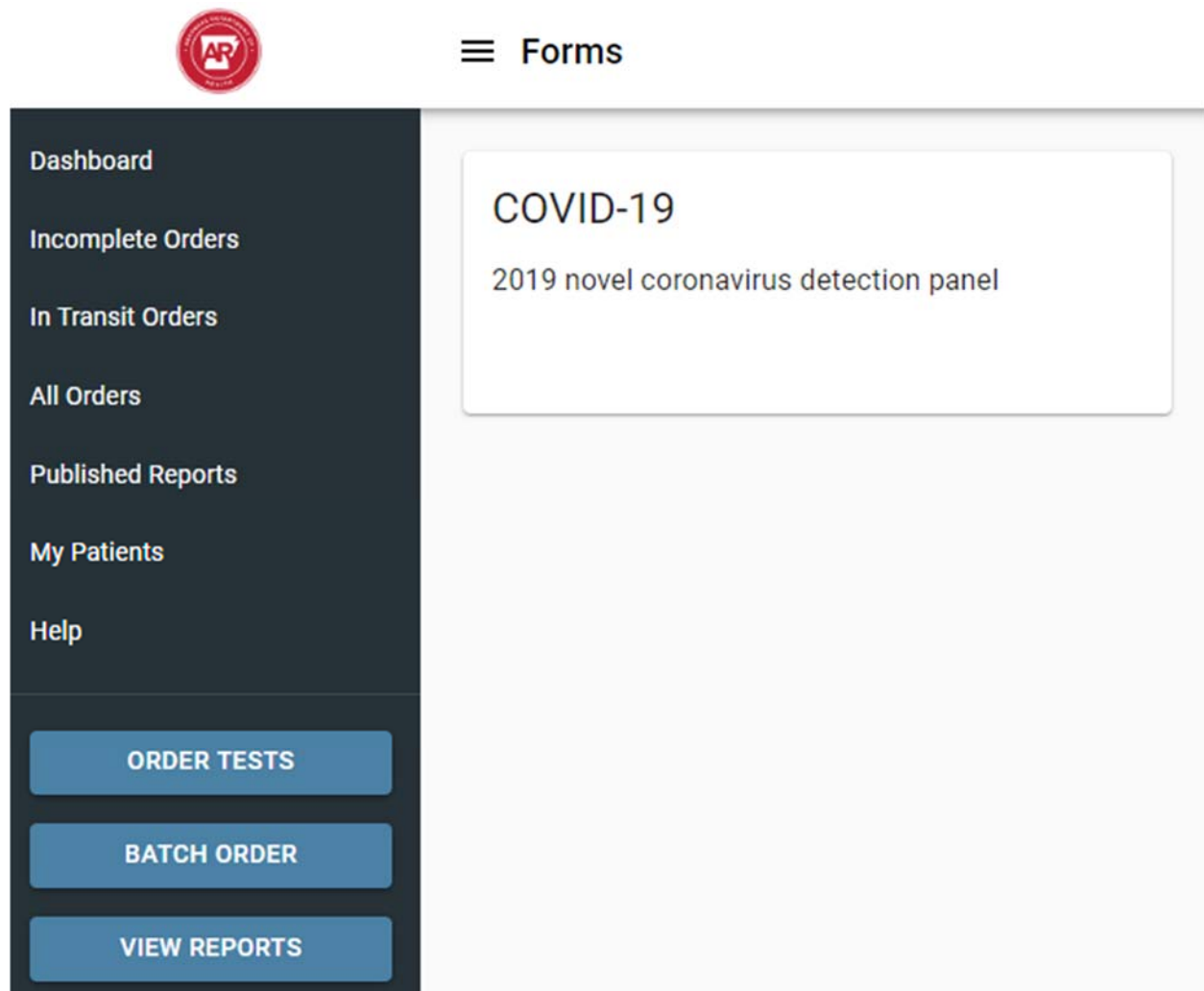


The specimens should be individually bagged with the corresponding Lab Portal Test Requisition in the outer pocket of the biohazard bag. The specimens should be appropriately packaged and shipped to the AR PHL in accordance with DOT and IATA regulations.

Ordering Tests

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.



