Lab Portal Guidance Document
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Website Address
The Lab Portal can be accessed by going to:


Contact Information
Problems & Questions: ADH.Lab.Web.Portal@arkansas.gov
Charles McGee, IT Supervisor 501-940-3184 charles.mcgee@arkansas.gov
Kate Loyd 501-350-8088 katherine.loyd@arkansas.gov
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Angelica Chavez 501-661-2363 angelica.chavez@arkansas.gov
Dillon Green 501-661-2288 dillon.green@arkansas.gov

Login Information
To login to your account, use your organization email and your password. For first time users, go to Create New Account to begin the sign-up process. In order to activate your account, the AR-PHL must received a completed Lab Web Portal Activation & Verification Form.
Create New Account
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. First, enter your work (facility) email and your desired password, your information, your work address and contact information, and then select your work organization in the dropdown.

The user must select their organization (facility) that they will be accessing the Lab Portal at in the Create New Account section. Type the name of your organization (facility) and select the appropriate one in the dropdown menu. This step is essential as it assigns you to the correct organization (facility).
Activation Form

Once the Create New Account request has been sent, the Lab Web Portal Activation & Verification Form must be done by your facilities primary contact (typically an Administrator or Director of Nursing, etc.) to verify that you are an employee of your designated (organization) facility. Once completed, signed by the new users, and signed by the Organization (facility) contact, must either be emailed or faxed to ADH.Lab.Web.Portal@arkansas.gov or 501-661-2258.

The Lab Web Portal Activation & Verification Form is located in Appendix A.

Deactivation Form

If a user account is no longer needed, a Lab Web Portal User Deactivation Form must be completed immediately and sent to the AR-PHL either by email or fax to ADH.Lab.Web.Portal@arkansas.gov or 501-661-2258.

The Lab Web Portal User Deactivation Form is located in Appendix 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.

Change Password

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

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

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 in the navigation bar and then selecting the desired panel to be performed on the Forms page.
All patient, submitter, requestor, and specimen information must be entered in the panel and will be explained further in their respective sections below.

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?**
  - [ ] Yes
  - [ ] No
  - [ ] Unknown

- **Is this patient in ICU?**
  - [ ] Yes
  - [ ] No
  - [ ] Unknown

- **Health Care Worker?**
  - [ ] Yes
  - [ ] No
  - [ ] Unknown

- **Symptoms:**
  - [ ] 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?**
  - [ ] Answer
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.
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.

**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 form](image)

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.

**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.
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.

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.

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.

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.

Share Results

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

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.
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.

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.
Appendix A: Lab Web Portal Activation & Verification Form

The Lab Web Portal Activation & Verification Form must be completed for each user. Ensure that each user has completed a Create New Account request prior to submitting the Lab Web Portal Activation & Verification Form to the AR-PHL. The user will receive an email upon successful activation of their account.
Lab Web Portal Activation & Verification Form

Directions: First, each user must go to https://lwp-web.aimsplatform.com/ar/#/auth/login and select Create New Account to sign-up. Once completed, the accounts must be verified by filling out all fields below. This completed form must then be emailed to ADH.Lab.Web.Portal@arkansas.gov or faxed to 501-661-2258. Each user will receive an email when the account is activated.

Submitter Information:

Organization (Facility) Name: ____________________________

Facility Phone Number: ____________________________
Facility Fax Number: ____________________________

Contact Person’s Name & Title: ____________________________
Contact’s Email: ______________________________________

User Information:

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<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
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User Agreement:

I will abide by the Terms of Use and Privacy Policy, and I understand that it is my responsibility to ensure that all HIPAA and CLIA regulations are followed to maintain the confidentiality of all patient related information. This includes verbal, written, and/or computer information pertaining to data and/or results of patients. I further understand that my username, password, and/or any other internet identifiers related to the Lab Web Portal are not to be disclosed to any person and that I am responsible for all activity that occurs on my account. I understand that it is my responsibility to immediately notify the Arkansas Department of Health if a breach to my account occurs and that the Arkansas Department of Health is not liable for any losses or data breaches due to unauthorized use of my account. I also understand that any misuse or unauthorized use of my account may result in immediate deactivation of my account and that I may be permanently barred from any further use.

(8/20)
Lab Web Portal Activation & Verification Form

User Signature(s):
My signature indicates that I understand and will abide by the User Agreement, and that I am an authorized user of the Arkansas Department of Health Lab Web Portal for the above Organization (Facility).

Signature: _______________________________ Date: ______________
Signature: _______________________________ Date: ______________
Signature: _______________________________ Date: ______________
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Signature: _______________________________ Date: ______________
Signature: _______________________________ Date: ______________
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Signature: _______________________________ Date: ______________
Signature: _______________________________ Date: ______________
Signature: _______________________________ Date: ______________

Authorization Statement:
I authorize the activation of the above account(s) for my organization (facility).

Contact Person’s Signature: _______________________________ Date: ______________

To Be Completed by the Arkansas Public Health Laboratory:

I have reviewed the above user(s) and approve their activation.

IT Supervisor’s Signature ___________________________ Date ______________
QA Director’s Signature ___________________________ Date ______________
Lab Director’s Signature ___________________________ Date ______________

Name & Title of Person Performing Activation: ___________________________ Date Activated: ______________

(8/20)
Appendix B: Lab Web Portal User Deactivation Form

The Lab Web Portal User Deactivation Form must be completed for each user that no longer needs access the Lab Web Portal. Ensure that the form is received immediately by the AR-PHL so that the account may be deactivated.
Lab Web Portal User Deactivation Form

Directions: Complete this form to deactivate any user accounts and email the completed form to ADH.Lab.Web.Portal@arkansas.gov or fax to 501-661-2258.

**Submitter Information:**

<table>
<thead>
<tr>
<th>Organization (Facility) Name:</th>
<th>Contact Person’s Name &amp; Title:</th>
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<tbody>
<tr>
<td>Facility Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Facility Fax Number:</td>
<td></td>
</tr>
<tr>
<td>Contact Person’s Name:</td>
<td></td>
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<tr>
<td>Contact Person’s Email:</td>
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</tbody>
</table>

**User Information:**

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<th>First Name</th>
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**Deactivation Statement:**

I authorize the deactivation of the above account(s) due to the employee leaving the facility, no longer needing access to the Lab Web Portal to perform their job duties, etc.

Contact Person’s Signature: ________________ Date: ________________

**To Be Completed by the Arkansas Public Health Laboratory:**

I have reviewed the above user(s) and approve their deactivation.

<table>
<thead>
<tr>
<th>IT Supervisor’s Signature</th>
<th>Date</th>
<th>QA Director’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Lab Director’s Signature Date

Name & Title of Person Performing Deactivation: __________________________ Date Deactivated: ________________

(8/20)