



Viracor

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# **Retriever User Guide v8**

## **Online Ordering and Reporting**

AUGUST 2026

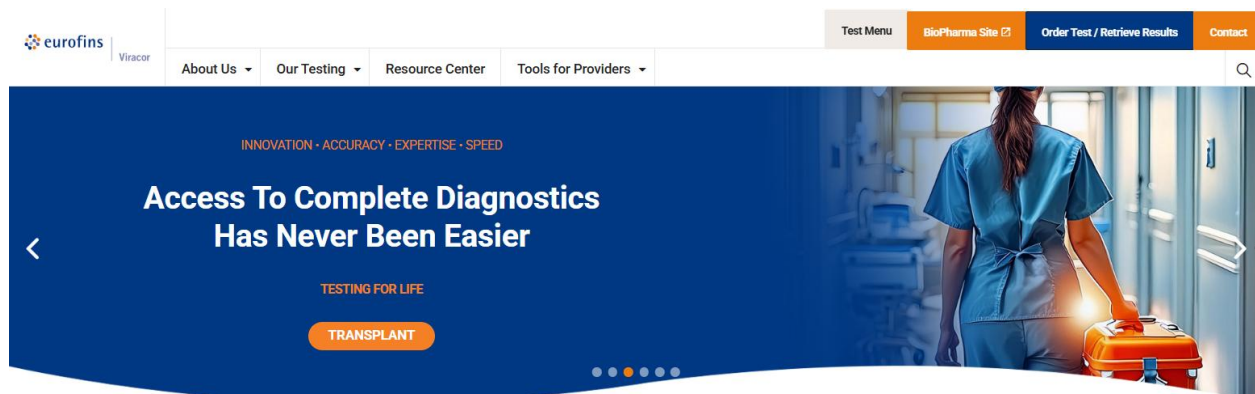
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## Table of Contents

|                                                     |    |
|-----------------------------------------------------|----|
| Retriever Sign-in .....                             | 3  |
| Ordering a Test .....                               | 4  |
| Adding a new patient .....                          | 5  |
| Ordering provider .....                             | 6  |
| Ordering tests on a new order .....                 | 8  |
| Creating/Printing Manifests.....                    | 10 |
| Cancelling/Adding-on tests to a Pending Order ..... | 12 |
| Cancelling test(s) .....                            | 12 |
| Adding-on to an order .....                         | 15 |
| Retrieving Results .....                            | 18 |
| Retrieving New Results.....                         | 18 |
| Acknowledging New Results.....                      | 19 |
| Locating Patient Results .....                      | 19 |
| Checking Pending Orders .....                       | 20 |
| Faqs and Technical Support .....                    | 21 |
| FAQs.....                                           | 21 |
| Technical Support.....                              | 21 |
| Retriever Minimum Requirements.....                 | 22 |

## Retriever Sign-in

Go to [Eurofins Viracor \(eurofins-viracor.com\)](https://eurofins-viracor.com) click **ORDER TEST/RETRIEVE RESULTS** to sign in.



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

User Name

Password



Viracor



Transplant Genomics



VRL



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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

The screenshot shows the 'New Order' page in the Viracor VRL system. The 'PATIENT' field is set to 'TEST\_ORDER'. Below it, a table lists several patients. The first patient, 'TEST\_ORDER' with Patient ID 12492, is highlighted. A red arrow points to this entry. The table columns include Name, Patient ID, SGN, MRN, DOB, Sex, Address, PCP, Orderable, and Practice. The 'TEST\_ORDER' patient has MRN 123456743 and DOB 08/12/1945.

## 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

The screenshot shows the 'New Order' page with the 'PATIENT' field empty. Below the search bar, a message states 'No matching records found'. A red circle highlights the 'New Patient' button. The 'Order Choices' section is visible, showing a table with columns for Order Choice, Diagnosis, Sample ID, and Cancel. The 'Documentation and Actions' section at the bottom includes links for Ship Specimen, Retriever Help, and various buttons like Print Labels, Requisition(s), and Collect Samples.