The screenshot displays the AR PHL Lab Portal interface. At the top left is the AR PHL logo. To its right is a hamburger menu icon followed by the text "Forms". Below the logo and menu is a dark sidebar containing a list of navigation options: "Dashboard", "Incomplete Orders", "In Transit Orders", "All Orders", "Published Reports", "My Patients", and "Help". At the bottom of the sidebar are three blue buttons: "ORDER TESTS", "BATCH ORDER", and "VIEW REPORTS". The main content area on the right shows a white box with the text "COVID-19" and "2019 novel coronavirus detection panel" below it.

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

COVID-19

Forms / COVID-19

Dashboard

Incomplete Orders

In Transit Orders

All Orders

Published Reports

My Patients

Help

ORDER TESTS

BATCH ORDER

VIEW REPORTS

PATIENT INFORMATION

Last Name *

+ Q

SUBMITTER INFORMATION

Facility Name *

Q

Phone Number

Fax Number

Address

City

State

Zip Code

Contact Person *

Q

Requestor Information (Must be physician or nurse practitioner) *

+ Q

SPECIMEN INFORMATION

CLEAR

SAVE

SUBMIT

Once the order is complete, you can click **SUBMIT**. The required questions will appear, and they must also be answered accurately.

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.

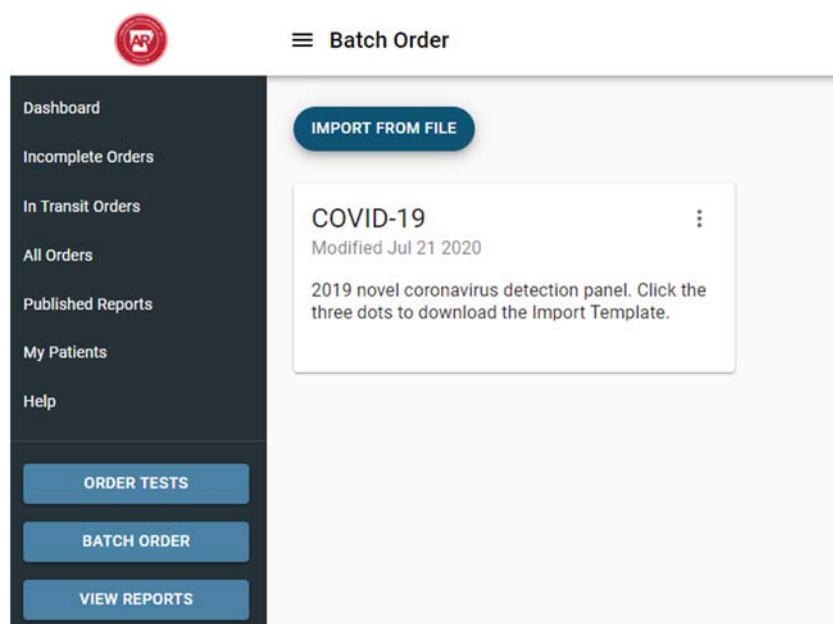
PRINT **COPY ORDER** **CLOSE**



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 another patient by selecting **COPY ORDER**, or close the window by selecting **CLOSE**.

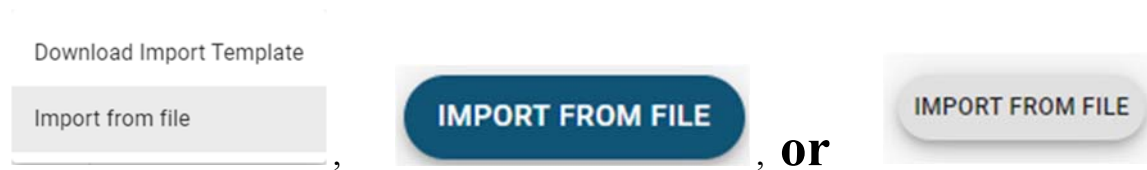
When you click **COPY ORDER**, all of the **submitter**, **requestor**, and **specimen information** is kept the same so that only a new patient will need to be selected.

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.

