



Viracor

**Eurofins Viracor**  
**Clinical Diagnostics**  
18000 West 99<sup>th</sup> Street  
Lenexa, KS 66219  
Phone 800.305.5198  
Fax 816.347.0143

# **Retriever User Guide v6**

## **Online Ordering and Reporting**

April 2022

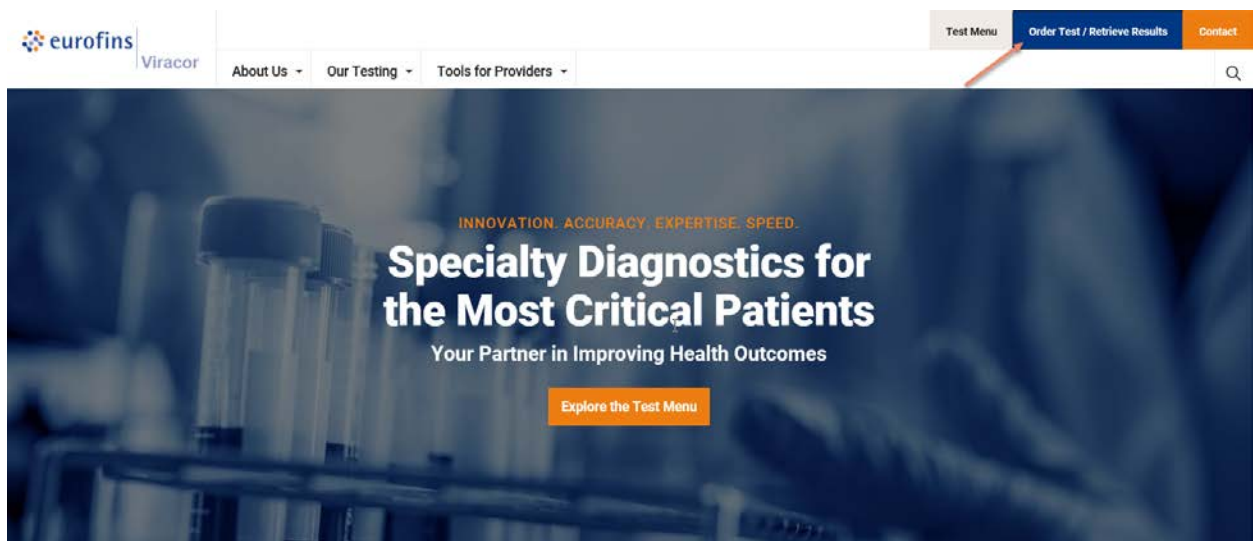
---

## Table of Contents

Retriever Sign-in .....	3
Ordering a Test .....	4
Adding a new patient .....	5
Ordering provider .....	7
Ordering tests on a new order .....	9
Creating/Printing Manifests.....	11
Cancelling/Adding-on tests to a Pending Order .....	14
Cancelling test(s) .....	14
Adding-on to an order .....	16
Retrieving Results .....	19
Retrieving New Results.....	19
Acknowledging New Results.....	20
Locating Patient Results .....	21
Checking Pending Orders .....	22
Faqs and Technical Support .....	23
FAQs.....	23
Technical Support.....	24
Retriever Minimum Requirements.....	24

## Retriever Sign-in

Go to [www.Eurofins-Viracor.com](http://www.Eurofins-Viracor.com), select “Clinical Diagnostics” then click **ORDER TEST/RETRIEVE RESULTS** to sign in



Each user will have their own username and password which cannot be shared.



Once signed on, your screen will default to the “New Order” page

## ORDERING A TEST

- Select **MANAGE ORDERS**
- Then **ORDER PATIENT SAMPLES**
- Everything in **RED** is a required field

- Always check for existing patients before creating a new patient record, this will ensure all patient history remains together
- To begin placing an order, start by entering patient's **LAST NAME**, then **FIRST NAME** in the **PATIENT** field
- If the patient is listed, click on patient name to select, verify the MRN and DOB to ensure the patient is the same

## ADDING A NEW PATIENT

- If the patient is not found, choose **NEW PATIENT** in the patient search box to create a new patient's record



- Then type the **BIRTH DATE**
- Address, Zip, City, State and Phone are needed for Covid testing but is optional for other testing

## ORDERING PROVIDER

- In the **ORDERING PROVIDER** field enter Provider's Last Name, First Name (you must type at least 3 letters for a physician to populate) When the correct provider populates left click to select