- The **LAST NAME**, **FIRST NAME** will populate into the correct fields once you select New Patient.
- Next you will type the **CLIENT MRN**
- Select **PATIENT SEX** using the drop down, if the patient sex is not known select Unknown

- Select Race using the drop down

The screenshot shows the 'TESTS, ORDER' form in the Viracor VRL system. The 'Race' dropdown menu is open, displaying a list of options: Black, White, Unknown, Native American or Other Pacific Islander, Multiracial, and Asian. The 'Order ID' is 'NEW ORDER' and the 'Status' is 'NEW ORDER'. The 'Ordering Provider' is 'VIRACOR EUROFINS; DemoUser, User'. The 'Collection Date' is '02/23/2022 02:37 PM'. The 'Order Date' is '02/23/2022 02:37 PM'. The 'Ordering Location' is 'Viracor Eurofins Demo Client'. The 'COVID Related Questions' section includes fields for 'First Test', 'Employed in healthcare', 'Symptomatic as defined by CDC', 'Date of Symptom Onset', 'Hospitalized', 'ICU', 'Resident in congregate care', and 'Pregnancy Status'. The 'Order Choices' section shows 'No diagnosis codes selected'. The 'Documentation and Actions' section includes links for 'Ship Specimen', 'Retriever Help', 'ADN', 'Print Labels', 'Requisition(s)', and 'Collect Samples'.

- Select Ethnicity using the drop down

The screenshot shows the 'TESTS, ORDER' form in the Viracor VRL system. The 'Ethnicity' dropdown menu is open, displaying a list of options: Non-Hispanic, Hispanic, and Unknown. The 'Order ID' is 'NEW ORDER' and the 'Status' is 'NEW ORDER'. The 'Ordering Provider' is 'VIRACOR EUROFINS; DemoUser, User'. The 'Collection Date' is '02/23/2022 02:37 PM'. The 'Order Date' is '02/23/2022 02:37 PM'. The 'Ordering Location' is 'Viracor Eurofins Demo Client'. The 'COVID Related Questions' section includes fields for 'First Test', 'Employed in healthcare', 'Symptomatic as defined by CDC', 'Date of Symptom Onset', 'Hospitalized', 'ICU', 'Resident in congregate care', and 'Pregnancy Status'. The 'Order Choices' section shows 'No diagnosis codes selected'. The 'Documentation and Actions' section includes links for 'Ship Specimen', 'Retriever Help', 'ADN', 'Print Labels', 'Requisition(s)', and 'Collect Samples'.

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

**TESTS, ORDER**

Status: **NEW ORDER**

Entered by: VIRACOR EUROFINS: DemoUser, User

Order ID: NEW ORDER

Patient: New Patient

Last Name: TESTS

First Name: ORDER

Middle Name:

Client MRN: 123456

Sex: Male

Race: Unknown

Ethnicity: Unknown

Birth date: 01 / 01 / 1990

COVID Related Questions

First Test:

Employed in healthcare:

Symptomatic as defined by CDC:

Hospitalized:

Resident in congregate care:

Pregnancy Status:

Order Choices

No diagnosis codes selected

Order Choice Search: Diagonoses

Order Choice: Diagonoses Sample ID Cancel

Please select a patient.

Documentation and Actions

Ship Specimen [Exit](#)

Retriever Help [Help](#)

ABN Print Labels Requisition(s) Collect Samples

Sign Out

## 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**

**TESTS, ORDER**

Status: **NEW ORDER**

Entered by: VIRACOR EUROFINS: DemoUser, User

Order ID: NEW ORDER

Patient: New Patient

Last Name: TESTS

First Name: ORDER

Middle Name:

Client MRN: 123456

Sex: Male

Race: Unknown

Ethnicity: Unknown

Birth date: 01 / 01 / 1990

Ordering Provider: TESTS, ORDER

Collection Date: 02 / 22 / 2022 02:37 PM

Client Accession ID:

Comments:

Order Date: 02 / 22 / 2022 02:37 PM

Ordering Location: Viracor Eurofins Demo Client

COVID Related

First Test:

Employed in healthcare:

Symptomatic as defined by CDC:

Hospitalized:

Resident in congregate care:

Pregnancy Status:

Order Choices

No diagnosis codes selected

Order Choice Search: Diagonoses

Order Choice: Diagonoses Sample ID Cancel

Please select a patient.