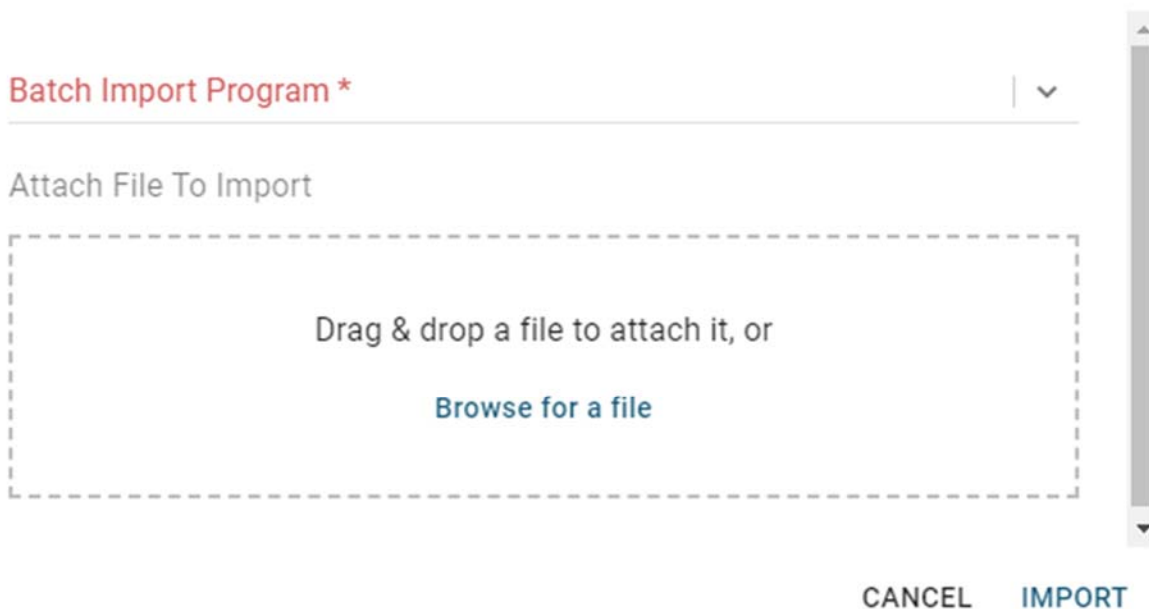


The Import Template is an Excel file where the patient and test information can be entered, all the required information is in red. Once the Import template is complete, the file can be saved to your computer or any desired location. The Import Template can be uploaded into the Lab Portal by either clicking  and selecting **Import from file** from the dropdown menu, selecting , or by clicking the desired panel tile and then selecting the **Import from file** button.



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

The image shows a dialog box titled 'Import From File'. At the top, there is a dropdown menu labeled 'Batch Import Program *' with a downward arrow. Below this, the text 'Attach File To Import' is displayed. A large dashed rectangular box contains the text 'Drag & drop a file to attach it, or' and a blue link 'Browse for a file'. At the bottom right of the dialog box, there are two buttons: 'CANCEL' and '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.



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 printer 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.