***\*\*Searching for the Ordering Provider can take up to 15 seconds, please be advised that creating duplicates will increase search times.***

- If a Provider is not in the system select **ADD EXTERNAL PROVIDER**



Viracor VRL

TESTS, ORDER

Order ID: NEW ORDER

Status: NEW ORDER

Entered by: VIRACOR EUROFINIS: DemoUser, User

Ordering Provider: [Search]

Collection Date: [Date] [Time]

Client Accession ID: [Text]

Order Date: [Date]

Ordering Location: [Text]

COVID Related: [Form]

Order Choices: [Form]

Documentation and Actions: [Form]

Ship Specimen: [Form]

Retriever Help: [Form]

Sign Out

- Enter Physician's **LAST NAME, FIRST NAME**
- Select the middle box **DELIVER TO ORDERING LOCATION INBOX**
- Select **SAVE**

Viracor VRL

TESTS, ORDER

Order ID: NEW ORDER

Status: NEW ORDER

Entered by: VIRACOR EUROFINIS: DemoUser, User

Ordering Provider: [Search]

Collection Date: [Date] [Time]

Client Accession ID: [Text]

Order Date: [Date]

Ordering Location: [Text]

COVID Related: [Form]

Order Choices: [Form]

Documentation and Actions: [Form]

Ship Specimen: [Form]

Retriever Help: [Form]

Sign Out

**\*You will automatically be returned to the Order Screen.**

- Enter the **Collection Date and Time**.
- Enter the **Client Accession ID** in the box provided, if using.
- *Covid Related Questions are **required** for Covid testing only.* Use drop downs to complete this section.





- Once you have selected all the tests needed, select **ADD SELECTED ITEMS** at the bottom

The screenshot shows the Viracor VRL 'TESTS, ORDER' interface. On the left is a sidebar with navigation links like 'Manage Orders', 'Order Patient Samples', and 'Patient Info'. The main area is divided into several sections. The 'Order Choice Search' section is active, displaying a search for '2501' with no results. Below it, the 'Selected Items' section shows two items: 'BVV gPCR (plasma) 2500' and 'EBV gPCR (plasma) 4500'. The 'Add Selected Items' button is circled in red at the bottom right of the 'Selected Items' panel.

- Once back to the ordering screen, verify all information is correct, the specimen is within stability (refer to <https://www.eurofins-viracor.com> for shipping and stability questions) then click **SAVE** at the bottom right to place the order.

The screenshot shows the Viracor VRL 'TESTS, ORDER' interface with the 'NEW ORDER' form. The form is populated with patient information, test selections, and COVID-related questions. The 'Save' button is circled in red at the bottom right.

## CREATING/PRINTING MANIFEST

- Left click **MANAGE SAMPLES > CREATE MANIFEST**

- This is defaulted to show samples “ordered” in the past “24” “hours”. This can be modified to “collected”, and allows to enter amount of time as well as either “Hours, Days or Weeks”
- Check the box next to the orders needed for the manifest or click **SELECT** to add all orders displayed. If more than one page of orders, you will need to SELECT those orders on the following pages or change the filter to show more than 10 entries.
- After all orders have been selected left click on **CREATE MANIFEST** tab on the right

- Manifest will appear, select **PRINT MANIFEST** top right

**Print Manifest**

Manifest ID: Viracor Eurofins Demo Client--0591649

From: Viracor Eurofins Demo Client To: Viracor-IBT Starlims

Date: 02/28/2022 2:49PM

Courier:

Order ID: 2205904835 Provider: Undefined..

Patient MRN:

Client Accession ID: K9876954

Eurofins Viracor Patient ID: 574794

Name: TESTS, ORDER

DOB: 01/01/1990

Sex: M

Order Comments:

SID: 2205904835

Test Code	Test Name	Container(s)	Collected	Storage Temperature
2501	BKV qPCR (plasma) 2500	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp
4501	EBV qPCR (plasma) 4500	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp

Order ID: 2205905152 Provider: Undefined..

**Print Manifest**

- If the manifest needs modifications, click **Review Manifest**, bottom right, this takes you back to the list of orders manifested allowing you to modify the manifest.

**Print Manifest**

Manifest ID: Viracor Eurofins Demo Client--0591649

From: Viracor Eurofins Demo Client To: Viracor-IBT Starlims

Date: 02/28/2022 2:49PM

Courier:

Order ID: 2205904835 Provider: Undefined..

