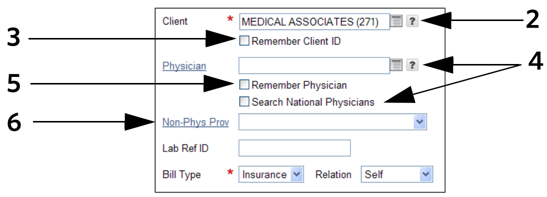
Care360®

Placing Lab Orders

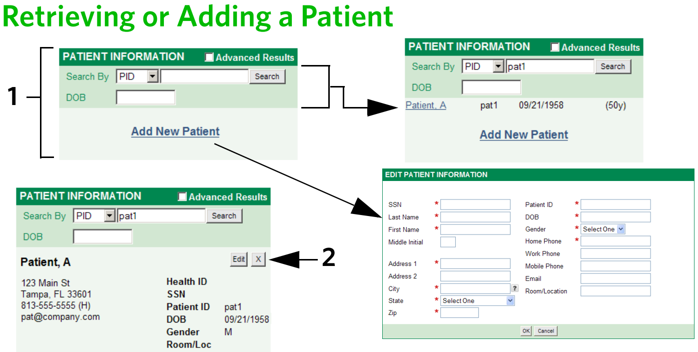
Specifying Order Details



1. Navigate to the page for placing lab orders.
2. At *Client*, start typing the client's name and click the appropriate one in the list, or click the list icon ( ) and then click the client on the *Client List* dialog box.
3. To use this client each time, select *Remember Client ID*.
4. At *Physician*, start typing the physician's last name and click the appropriate one in the list, or click the list icon ( ) and then click the physician on the *Physician List* dialog box.

   To search for a physician, select *Search National Physicians*, start typing the physician's last name (and optionally a comma and at least the first character of the first name), and then click the appropriate physician in the list.
5. To use this physician each time, select *Remember Physician*.
6. If the *Non-Phys Prov* field appears and the test was requested by a non-physician provider (NPP), click the NPP's name.

Retrieving or Adding a Patient



1. If the patient's information does not appear automatically in *Patient Information*, do one of the following:
   - **Retrieve the patient.** To do this, follow these steps:
     a. At *Search By*, click *Name*, *PID*, or *SSN*.
     b. Type a complete or partial last name, patient ID (PID), or Social Security Number (SSN).

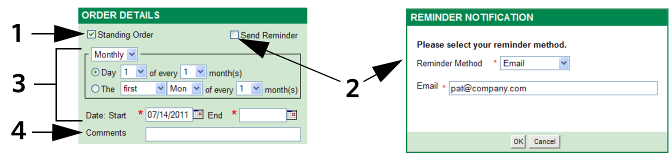
        Note: If you are using a bridge and you clicked *PID*, you must type the complete patient ID. With a bridge, you can always search by patient ID, and may be able to search by the patient's last name.
     c. To limit the scope of your search, at *DOB* type the patient's date of birth.
     d. To search for the patient across all clients that you can access, select *Advanced Results*.
     e. Click *Search*.

        If you selected *Advanced Results*, you can select *Search All Clients* to retrieve matching patients for all your clients.
     f. Click the patient in the search results.

        If you have an active bridge, click *OK* on the *Bridge Information* dialog box.
   - **Add the patient.** To do this, click *Add New Patient*, complete the required fields, and click *OK*. If the *Additional Information* area appears, complete any required fields.
2. If the displayed patient information is not correct, click *Edit*, make any needed changes, and then click *OK*. You can also click X to clear the information and start again.
3. In *Order Details*, at *Lab Ref ID*, type any identifier that you want to use for the patient, order, or encounter (up to 20 characters).