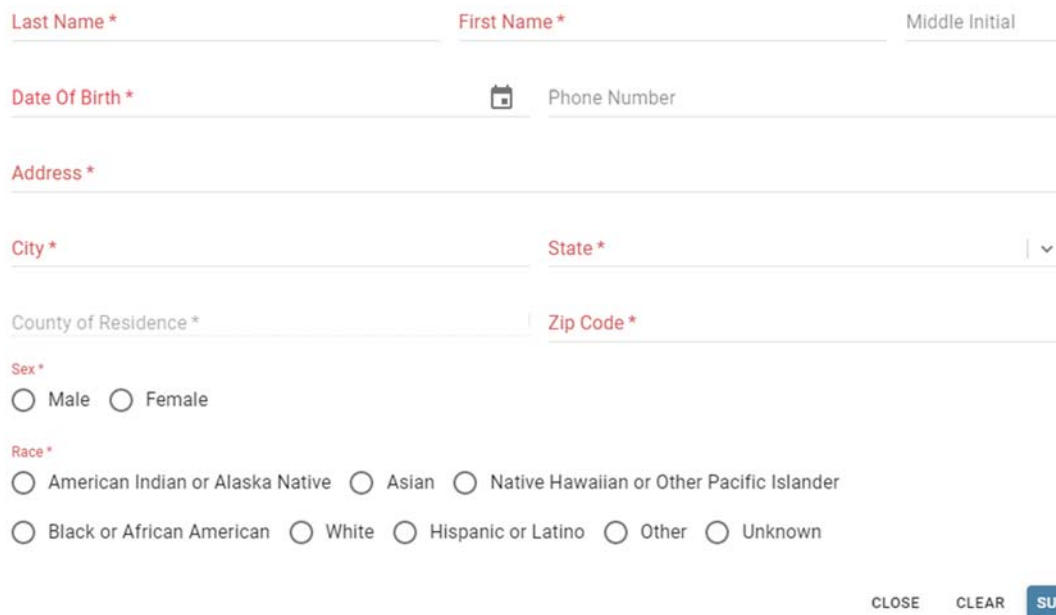


Download Test Requisition							
	PORTAL ID	SPECIMEN ID	PATIENT NAME	PATIENT DOB	PREGNANT	PREGNANCY DUE DATE	SUBMITTED
<input checked="" type="checkbox"/>	QIDA8200000673		Smith, Jambalaya E	06/08/1937	Yes	09/01/2020	07/28/2020 03:57 pm
<input checked="" type="checkbox"/>	QIDA8200000674		Last, Marcelise	06/21/1946	Yes	09/23/2020	07/22/2020 08:47 pm
<input checked="" type="checkbox"/>	QIDA8200000673		Smoke, Smokery	07/25/1960	Yes		07/22/2020 08:40 pm
<input checked="" type="checkbox"/>	QIDA8200000672		Mondytest, Test	07/20/1976	Yes	07/22/2020	07/20/2020 09:32 am
<input checked="" type="checkbox"/>	QIDA8200000671		Kim-Ar, Ken M	06/08/1985	Yes	11/11/2020	07/20/2020 03:50 am


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.

Add new patient



Last Name * **First Name *** **Middle Initial**

Date Of Birth *  **Phone Number**

Address *

City * **State ***

County of Residence * **Zip Code ***

Sex *
☐ Male ☐ Female

Race *
☐ American Indian or Alaska Native ☐ Asian ☐ Native Hawaiian or Other Pacific Islander
☐ Black or African American ☐ White ☐ Hispanic or Latino ☐ Other ☐ Unknown

CLOSE **CLEAR** **SUBMIT**

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 located at the bottom right of the screen, if the patient information is already in the Lab Portal.

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.

SUBMITTER INFORMATION ^

Facility Name *

Phone Number

Fax Number

Address

City

State

Zip Code

Contact Person *

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.

Requestor Information (Must be physician or nurse practitioner) *

National Provider Identifier (NPI)

Phone Number

Fax Number

Email

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 *

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

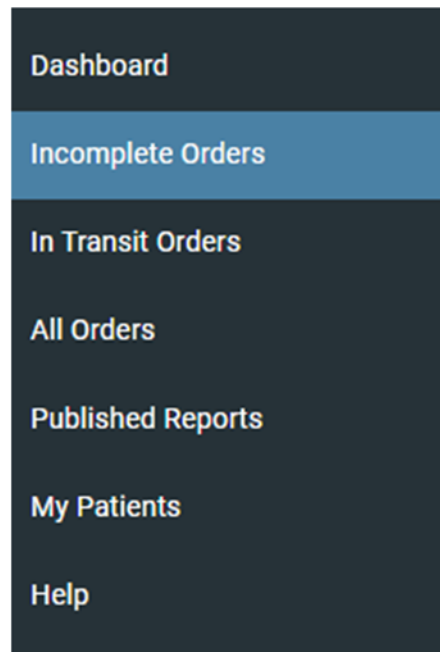
Tracking Order Status


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.



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**.



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.

Dashboard

Incomplete Orders

In Transit Orders

All Orders

Published Reports

My Patients

Help

25 selected

CANCEL








Download Test Requisition

				PORTAL ID	SPECIMEN ID	PATIENT NAME	PATIENT DOB	PREGNANT	PREGNANCY DUE DATE	COLLECTED	SUBMITTED	
<input checked="" type="checkbox"/>				>	QIDA8200000673		Smith, Jambalya, P.	06/08/1937	Yes	09/01/2020	07/28/2020 03:57 pm	07/28/2020 04:04 pm
<input checked="" type="checkbox"/>				>	QIDA8200000674		Leit, MonaLisa	08/21/1946	Yes	09/25/2020	07/21/2020 09:59 pm	07/22/2020 08:47 pm
<input checked="" type="checkbox"/>				>	QIDA8200000673		Smoke, Smokery	07/25/1960	Yes		07/22/2020 08:39 pm	07/22/2020 08:40 pm
<input checked="" type="checkbox"/>				>	QIDA8200000672		Mondaytwo_Test	07/20/1976	Yes	07/22/2020	07/20/2020 09:32 am	07/20/2020 09:32 am
<input checked="" type="checkbox"/>				>	QIDA8200000671		Kim-Jr, Ken M.	06/08/1985	Yes	11/11/2020	07/20/2020 03:42 am	07/20/2020 03:50 am

Viewing Results

Results can be viewed by clicking **VIEW REPORTS** 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.


