

Arkansas Public Health Laboratory

201 South Monroe Street, Little Rock, AR 72205
Phone: 501-661-2220 Fax: 501-661-2310



**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
Kate Loyd	501-350-8088	katherine.loyd@arkansas.gov
Erin Qualls	501-661-2450	erin.qualls@arkansas.gov
Dewayne Agin	501-661-2750	dewayne.agin@arkansas.gov
Zhijun (June) Liu	501-661-2144	June.Liu@arkansas.gov
Laura Bailey	501-661-2429	laura.bailey2@arkansas.gov
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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**.



Username

Password

LOGIN

[Create New Account](#)

[Forgot Password?](#)

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.

Create New Account

Account Details

Email *

Password *

Confirm Password *

First Name * Last Name *

Title *

Contact Details

Address *

City * State * ZIP *

Primary Phone * Fax *

Organization Details

Organization

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).

Organization Details

Organization

Arkansas Department of | x

- Arkansas Department of Corrections - Training Acad [Policy](#)
- Arkansas Department of Health
- Arkansas Department of Health - EPI

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 need, 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.

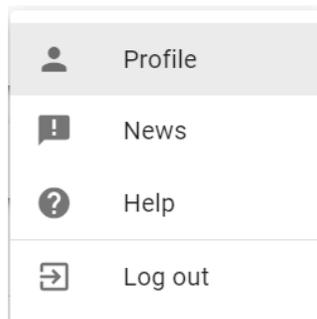
The **Lab Web Portal User Deactivation Form** is located in Appendix B.

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.

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

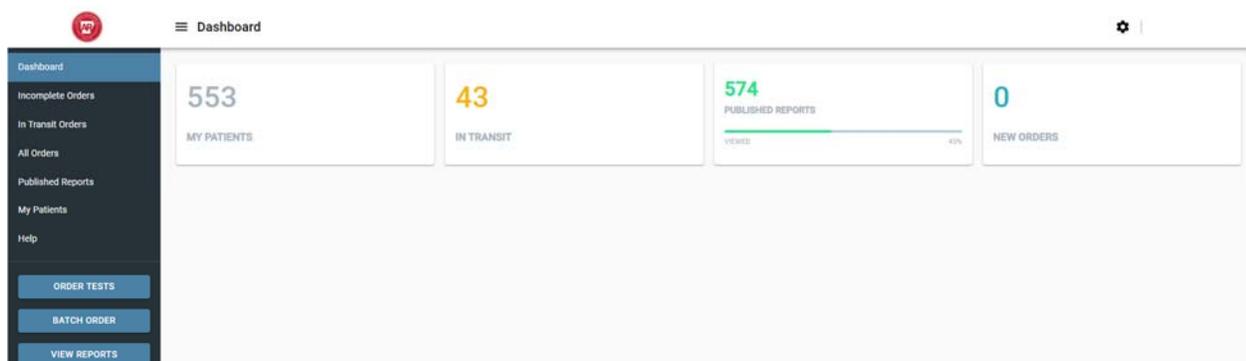
Password 

[LOGIN](#)

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

Dashboard

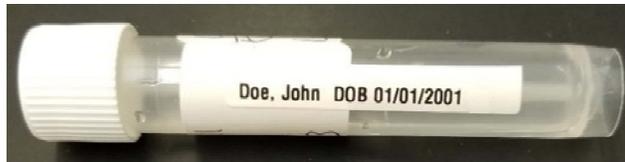
This is your home screen location and from here, you can order tests, view published reports, view all patients, and navigate to different sections of the portal. The tiles allow you to keep track of testing progress and the navigation bar can be collapsed by clicking the three-bar button .



The dashboard screenshot shows a navigation menu on the left with options: Dashboard, Incomplete Orders, In Transit Orders, All Orders, Published Reports, My Patients, and Help. Below the menu are buttons for ORDER TESTS, BATCH ORDER, and VIEW REPORTS. The main content area displays four summary tiles: MY PATIENTS (553), IN TRANSIT (43), PUBLISHED REPORTS (574, with a progress bar and 'VIEWED' label), and NEW ORDERS (0). A settings gear icon is visible in the top right corner.