Documentation and Actions

Ship Specimen [Exit](#)

Retriever Help [Help](#)

ABN Print Labels Requisition(s) Collect Samples

Sign Out

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

The screenshot shows the 'TESTS, ORDER' interface with a sidebar on the left containing links like 'Manage Orders', 'Order Patient Samples', and 'View Results'. The main area displays a 'NEW ORDER' form. A modal window titled 'Add External Provider' is open, containing fields for 'Last Name', 'First Name', 'Middle Name', 'Degree', 'NPI', 'CLIA ID', 'Time Zone', 'Phone Number', 'Email Address', and 'Address'. Below these fields are checkboxes for 'Use the template User's Result Delivery Rules' and 'Choose at least one result delivery method:'. The 'Deliver to Ordering Location Inbox' checkbox is selected and highlighted with a red arrow. The 'Save' button at the bottom right of the modal is also highlighted with a red circle and arrow.

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

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

This screenshot shows the same 'TESTS, ORDER' interface, but with the 'COVID Related Questions' section expanded. This section includes fields for 'First Test', 'Employed in healthcare', 'Symptomatic as defined by CDC', 'Date of Symptom Onset', 'Hospitalized', 'Resident in congregate care', 'ICU', and 'Pregnancy Status'. A red speech bubble with the text 'Information required for Covid Testing' points to this section. The 'Collection Date' is set to 02/24/2022 and 'Collection Time' to 01:14 PM. The 'Client Accession ID' is entered as K987654. The 'Order Date' is 02/24/2022 at 01:35 PM. The 'Ordering Location' is 'Viracor Eurofins Demo Client'.

## ORDERING TESTS ON A NEW ORDER



- In the **ORDER CHOICE SEARCH** you can type test code, test name or specimen type in the Order choice Name box.

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.

- After you click the box next to a test, it will appear below in **SELECTED ITEMS**. Continue adding all tests associated with the client accession ID and specimen type

The screenshot shows the Viracor VRL 'TESTS, ORDER' interface. On the left is a sidebar with navigation links like 'Manage Orders', 'Order Patient Samples', 'Order Choice Catalog', 'Pending Orders', 'Batch Orders', 'Manage Samples', 'View Results', 'Patient Info', 'This Location', 'My Preferences', and 'Admin Center'. The main area is titled 'TESTS, ORDER' and includes a search bar and a 'Recent' button. Below the search bar is the 'Order Choice Search' section, which has a text input field containing 'EBV'. To the right of this input are radio buttons for 'Search All Order Choices', 'Search Order Choice List: My Frequent', and 'Search Profiles'. Below the search input is a table with 13 entries, each with a checkbox, an abbreviation, a CPT code, a name, a collection information, and a host code. The table is titled 'Showing 1 to 13 of 13 entries'. Below the table is a 'Selected Items' section, which contains a table with 5 items. The first item is 'EBV gPCR (plasma)' with a checked checkbox, a CPT code of 87799, a name of 'EBV gPCR (plasma) 2500', a collection information of 'Plasma in EDTA/ACD Tube', a host code of 2501, and a count of 1. A red arrow points to the 'Add Selected Items' button at the bottom right of the 'Selected Items' table.

| Select                   | Abbreviation           | CPT Codes | Name                        | Collection Information              | Host Codes |
|--------------------------|------------------------|-----------|-----------------------------|-------------------------------------|------------|
| <input type="checkbox"/> | EBV PCR Qual (tissue)  | 87798     | EBV PCR Qual (tissue) 4500  | Tissue in 5m screw cap              | 4506       |
| <input type="checkbox"/> | EBV PCR Qual (fecal)   | 87798     | EBV PCR Qual (fecal) 4500   | Fecal in Collection Tube            | 4508       |
| <input type="checkbox"/> | EBV gPCR (BAL)         | 87799     | EBV gPCR (BAL) 4500         | Bronchial Lavage in Collection Tube | 4509       |
| <input type="checkbox"/> | EBV gPCR (bone marrow) | 87799     | EBV gPCR (bone marrow) 4500 | Bone Marrow in Collection Tube      | 4504       |
| <input type="checkbox"/> | EBV gPCR (bronch wash) | 87799     | EBV gPCR (bronch wash) 4500 | Bronchial Wash in Collection Tube   | 4526       |
| <input type="checkbox"/> | EBV gPCR (CSF)         | 87799     | EBV gPCR (CSF) 4500         | CSF in Collection Tube              | 4503       |
| <input type="checkbox"/> | EBV gPCR (plasma)      | 87799     | EBV gPCR (plasma) 4500      | Plasma in EDTA/ACD Tube             | 4501       |

| Select                              | Abbreviation      | CPT Codes | Name                   | Collection Information  | Host Codes | Count | Remove |
|-------------------------------------|-------------------|-----------|------------------------|-------------------------|------------|-------|--------|
| <input checked="" type="checkbox"/> | EBV gPCR (plasma) | 87799     | EBV gPCR (plasma) 2500 | Plasma in EDTA/ACD Tube | 2501       | 1     | X      |