Patient MRN:

Client Accession ID: K9876954

Eurofins Viracor Patient ID: 574794

Name: TESTS, ORDER

DOB: 01/01/1990

Sex: M

Order Comments:

SID: 2205904835

Test Code	Test Name	Container(s)	Collected	Storage Temperature
2501	BKV qPCR (plasma) 2500	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp
4501	EBV qPCR (plasma) 4500	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp

Order ID: 2205905152 Provider: Undefined..

**Review Manifest**

- After verifying the manifest is correct as it was created select **Print**, top right, and follow the above directions.
- If a New Manifest is needed, click **New Manifest**, top right, which takes you back to Create manifest page where you began, follow instructions from above.

**Viracor VRL** Create Manifest

Manifest ID: Viracor Eurofins Demo Client--0591649

Showing 1 to 4 of 4 entries

Sample Collection Location	Select	Order ID	Patient	Sample ID	Collection Date/Time	Order Date/Time	Order Choices	Post Codes	Proposed Collection Location
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205904835	TESTS, ORDER	2205904835	02/24/2022 1:14PM	02/28/2022 1:35PM	BKV qPCR (plasma), EBV qPCR (plasma)	2501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905152	TEST, ORDER	2205905152	02/28/2022 2:27PM	02/28/2022 2:27PM	CHV qPCR (plasma)	5501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905150	SAMPLE, REPORT	2205905155	02/27/2022 10:00AM	02/28/2022 2:29PM	Adenovirus qPCR (plasma), EBV qPCR (plasma)	7501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905222	TEST, ORDER	2205905222	02/28/2022 9:00AM	02/28/2022 2:40PM	CHV qPCR (urine)	5502	Viracor Eurofins Demo Client

Showing 1 to 4 of 4 entries

\* Required field

Sign Out

- After the manifest has been printed select **BACK TO CREATE MANIFEST** bottom right

**Viracor VRL** Print Manifest

Manifest ID: Viracor Eurofins Demo Client--0591649

From: Viracor Eurofins Demo Client To: Viracor-IBT Starlims

Manifest ID: Viracor Eurofins Demo Client--0591649

Date: 02/28/2022 2:49PM

Courier:

Order ID: 2205904835 Provider: Undefined..

Patient MRN:

Client Accession ID: K9876954

Eurofins Viracor Patient ID: 574794

Name: TESTS, ORDER

DOB: 01/01/1990

Sex: M

Order Comments:

SID: 2205904835

Test Code	Test Name	Container(s)	Collected	Storage Temperature
2501	BKV qPCR (plasma)	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp
4501	EBV qPCR (plasma)	(1) EDTA/ACD Tube	02/24/2022 1:14PM	Ambient Temp

Order ID: 2205905152 Provider: Undefined..

Sign Out

Review Manifest **Back to Create Manifest**



All specimen sent to Viracor must include a paper manifest



# CANCELLING /ADDING TESTS TO A PENDING ORDER

## CANCELLING A TEST

- Type patients Last name, First name in the **SEARCH** field
- Find the patient's **NAME** and left click on **ORDER HISTORY**

The screenshot shows the 'New Order' interface in the Viracor VRL system. The 'Patients' dropdown menu is open, displaying a list of patients. The 'ORDER HISTORY' option is highlighted. The form includes fields for Patient ID, Name, Address, and various demographic information. There are also sections for 'Order Choices' and 'Documentation and Actions'.

- Find the order you wish to modify and Left click **ORDER ID**
- Select **REVIEW ORDER**

The screenshot shows the 'TESTS, ORDER' interface in the Viracor VRL system. The 'Order History' table is visible, showing a list of orders. The 'REVIEW ORDER' option is highlighted for the selected order. The table includes columns for Order ID, Order Choices, Collection Date, Order Date, Client Accession, Client, Ordering Provider, and Status.

- Select the test you wish to cancel by clicking the “X” below Cancel

The screenshot shows the 'TESTS, ORDER' interface. On the left is a sidebar with navigation links. The main area contains patient details, ordering information, and a table of order choices. The table has columns for 'Order Choice', 'Diagnosis', 'Sample ID', and 'Cancel'. The 'Cancel' column contains a red circle around an 'X' button for the 'EBV qPCR (plasma) 2500' test.