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.

 **Forms**

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

ORDER TESTS

BATCH ORDER

VIEW REPORTS

COVID-19
2019 novel coronavirus detection panel

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

PATIENT INFORMATION

Last Name *

SUBMITTER INFORMATION

Facility Name *

Phone Number Fax Number

Address

City State Zip Code

Contact Person *

Requestor Information (Must be physician or nurse practitioner) *

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.

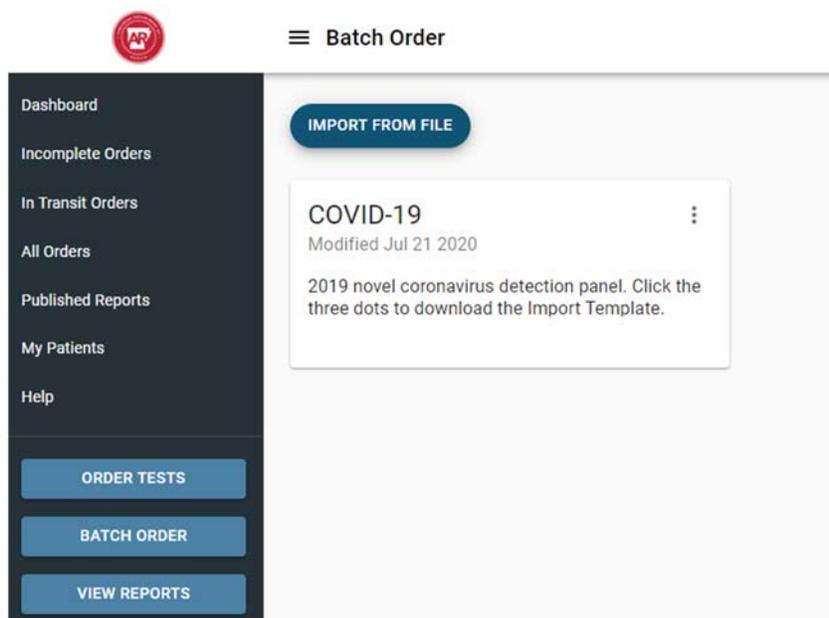
[PRINT](#) [COPY ORDER](#) [CLOSE](#)

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**.

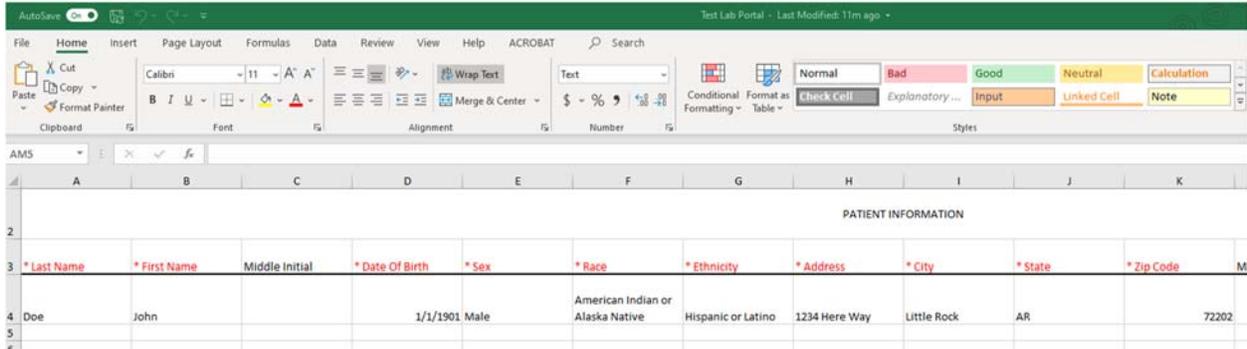
When you click **COPY ORDER**, all of the **submitter**, **requestor**, and **specimen information** is kept the same so that only a new patient will need to be selected.