- Once you have selected all of the tests needed select **ADD SELECTED ITEMS**

**TEST, ORDER**  
 20y F  
 PID: 8304595 Client MRN: 1234567 Status: **NEW ORDER**

Order ID: NEW ORDER

Patient: TEST ORDER  
 Last Name: TEST  
 First Name: ORDER  
 Middle Name:  
 Client MRN: 1234567  
 Sex: Female  
 Birth date: 01 / 08 / 1999

Order Choices

Abbreviation list: Add  
 Order Choice Search: Diagonos

To select an order choice, type in the text box or select an order choice from the list.

Documentation and Actions

Ship Specimen [Help](#)  
 Retriever Help [Help](#)

ABN Print Labels Requisition(s) Collect Samples  
 Clinical Info Cancel Order Lab Report

**Order Choice Search**

Order Choice Name: EBV

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

Show 20 entries Showing 1 to 12 of 12 entries

| Select                   | Abbreviation           | OPT Codes | Name                        | Collection Information              | Host Codes |
|--------------------------|------------------------|-----------|-----------------------------|-------------------------------------|------------|
| <input type="checkbox"/> | EBV PCR Qual (fecal)   | 87799     | EBV PCR Qual (fecal) 4500   | Fecal in Sim screw cap              | 4506       |
| <input type="checkbox"/> | EBV PCR Qual (fecal)   | 87799     | EBV PCR Qual (fecal) 4500   | Fecal in Collection Tube            | 4508       |
| <input type="checkbox"/> | EBV qPCR (BAL)         | 87799     | EBV qPCR (BAL) 4500         | Bronchial Lavage in Collection Tube | 4509       |
| <input type="checkbox"/> | EBV qPCR (bone marrow) | 87799     | EBV qPCR (bone marrow) 4500 | Bone Marrow in Collection Tube      | 4504       |
| <input type="checkbox"/> | EBV qPCR (bronch wash) | 87799     | EBV qPCR (bronch wash) 4500 | Bronchial Wash in Collection Tube   | 4526       |
| <input type="checkbox"/> | EBV qPCR (CSF)         | 87799     | EBV qPCR (CSF) 4500         | CSF in Collection Tube              | 4503       |
| <input type="checkbox"/> | EBV qPCR (serum)       | 87799     | EBV qPCR (serum) 4500       | Serum in SST Tube                   | 4510       |

Show 20 entries Showing 1 to 12 of 12 entries

**Selected Items**

| Select                              | Abbreviation      | OPT Codes | Name                   | Collection Information  | Host Codes | Count | Remove |
|-------------------------------------|-------------------|-----------|------------------------|-------------------------|------------|-------|--------|
| <input checked="" type="checkbox"/> | EBV qPCR (plasma) | 87799     | EBV qPCR (plasma) 2500 | Plasma in EDTA/ACD Tube | 2501       | 1     | X      |
| <input checked="" type="checkbox"/> | EBV qPCR (plasma) | 87799     | EBV qPCR (plasma) 4500 | Plasma in EDTA/ACD Tube | 4501       | 1     | X      |

Add Selected Items Advanced Search Cancel

- Once back to the ordering screen, verify all information is correct, the specimen is within stability (refer to [Eurofins Viracor \(eurofins-viracor.com\)](https://eurofins-viracor.com) for shipping and stability questions) then click **SAVE** to place the order

**TEST, ORDER**  
 20y F  
 PID: 8304595 Client MRN: 1234567 Status: **NEW ORDER**

Order ID: NEW ORDER

Patient: TEST ORDER  
 Last Name: TEST  
 First Name: ORDER  
 Middle Name:  
 Client MRN: 1234567  
 Sex: Female  
 Birth date: 01 / 08 / 1999