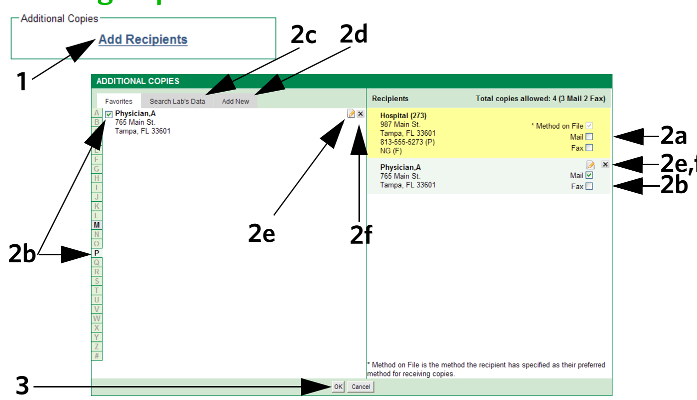
   Note: You can always add a lab reference ID for a new patient or an existing patient who does not have one, but for some clients, you cannot change an existing lab reference ID.
4. At *Bill Type*, click the party responsible for paying for the test.
5. If the *Relation* list appears, click the patient's relationship to the guarantor or insurance holder.

Placing a Standing Order



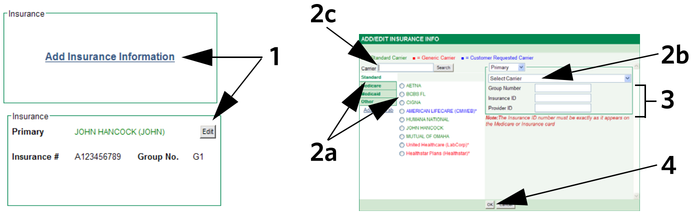
1. To place a standing order, select *Standing Order*.
2. If the lab supports this, select *Send Reminder*, click the appropriate reminder method, type the required information, and click *OK*.
3. Complete the standing order frequency options and dates.
4. At *Comments*, type any appropriate comments.

Sending Copies of Test Results



1. In *Additional Copies*, click *Add Recipients*.
2. Do one or more of the following:
   a. In *Recipients*, select *Mail* or *Fax* (if displayed) for the ordering client.
   b. On the *Favorites* tab, click the letter of the recipient's name or #, and select the appropriate check box. In *Recipients*, select the delivery method.
   c. Click the *Search Lab's Data* tab. At *Search By*, click *Client Name/Number*, *Client Phone*, or *Physician Name*. Type at least one character of the name or number, and click *Search*. (Fewer than three characters return exact matches only.) Select the appropriate check box. In *Recipients*, select the delivery method and click a physician in the *Attn* list (if displayed).
   d. Click the *Add New* tab, click the delivery method, select *Use Patient Info* or type the contact information, and then click *Add To List*.
   e. To change a non-client's contact information, click , make any changes, and then click *Save*.
   f. To remove a recipient, click opposite the name.
3. Click *OK*.

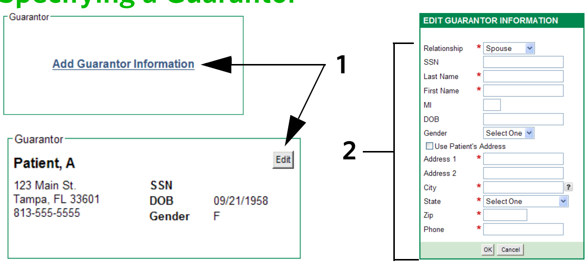
Specifying an Insurance Carrier



1. In *Insurance*, click *Add Insurance Information* or *Edit*.
2. Do one of the following:
    a. Click the appropriate tab and then click the carrier.
    b. In the carrier list, click the carrier.
    c. At *Carrier*, type at least two characters of the carrier's name, click *Search*, and then click the carrier in the list.
3. Respond to the prompts for insurance information.
4. Click *OK*.

    Note: The lab might change based on the selected carrier.

Specifying a Guarantor



1. In *Guarantor*, click *Add Guarantor Information* or *Edit*.
2. Complete the guarantor information and then click *OK*.

    To display the patient's address, and keep the order and guarantor information in sync, select *Use Patient's Address*.