Batch Test Orders

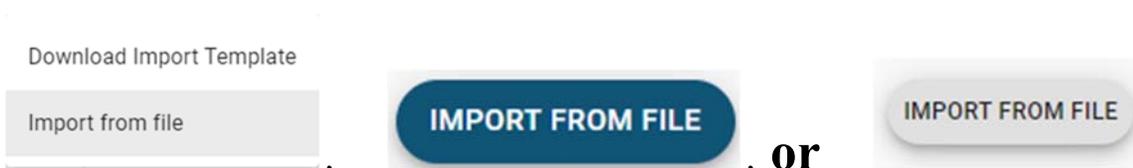
To batch order tests, click the **BATCH ORDER** button in the navigation bar and click the three-dot button  to download the Import Template.



The Import Template is an Excel file where the patient and test information can be entered, all the required information is in red.

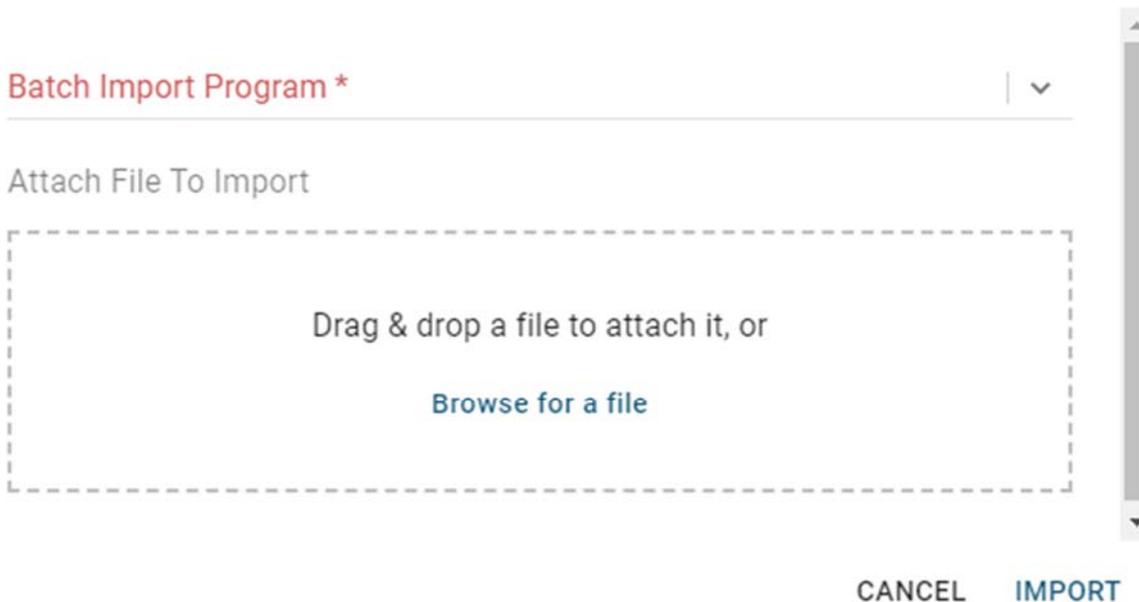


Once the Import template is complete, the file can be saved to your computer or any desired location. The Import Template can be uploaded into the Lab Portal by either clicking  and selecting **Import from file** from the dropdown menu, selecting , or by clicking the desired panel tile and then selecting 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



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

Last Name *	First Name *	Middle Initial
Date Of Birth *	 Phone Number	
Address *		
City *	State *	▼
County of Residence *	Zip Code *	
Sex *		
<input type="radio"/> Male <input type="radio"/> Female		
Race *		
<input type="radio"/> American Indian or Alaska Native <input type="radio"/> Asian <input type="radio"/> Native Hawaiian or Other Pacific Islander		
<input type="radio"/> Black or African American <input type="radio"/> White <input type="radio"/> Hispanic or Latino <input type="radio"/> Other <input type="radio"/> 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 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.