- In the **CANCEL ORDER CHOICE** screen check the box(es) by the test(s) you want cancelled. If you are wanting to cancel all test, click the **Select All** box.
  - Next type your reason for cancellation in the Enter Reason\* box and click **INSERT DATE/TIME**
  - At the bottom right select **PROCEED WITH CANCELLATION** box

The screenshot shows the 'Cancel Order Choice' interface. It displays order details and a list of order choices. The 'Order Choice Clicked On' section has a green checkmark next to 'EBV qPCR (plasma) 2500'. The 'Enter Reason\*' text area contains the text 'INCORRECT TEST ORDERED 9/1/2022 11:16 AM TTD'. The 'Insert Date/Time' button is circled in red. At the bottom right, the 'Proceed With Cancellation' button is circled in red.



- Click **SAVE** when you come back to the order screen to save the cancellation

The screenshot shows the 'TESTS, ORDER' screen in the Viracor VRL system. The patient information section includes fields for Last Name, First Name, Middle Name, Client MRN, Sex, Race, Ethnicity, and Birth date. The COVID-related questions section includes fields for First Test, Employed in healthcare, Symptomatic as defined by CDC, Date of Symptom Onset, Hospitalized, Resident in congregate care, and Pregnancy Status. The order choices section shows a table with columns for Order Choice, Diagnosis, Sample ID, and Cancel. The 'Save Patient' button is located below the patient information fields.

## Adding-on to an Order

Before adding a test to an order for a specimen that has left your facility, please contact Eurofins Viracor at 800-305-5198 to confirm we can complete add-on testing.

To search by patient name:

- Type patients Last name, First name in the **SEARCH** field
- Find the patient's **NAME** and left click on **ORDER HISTORY**

The screenshot shows the 'New Order' screen in the Viracor VRL system. The 'Patients' search filter is active, and the search results show a list of patients. The 'ORDER HISTORY' button is highlighted for the selected patient. The 'Orders' search filter is also active, and the search results show a list of orders. The 'ORDER HISTORY' button is highlighted for the selected order.

- Find the order you wish to add on a test(s) and Left click **ORDER ID**
- Select **REVIEW ORDER**

The screenshot shows the 'TESTS, ORDER' section of the Viracor VRL interface. On the left is a sidebar with navigation links like 'Manage Orders', 'Manage Samples', 'View Results', 'Patient Info', 'Demographics', 'Insurance', 'Order History', 'This Location', 'My Preferences', and 'Admin Center'. The main area displays a table of orders. The first order has ID 2206002285 and is for 'inman (serum) (R)'. A dropdown menu is open for this order ID, showing various actions available for that order.

To search by Viracor Accession number:

- Type the Viracor Accession number in the **SEARCH** field
- Left click the accession number and select **REVIEW ORDER**

The screenshot shows the 'New Order' section of the Viracor VRL interface. It features a 'Patients' list and an 'Orders' list, both with search bars. The 'Orders' list shows a table with columns for Order ID, Patient, Ordered, Samples, Order Date, Status, and Proposed Collection. A dropdown menu is open for the first order ID, showing various actions. Below these lists is a 'New Patient' form with fields for patient information and a 'Save Patient' button.

- In the **ORDER CHOICE SEARCH** you can type test code, test name or specimen type



Please note: If the specimen type does not populate under the test name this could indicate a test Viracor doesn't perform. Please call Client Services at 800-305-5198 with questions.

**TESTS, ORDER**

Order ID: 2205904835

Order Choice Search

Order Choice Name: 5500

Search All Order Choices  
Search Order Choice List: My Favorites  
Search Profiles

Show 20 entries

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	CMV aPCR (CSF)	87497	CMV aPCR (CSF) 5500	CSF in Collection Tube	5503
<input type="checkbox"/>	CMV aPCR (pericardial fluid)	87497	CMV aPCR (pericardial fluid) 5500	Pericardial Fluid in Collection Tube	5512
<input type="checkbox"/>	CMV aPCR (plasma)	87497	CMV aPCR (plasma) 5500	Plasma in EDTA/ACD Tube	5501
<input type="checkbox"/>	CMV aPCR (pleural fluid)	87497	CMV aPCR (pleural fluid) 5500	Pleural Fluid in Collection Tube	5511
<input type="checkbox"/>	CMV aPCR (serum)	87497	CMV aPCR (serum) 5500	Serum in SST Tube	5510
<input type="checkbox"/>	CMV aPCR (trach. asp.)	87497	CMV aPCR (trach. asp.) 5500	Tracheal Aspirate in Collection Tube	5519
<input type="checkbox"/>	CMV aPCR (trach. wash)	87497	CMV aPCR (trach. wash) 5500	Tracheal Wash in Collection Tube	5548
<input type="checkbox"/>	CMV aPCR (urine)	87497	CMV aPCR (urine) 5500	Urine in Specimen Tube	5502