Download Report



OIDAR200000594-Final.pdf
Jun 11 2020 11:18 AM



CLOSE

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.

Dashboard

Incomplete Orders

In Transit Orders

All Orders

Published Reports

My Patients

Help

25 selected

CANCEL





>

Download Test Result




<input checked="" type="checkbox"/>				PORTAL ID <	LIMS ID <	PATIENT NAME <	PATIENT DOB <	DATE COLLECTED <	DATE RECEIVED <	DATE RELEASED <	OUTCOME <
<input checked="" type="checkbox"/>				OIDAR200000632	M00001287	Parker, Peter	10/02/1980	06/16/2020 08:00 am	06/16/2020 04:07 pm		Not Detected
<input checked="" type="checkbox"/>				OIDAR200000601	M00001257	Costanza, George	01/02/1963	06/11/2020 03:33 pm	06/11/2020 03:43 pm		Not Detected
<input checked="" type="checkbox"/>				OIDAR200000600	M00001256	Doe, John	10/10/1910	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>				OIDAR200000598	M00001254	Mass, John	02/01/1998	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>				OIDAR200000597	M00001253	Mass, John	02/01/2000	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>				OIDAR200000595	M00001250	Bub, Billy	01/01/1971	06/11/2020 11:42 am	06/11/2020 11:46 am		Not Detected

Share Results

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

1 selected CANCEL  

Share Reports

<input type="checkbox"/>				PORTAL ID	LIMS ID	PATIENT NAME	PATIENT DOB	DATE COLLECTED	DATE RECEIVED	DATE RELEASED	OUTCOME
<input type="checkbox"/>				OIDAR200000632	M00001287	Parker, Peter	10/02/1980	06/16/2020 08:00 am	06/16/2020 04:07 pm		Not Detected
<input checked="" type="checkbox"/>				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

Help & Frequently Asked Questions

For any questions or help, you may contact any of the AR PHL Lab Portal Staff using the contact information listed on page 3.

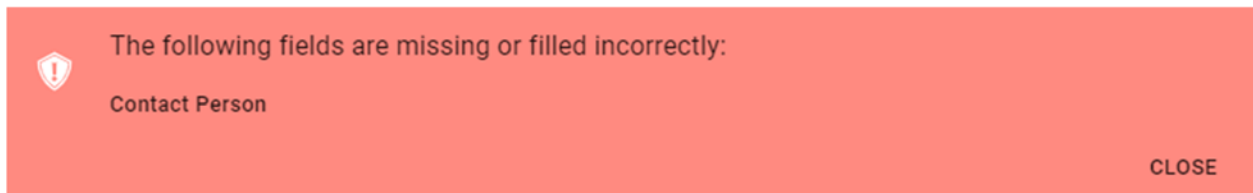
Question 1. How do I submit a test order?

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.

Order Placed


Your test order **OIDAR200000676** has been successfully submitted. Please check All Specimens section of your Dashboard for status updates.

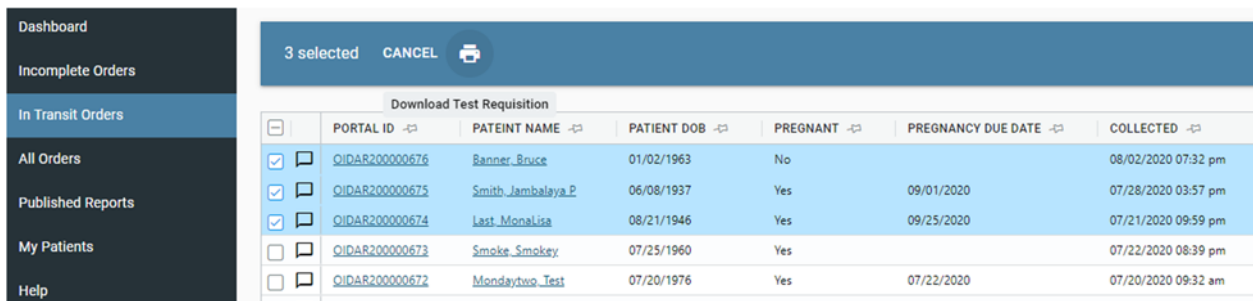
Click Print button below to view/print the completed submission form.