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

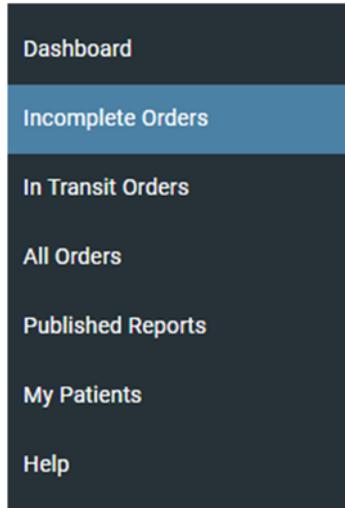
Tracking Order Status

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.

25 selected CANCEL  

Download Test Requisition								
	PORTAL ID	SPECIMEN ID	PATIENT NAME	PATIENT DOB	PREGNANT	PREGNANCY DUE DATE	COLLECTED	SUBMITTED
<input checked="" type="checkbox"/>	>	OIDAR200000673	Smith, Jambalya P	06/06/1937	Yes	09/01/2020	07/28/2020 03:57 pm	07/28/2020 04:04 pm
<input checked="" type="checkbox"/>	>	OIDAR200000674	Last, MonaLisa	08/21/1946	Yes	09/25/2020	07/21/2020 09:39 pm	07/22/2020 08:47 pm
<input checked="" type="checkbox"/>	>	OIDAR200000673	Smolke, Smolky	07/25/1960	Yes		07/22/2020 08:39 pm	07/22/2020 08:40 pm
<input checked="" type="checkbox"/>	>	OIDAR200000672	MonskyTest_Test	07/20/1976	Yes	07/22/2020	07/20/2020 09:32 am	07/20/2020 09:32 am
<input checked="" type="checkbox"/>	>	OIDAR200000671	Kim-Ar, 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  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.



	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	M00001236	Doe, John	10/10/1910	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>	OIDAR200000598	M00001234	Moss, John	02/01/1998	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>	OIDAR200000597	M00001233	Moss, John	02/01/2000	06/11/2020 12:00 am	06/11/2020 03:46 pm		Not Detected
<input checked="" type="checkbox"/>	OIDAR200000595	M00001150	Bob, 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.



	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.

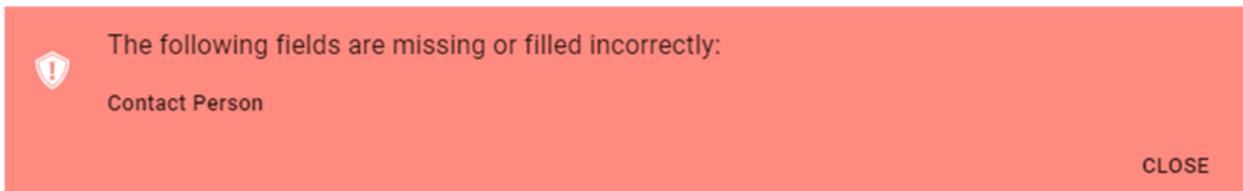
Question 1. How do I submit a test order?

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?