Show 20 entries

Showing 1 to 18 of 18 entries

**Selected Items**

No selected records

Add Selected Items Cancel

- After you click the box next to your test, it will appear below in **SELECTED ITEMS**. Continue adding all tests associated with the client accession ID and specimen type
- Once you have selected all of the tests needed for your add on click **ADD SELECTED ITEMS**

**TESTS, ORDER**

Order ID: 2205904835

Order Choice Search

Order Choice Name: 5500

Search All Order Choices  
Search Order Choice List: My Favorites  
Search Profiles

Show 20 entries

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	CMV PCR Qual (eye swab)	87496	CMV PCR Qual (eye swab) 5500	Corpus, Eye Swab in Collection Tube	5527
<input type="checkbox"/>	CMV PCR Qual (fecal)	87496	CMV PCR Qual (fecal) 5500	Fecal in Collection Tube	5508
<input type="checkbox"/>	CMV PCR Qual (tissue)	87496	CMV PCR Qual (tissue) 5500	Tissue in Sim screw cap	5506
<input type="checkbox"/>	CMV aPCR (amniotic fluid)	87497	CMV aPCR (amniotic fluid) 5500	Amniotic Fluid in Collection Tube	5507
<input type="checkbox"/>	CMV aPCR (aqueous fluid)	87497	CMV aPCR (aqueous fluid) 5500	Aqueous Fluid in Collection Tube	5545
<input type="checkbox"/>	CMV aPCR (BAL)	87497	CMV aPCR (BAL) 5500	Bronchial Lavage in Collection Tube	5509
<input type="checkbox"/>	CMV aPCR (bone marrow)	87497	CMV aPCR (bone marrow) 5500	Bone Marrow in Collection Tube	5504
<input type="checkbox"/>	CMV aPCR (bronch. wash)	87497	CMV aPCR (bronch. wash) 5500	Bronchial Wash in Collection Tube	5506

Show 20 entries

Showing 1 to 17 of 17 entries

**Selected Items**

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes	Count	Remove
<input checked="" type="checkbox"/>	CMV aPCR (plasma)	87497	CMV aPCR (plasma) 5500	Plasma in EDTA/ACD Tube	5501	1	<a href="#">x</a>

Add Selected Items Cancel

- Once back to the ordering screen, verify all information is correct, the specimen is within stability (using <https://www.eurofins-viracor.com> for stability) then click **SAVE** to place the order

**Viracor VRL TESTS, ORDER**

Order ID: 2205904835 Status: NO RESULTS Entered by: VIRACOR EUROFINS: DemoUser, User

Patient: TESTS, ORDER  
 Last Name: TESTS  
 First Name: ORDER  
 Middle Name:  
 Client MIB:  
 Sex: Male  
 Race: Unknown  
 Ethnicity: Unknown  
 Birth date: 01/01/1990

Ordering Provider: Undefined  
 Collection Date: 02/24/2022 01:14 PM Now Clear  
 Client Accession ID: X987654  
 Comments:  
 Order Date: 02/28/2022 01:15 PM Now  
 Ordering Location: Viracor Eurofins Demo Client

**COVID Related Questions**  
 First Test:  
 Employed in healthcare:  
 Symptomatic as defined by CDC: Date of Symptom Onset: / / Now Clear  
 Hospitalized:  
 Resident in congregate care:  
 Pregnancy Status:

**Order Choices**

Order Choice	Diagnosis	Sample ID	Cancel
EBV qPCR (plasma) 2508	None selected	2205904835	<input checked="" type="checkbox"/>
CMV qPCR (plasma) 5008	None selected	T B D	<input type="checkbox"/>
EBV qPCR (plasma) 4508	None selected	2205904835	<input type="checkbox"/>

**Documentation and Actions**  
 Ship Specimen [Help](#)  
 Retriever [Help](#)  
 Add Print Labels Requisition(s) Collect Samples  
 Clinical Info Lab Report

Sign Out New Order Discard Changes **Save** Back to Order History

## RETRIEVING RESULTS

### RETRIEVING NEW RESULTS

- Select **VIEW RESULTS > LOCATION INBOX**
  - Critical and Abnormal results are listed first
- Left click the **ORDER ID** for the report you wish to view
  - Select **LAB REPORT > VIEW**