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

PRINT COPY ORDER CLOSE

Or you can go to **In Transit Orders** and select the desired Lab Portal

Test Requisition(s) to print, and then click the  icon.



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.

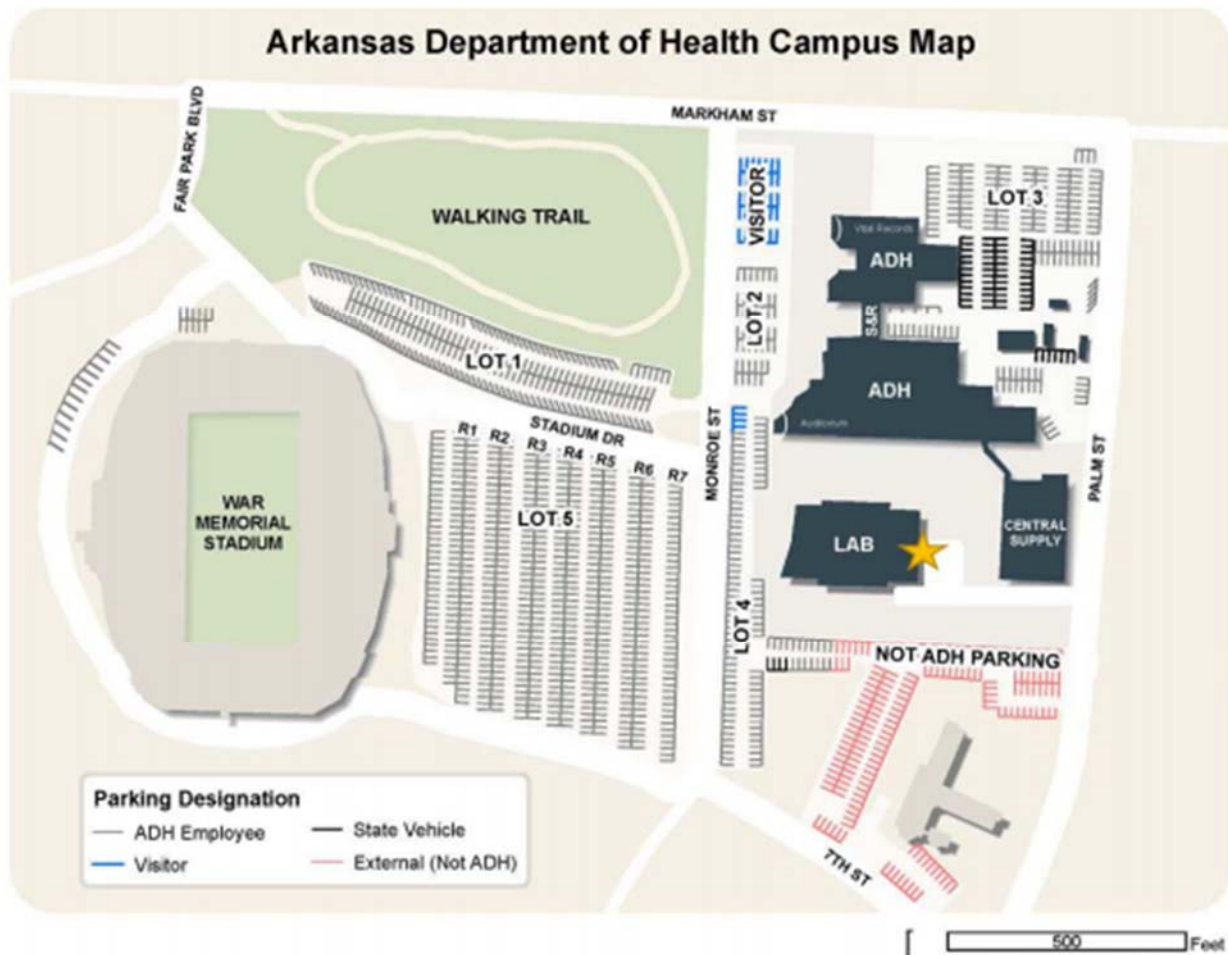
Question 8. How do I package and ship COVID-19 specimens to the AR PHL?

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).



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.