Order Choices

Abbreviation list: Add  
 Order Choice Search: Diagonos

No diagnosis codes selected

| Order Choice           | Diagonos      | Sample ID | Cancel |
|------------------------|---------------|-----------|--------|
| EBV qPCR (plasma) 2500 | None selected | T.B.D.    | X      |
| EBV qPCR (plasma) 4500 | None selected | T.B.D.    | X      |

Documentation and Actions

Ship Specimen [Help](#)  
 Retriever Help [Help](#)

ABN Print Labels Requisition(s) Collect Samples  
 Clinical Info Cancel Order Lab Report

## CREATING/PRINTING MANIFEST

- Left click MANAGE SAMPLES > CREATE MANIFEST**
  - This is defaulted to show the last 24 hours, which can be modified
- 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

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



All specimens sent to Viracor must include a paper manifest.



## CANCELLING /ADDING TESTS TO A PENDING ORDER

### CANCELLING A TEST

- Enter patients Last name, First name in the **SEARCH** field and hit enter or click SEARCH

Viracor VRL Find Patient or Order

TEST, ORDER Search Recent

Patients Orders Collect Samples (show Advanced Search filter)

| Name        | Patient ID | SSN | DOB        | Sex | Address | PCP | Orderable | Practice                     |
|-------------|------------|-----|------------|-----|---------|-----|-----------|------------------------------|
| TEST, ORDER | 8304595    |     | 01/05/1999 | F   |         | Yes |           | Viracor Eurofins Demo Client |

Viracor Eurofins: DemoUser, User2  
Viracor Eurofins Demo Client

Sign Out New Patient Cancel

- Find the patient's **NAME** and left click on **ORDER HISTORY**

Viracor VRL Find Patient or Order

TEST, ORDER Search Recent

Patients Orders Collect Samples (show Advanced Search filter)

| Name        | Patient ID | SSN | DOB        | Sex | Address | PCP | Orderable | Practice                     |
|-------------|------------|-----|------------|-----|---------|-----|-----------|------------------------------|
| TEST, ORDER |            |     | 01/05/1999 | F   |         | Yes |           | Viracor Eurofins Demo Client |

- Demographics
- Insurance
- Order History
- New Order
- Collect Samples
- Blank Patient Registration
- Change Log
- Linked Documents

Viracor Eurofins: DemoUser, User2  
Viracor Eurofins Demo Client

Sign Out New Patient Cancel

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

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

- In the **CANCEL ORDER CHOICE** screen check the box(es) by the test(s) you want cancelled. If you want to cancel all tests, 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

**Viracor VRL** **Cancel Order Choice**

Order ID: 1908302483  
 Patient Name: TEST, ORDER  
 Patient ID: 8304595  
 Sample ID(s): 1908302483  
 Cancelled By: Viracor Eurofins: DemoUser, User2  
 Cancelled Date:

\*Please acknowledge each item by checking the box provided.

The following selected order choices will be cancelled: [Select All](#)

Order Choice Clicked On:  
☒ EBV qPCR (plasma) 2500

Other Order Choices:  
☐ EBV qPCR (plasma) 4500

Enter Reason\*

TEST NOT NEEDED 6/30/2019 01:28 PM TD

[Insert Date/Time](#)

Viracor Eurofins: DemoUser, User2  
 Viracor Eurofins Demo Client

Sign Out [Process With Cancellations](#) [Don't Cancel](#)

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

**Viracor VRL** **TEST, ORDER**

20y F  
 PID: 8304595 Client MRN: 1234567 Entered by: Viracor Eurofins: DemoUser, User2

Order ID: 1908302483 Status: NO RESULTS

Order Patient Samples  
 Order Choice Catalog  
 Pending Orders  
 Batch Orders

Manage Samples  
 View Results  
 Patient Info  
 This Location  
 My Preferences

Viracor Eurofins: DemoUser, User2  
 Viracor Eurofins Demo Client

Ordering Provider: Undefined  
 Collection Date: 08/30/2019 11:16 AM Now Clear  
 Client Accession ID: TSD1999  
 Comments  
 Order Date: 08/30/2019 10:47 AM Now  
 Birth date: 01/05/1999 Save Patient: Ordering Location: Viracor Eurofins Demo Client