**Viracor VRL Location Inbox**

Location Recipient: Viracor Eurofins Demo Client

Result Reports: Other Reports

Reports for Viracor Eurofins Demo Client [Lab Report](#)

Acknowledge Selected Print Selected Acknowledge & Print Selected Delete Selected Reprint Past Print Jobs Refresh

Show 20 entries

Severity	Priority	Order ID	Patient	Order Choices	Results Received	Order Date	Ordering Provider	Recipient	Status	Selected	ACK
Abnormal	-	1505032185	TEST, ORDER	EBV qPCR (plasma), Parvovirus B19 qPCR (plasma), CMV qPCR (plasma)	09/10/2019 1:05PM	09/10/2019 2:35PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	1505032059	TEST, ORDER	Adenovirus qPCR (BAL), CMV qPCR (BAL), EBV qPCR (BAL)	09/10/2019 1:05PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	1505032722	Review Order	Tell (serum)	09/10/2019 12:54PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	17090800548	Samples	T Cell Immunity Panel	09/08/2017 5:33AM	09/08/2017 5:23AM	TEST, PHYSICIAN	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	

Show 20 entries Showing 1 to 4 of 4 entries

Sign Out

- Your results will appear in a PDF
- From here you can fax, print and or email results by clicking DELIVER and/or SHARE

**LABORATORY REPORT**

Patient Name: TEST, ORDER      Client MRN: 1234566743      Client: Viracor Eurofins Demo Client  
 Sex: M      DOB: 08/12/1945      Age: 76y  
 Eurofins Viracor Patient ID: 8307675  
 Physician: Unknown, Dr.  
 Received: 06/08/2020 06:18  
 Report Delivered: 03/02/2022 07:53

Comments: SARS-CoV-2 RT-PCR Respiratory Specimen Type : BAL

**RESULTS**

Coronavirus SARS-CoV-2 RT-PCR (respiratory)      Client Accession ID:

Buttons: Deliver, Share

## ACKNOWLEDGING NEW RESULTS

- To acknowledge results, check the box of the results you have viewed and select **ACKNOWLEDGE SELECTED** to remove lab report from the inbox
- Once the report is acknowledged and removed, it is still available but has to be accessed through patient history via the **SEARCH** box

**Location Inbox**

Location Recipient: Viracor Eurofins Demo Client

Result Reports      Other Reports

Reports for Viracor Eurofins Demo Client (show filter)

Buttons: Acknowledge Selected, Print Selected, Acknowledge & Print Selected, Delete Selected, Reprint Past Print Jobs, Refresh

Total rows selected: 1

Severity	Priority	Order ID	Patient	Order Choices	Results Received	Order Date	Ordering Provider	Recipient	Status	Ack'd
Abnormal	-	1909032345	TEST, ORDER	EBV qPCR (plasma), Parvovirus B19 qPCR (plasma), CMV qPCR (plasma)	09/10/2019 1:05PM	09/03/2019 2:36PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input checked="" type="checkbox"/>
-	-	1909102722	TEST, ORDER	Fungitell (serum)	09/10/2019 12:54PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>
-	-	1909043959	TEST, ORDER	Adenovirus qPCR (BAL), CMV qPCR (BAL), EBV qPCR (BAL)	09/10/2019 1:05PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>
-	-	1709080534	CMV T-CELL, TEST	CMV T Cell Immunity Panel	09/08/2017 5:33AM	09/08/2017 5:23AM	TEST, PHYSICIAN	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>

Showing 1 to 4 of 4 entries

## LOCATING PATIENT RESULTS

- Type patients **Last name, First name** in the SEARCH field
- Left click patients **NAME** and choose **ORDER HISTORY**

The screenshot shows the 'New Order' interface in the Viracor VRL system. On the left is a sidebar with navigation links: Manage Orders, Order Patient Samples, Order Choice Catalog, Pending Orders, Batch Orders, View Results, Patient Info, This Location, My Preferences, and Admin Center. The main area is titled 'New Order' and contains a 'Please Select a Patient' section with a search bar and a list of patients. A red arrow points to the 'ORDER HISTORY' link in the patient list. To the right, there is an 'Orders' section with a search bar and a list of orders. The bottom of the screen shows a 'Documentation and Actions' section with links for Ship Specimen, Retriever, and various forms.