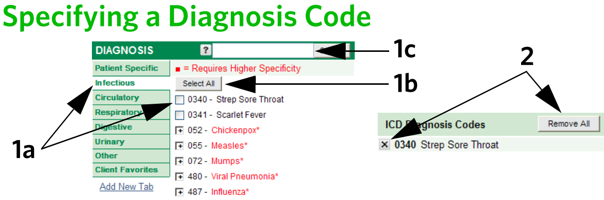
Specifying Comments

1. At *Report Comments*, type any comments that should appear on the requisition, the test results report, the Microsoft® Excel® version of the requisition log, and the hold list.
2. At *Internal Comments*, type any comments for the lab that should appear on the requisition, the Excel version of the requisition log, and the hold list.

Verifying Insurance Eligibility

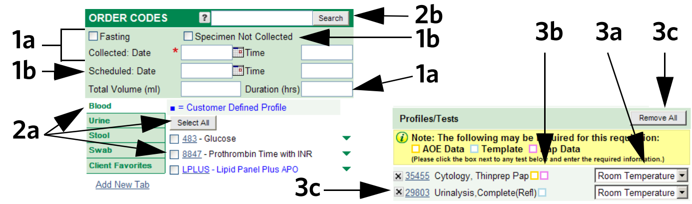
1. Click *Next*.
2. If the *Eligibility Verification* dialog box appears, do one of these:
    - Click the option button next to the appropriate information (or click *Select All*), and then click *Continue*.
    - Click *Edit* to change the carrier or make other changes.

Specifying a Diagnosis Code



1. In *Diagnosis*, do one or more of the following:
    a. Click a tab and then select a check box. Click [+] to provide greater specificity.
    b. Click a tab and then click *Select All*.
    c. Type one or more diagnosis codes or names (separated by commas, without spaces), click *Search*, and select the appropriate check box if it is not already selected.
2. To remove one or more diagnosis codes, in *ICD Diagnosis Codes*, click [x] or *Remove All*.

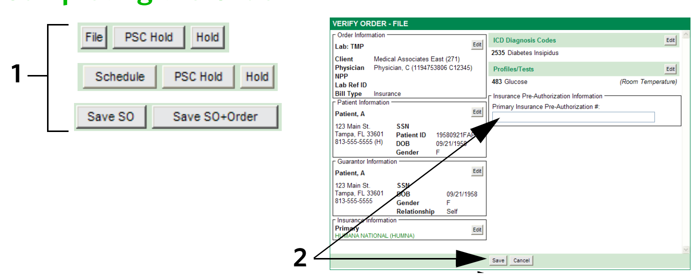
Specifying an Order Code



1. In *Order Codes*, do one of the following:
    a. If you collected a specimen, at *Collected* type the collection date and optionally the time. You can also select *Fasting*, type the number of milliliters of urine collected at *Total Volume (ml)*, and type the number of hours between the first and last urine specimen at *Duration (hrs)*, as required.
    b. To schedule the order for the future, select *Specimen Not Collected*, and at *Scheduled* type the date and optionally the time when the collection should occur.
2. Do one or more of the following to specify order codes:
    a. Click a tab and select a check box or click *Select All*.
    b. Type one or more order codes or names (separated by commas, without spaces), click *Search*, and select the appropriate check box (if it is not already selected).

    If a test should be performed by a different lab, the lab name and related data or links appear.
3. In *Profiles/Tests*, do one or more of the following:
    a. If storage temperatures appear, click the one to use.
    b. If a colored box appears, click the box, respond to the prompts, and then click *Save*.
    c. To remove one or more codes, click [x] or *Remove All*.

Completing the Order



1. Click one of the following (available options vary):
    - ***File.*** Print the requisition and send the order to the lab.
    - ***PSC Hold.*** Put the order on hold and print a letter that the patient can take to a Patient Service Center (PSC).
    - ***Hold.*** Put the order on hold so that you can complete it later.
    - ***Schedule.*** Schedule specimen collection for the future.
    - ***Save SO.*** Save the standing order.
    - ***Save SO+Order.*** Save the standing order and enter information about the first order.
2. On the *Verify Order* dialog box, type the insurance authorization number(s) for each carrier (if appropriate), and click *Save*.

    If you have multiple numbers, separate them with commas.
3. If appropriate, print the requisition and labels.

For help, contact the Help Desk at 1-800-697-9302.

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