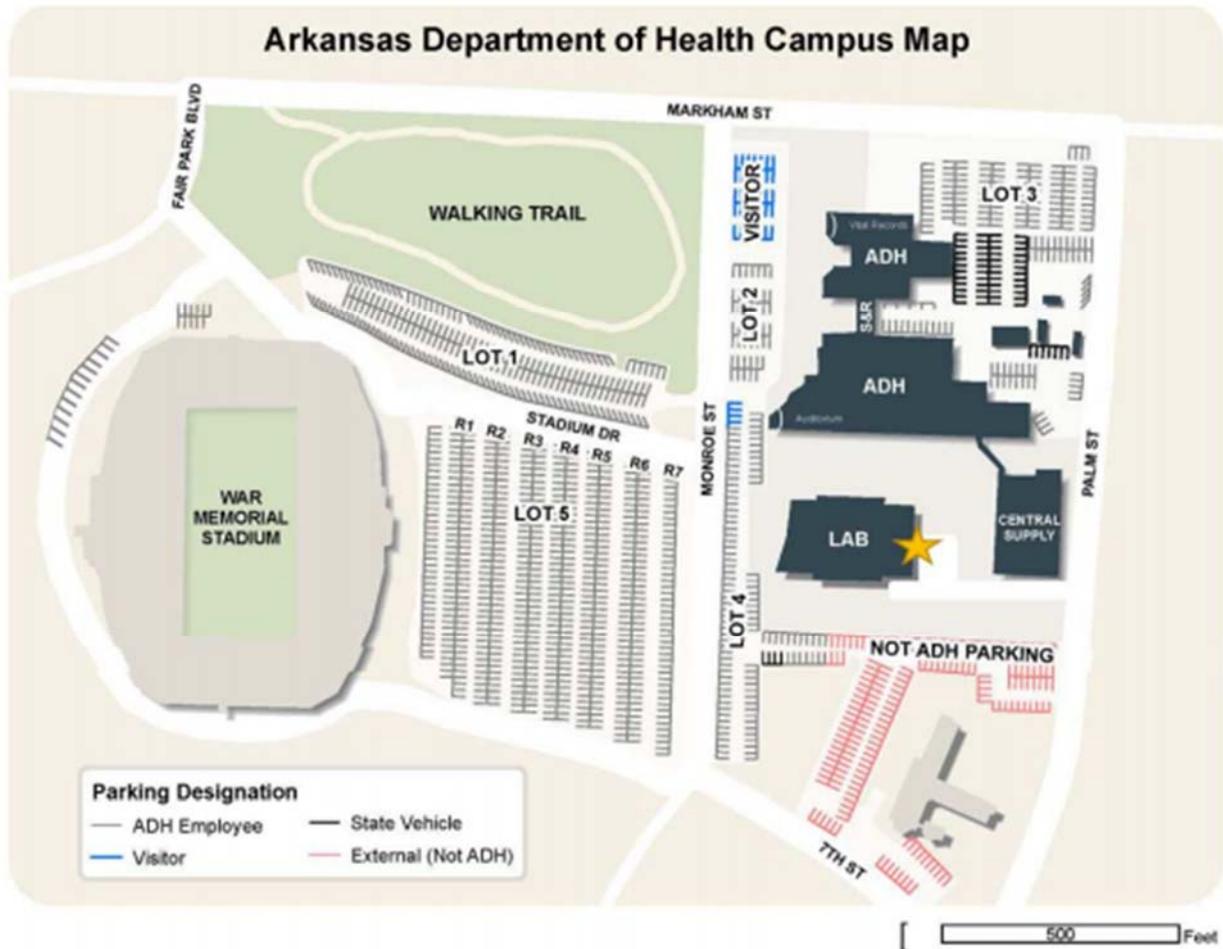
Answer: The COVID-19 specimen should be labelled with the patient's **full name** and **date of birth** and must match the Lab Portal Test Requisition. The specimen should be individually bagged in a biohazard bag with the corresponding Lab Portal Test Requisition on the outer pocket of the biohazard 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.

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

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: _____

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: _____

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.

Arkansas Department of Health
Public Health Laboratory
201 South Monroe Street, Little Rock, AR 72205



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:

Organization
(Facility) Name: _____

Facility Phone Number: _____ Contact Person's Name & Title: _____

Facility Fax Number: _____ Contact's Email: _____

User Information:

First Name	Last Name	Email

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.

_____	_____	_____	_____
IT Supervisor's Signature	Date	QA Director's Signature	Date
_____		_____	
Lab Director's Signature		Date	

Name & Title of Person Performing Deactivation: _____ Date Deactivated: _____