- Find the order needed and left click the **ORDER ID**, select **LAB REPORT**
- Click **VIEW**

The screenshot shows the 'TEST, ORDER' interface in the Viracor VRL system. The 'Order History' tab is active, displaying a table of orders. A red arrow points to the 'LAB REPORT' link in the order list. The table includes columns for Order ID, Order Choices, Collection Date, Order Date, Client Accession, Client, Ordering Provider, and Status. The bottom of the screen shows a 'Documentation and Actions' section with links for Ship Specimen, Retriever, and various forms.



- The lab report will display in PDF

Lab Report

1909102283

Viewing Entry 3 out of 3

< Previous Entry Next Entry >

Options

Deliver

Refresh

Acknowledge

Share

Comment

Fill & Sign

Create, edit, and e-sign PDF forms & agreements

Free 7-Day Trial

Close Window

**eurofins** | **Viracor**

**LABORATORY REPORT**

**Patient Name:** TEST, ORDER  
**Sex:** M **DOB:** 08/12/1945 **Age:** 76y  
**Eurofins Viracor Patient ID:** 8307675  
**Physician:** Undefined..  
**Received:** 09/19/2019 11:13  
**Report Delivered:** 03/03/2022 13:03

**Client MRN:** 1234566743  
**Client:** Viracor Eurofins Demo Client

**RESULTS**

**CMV qPCR (plasma) 5500**  
Eurofins Viracor Accession ID: 1909102283  
Performed at: Eurofins Viracor - 1001 NW Technology Dr., Lee's Summit, MO | CLIA# 26D-0983643

Client Accession ID: T74147145  
Collected: 09/16/2019 09:54  
Final - Approved 09/20/2019 06:48

## CHECKING PENDING ORDERS

- Left click **MANAGE ORDERS > PENDING ORDERS** to view your pending orders list. You can review orders from this page or print the page.

Viracor VRL

Pending Orders

Showing 1 to 20 of 21 entries

Order ID	Patient	Accession No.	Ordering Location	Collection Date	Order Date	Ordering Provider	Client Accession	Not Collected	Test Accession	No Results	Sendouts (no ref)
1909102483	TEST, ORDER		Viracor Eurofins Demo Client	08/30/2019 11:16AM	08/30/2019 10:47AM	Undefined..	Client Accession ID: 7361999			CMV qPCR (plasma) EBV qPCR (plasma)	
1909102491	TEST, ORDER		Viracor Eurofins Demo Client	08/27/2019 11:21AM	08/30/2019 11:21AM	Undefined..	Client Accession ID: 32990099			CMV qPCR (plasma) EBV qPCR (plasma)	
1909101995	TEST, ORDER		Viracor Eurofins Demo Client	09/01/2019 12:14PM	09/03/2019 9:55AM	Undefined..	Client Accession ID: 799900000			CMV qPCR (plasma) EBV qPCR (plasma)	
1909103345	TEST, ORDER		Viracor Eurofins Demo Client	09/02/2019 3:04PM	09/03/2019 2:36PM	TEST, DOCTOR	Client Accession ID: 71211234			CMV qPCR (plasma) Parvovirus B19 qPCR (plasma)	
1909103009	TEST, DOCTOR		Viracor Eurofins Demo Client	09/04/2019 11:09AM	09/04/2019 11:10AM	Last, Test	Client Accession ID: 7123456			Hepatitis B surface factor (HBsAg) (plasma)	
1909103008	TEST, DOCTOR		Viracor Eurofins Demo Client	09/04/2019 11:09AM	09/04/2019 11:10AM	Last, Test	Client Accession ID: 7123456			CMV IgG (plasma)	
1909104392	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:35PM	09/04/2019 2:36PM	Undefined..	Client Accession ID: 78574137			Chlamydia American IgG*, Chlamydia IgG, Dys Dysdys IgG, Eos Virus IgG	
1909104399	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:37PM	09/04/2019 2:38PM	TEST, DOCTOR	Client Accession ID: 98525141			Adenovirus qPCR (BAL), CMV qPCR (BAL), EBV qPCR (BAL)	
1909104398	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:37PM	09/04/2019 2:38PM	TEST, DOCTOR	Client Accession ID: 98525141			Adenovirus PCR Panel (BAL)	
1909104261	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:39PM	09/05/2019 1:39PM	Undefined..	Client Accession ID: 7871110			Parvovirus (serum)	
1909104261	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:39PM	09/05/2019 1:39PM	Undefined..	Client Accession ID: 7871110			Adenovirus Galactomannan (serum)	
1909104268	TEST, ORDER P		Viracor Eurofins Demo Client	09/05/2019 1:40PM	09/05/2019 1:40PM	Undefined..	Client Accession ID: 9031321			Parvovirus (serum)	
1909104267	TEST, ORDER P		Viracor Eurofins Demo Client	09/05/2019 1:40PM	09/05/2019 1:40PM	Undefined..	Client Accession ID: 9024324			Adenovirus Galactomannan (serum)	
1909104270	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:41PM	09/05/2019 1:42PM	Undefined..	Client Accession ID: 7852584			Adenovirus qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	
1909104273	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:41PM	09/05/2019 1:42PM	Undefined..	Client Accession ID: 7852584			Adenovirus PCR Panel (BAL)	
1909104272	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:42PM	09/05/2019 1:42PM	Undefined..	Client Accession ID: 7851513			CMV PCR (serum), HSV 1 & 2 PCR (serum), VZV PCR (serum)	
1909104361	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 1:01PM	09/05/2019 2:19PM	Undefined..	Client Accession ID: 7345678			CMV qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	
1909104366	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 2:09PM	09/05/2019 2:50PM	Undefined..	Client Accession ID: 77990967			Adenovirus qPCR (BAL)	
1909104365	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 2:09PM	09/05/2019 2:50PM	Undefined..	Client Accession ID: 77990967			Adenovirus Galactomannan (BAL)	
1909104369	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 9:00AM	09/05/2019 3:07PM	Undefined..	Client Accession ID: 743212			Adenovirus qPCR (BAL), CMV qPCR (BAL)	

Showing 1 to 20 of 21 entries



## **FAQs and TECHNICAL SUPPORT**

### **FAQs**

1. Will Retriever integrate with our hospital system?

*Retriever has the capability to integrate with other information systems; however, this is a custom service. If your institution is interested in this service, please contact your Account Executive.*

3. What about Retriever's security?

*Retriever operates on a web site secured by the highest 128 bit encryption. To maintain internal security, only those staff members you have selected will have access to your patient's information.*

4. Do I still need to send a manifest form with the specimen?

*Yes, you will generate a manifest from Retriever for orders you've placed. This manifest will accompany the specimen when shipping to Eurofins Viracor.*

5. Can I still receive faxed results?

*Yes, Retriever will not affect how you currently receive your results. It simply provides another option to obtain results at your convenience.*

6. How many of my staff members can have access to Retriever?

*There is no limit to how many staff members have access. Each user must have their own username and password, this are not allowed to be shared.*

7. Is Retriever easy to use?

*Retriever is very user-friendly. Additionally, Eurofins Viracor will train your staff on how to access and utilize Retriever and we will also be available to answer questions that might arise.*

8. Will all staff members with access to Retriever have the ability to order tests?

*Eurofins Viracor will customize the system to meet your needs, consistent with legal requirements. You can choose if the users order and result or just view results.*

## TECHNICAL SUPPORT

For technical support issues, please call 1-800-305-5198. Technical Support is available from 8:00 a.m. to 5:00 p.m. CST, Monday - Friday.

## RETRIEVER MINIMUM REQUIREMENTS

### Workstation

Processor: 1 GHz 32-bit (x86) or 64-bit (x64)

Operating System: Windows® XP, Windows® Vista, Windows® 7 (32 & 64 BIT)

Memory: 1024MB (1GB) – Windows® XP  
2024MB (2GB) – Windows® 7

Software: Internet Explorer®

- v7 or newer \*\*
- v11 or newer is not validated

Firefox

- v2 or newer, not validated

Chrome

- v20 or newer, not validated

Adobe® Reader

- v7 or newer

### Network

DSL or Cabled Service: 1.0 Mbps or greater

\*\* IE6 is not supported for the following reasons:

**IE6 is less secure.** Multiple security vulnerabilities in IE6 have been exploited over the years. The most recent attacks against Google, Yahoo, and other companies specifically targeted vulnerabilities easily accessible in IE6 but much more difficult to exploit in IE7 and IE8—leading the Microsoft Security Response Center to recommend that users of IE6 upgrade to a newer version of Internet Explorer.

**IE6 is slow.** Of all of our supported browsers, IE6 provides the slowest and least rewarding user experience for our customers.

***IE6 is a “last generation” browser. IE6 was first released in August 2001. As an obsolete, non-standard platform, IE6 is a difficult browser on which to develop and support the rich internet applications our customers have come to expect.***

MM 0250 REV5 0322