Order Choices

Abbreviation list Add No diagnosis codes selected ICD-10  
 Order Choice Search Diagnoses Diagnoses Search Summary

| Order Choice           | Diagnoses     | Sample ID  | Cancel                              |
|------------------------|---------------|------------|-------------------------------------|
| EBV qPCR (plasma) 2500 | None selected | 1908302483 | <input checked="" type="checkbox"/> |
| EBV qPCR (plasma) 4500 | None selected | 1908302483 | <input type="checkbox"/>            |

Documentation and Actions

Ship Specimen [Help](#)  
 Retriever [Help](#)

ABN Print Labels Requisition(s) Collect Samples  
 Clinical Info Cancel Order Lab Report

Sign Out [New Order](#) [Discard Changes](#) [Save](#) [Back to Order History](#)

## Adding-on to an Order

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

- Enter patients Last name, First name in the **SEARCH** field and hit enter or click SEARCH

Viracor VRL

Find Patient or Order

TEST, ORDER Search Recent

Patients Orders Collect Samples (show Advanced Search filter)

| Name        | Patient ID | SSN | DOB        | Sex | Address | PCP | Orderable | Practice                     |
|-------------|------------|-----|------------|-----|---------|-----|-----------|------------------------------|
| TEST, ORDER | 8304595    |     | 12/05/1999 | F   |         | Yes |           | Viracor Eurofins Demo Client |

Viracor Eurofins: DemoUser, User2  
Viracor Eurofins Demo Client

Sign Out New Patient Cancel

- Find the patient's **NAME** and left click on **ORDER HISTORY**

Viracor VRL

Find Patient or Order

TEST, ORDER Search Recent

Patients Orders Collect Samples (show Advanced Search filter)

| Name        | Patient ID | SSN | DOB        | Sex | Address | PCP | Orderable | Practice                     |
|-------------|------------|-----|------------|-----|---------|-----|-----------|------------------------------|
| TEST, ORDER |            |     | 01/05/1999 | F   |         | Yes |           | Viracor Eurofins Demo Client |

Demographics  
Insurance  
Order History  
New Order  
Collect Samples  
Blank Patient Registration  
Change Log  
Linked Documents

Viracor Eurofins: DemoUser, User2  
Viracor Eurofins Demo Client

Sign Out New Patient Cancel

- Find the order to add on and Left click **ORDER ID** and choose **REVIEW ORDER**

- 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.**

- 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**

**TEST, ORDER**  
 20y F  
 PID: 0304595 Client MRN: 1234567  
 Status: NO RESULTS

Order ID: 1908302491

Patient: TEST, ORDER  
 Last Name: TEST  
 First Name: ORDER  
 Middle Name:  
 Client MRN: 1234567  
 Sex: Female  
 Birth date: 01 / 05 / 1999

Order Choices

Abbreviation list  
 Order Choice Search  
 CMV gPCR (serum) 5500  
 CMV gPCR (serum) 2500

Diagnosis  
 None selected

Documentation and Actions

Ship Specimen  
 Retriever Help  
 ADN  
 Clinical Info  
 Print Labels  
 Cancel Order  
 Requisition(s)  
 Lab Report

**Order Choice Search**  
 Order Choice Name: 5500  
 Search All Order Choices  
 Search Order Choice List: My Frequent  
 Search Profiles

Show 20 entries  
 Showing 1 to 17 of 17 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   | Conjunct. 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 5m screw cap                | 5506       |
| <input type="checkbox"/> | CMV gPCR (amniotic fluid) | 87497     | CMV gPCR (amniotic fluid) 5500 | Amniotic Fluid in Collection Tube     | 5507       |
| <input type="checkbox"/> | CMV gPCR (aqueous fluid)  | 87497     | CMV gPCR (aqueous fluid) 5500  | Aqueous Fluid in Collection Tube      | 5545       |
| <input type="checkbox"/> | CMV gPCR (BAL)            | 87497     | CMV gPCR (BAL) 5500            | Bronchial Lavage in Collection Tube   | 5509       |
| <input type="checkbox"/> | CMV gPCR (bone marrow)    | 87497     | CMV gPCR (bone marrow) 5500    | Bone Marrow in Collection Tube        | 5504       |
| <input type="checkbox"/> | CMV gPCR (bronch wash)    | 87497     | CMV gPCR (bronch wash) 5500    | Bronchial Wash in Collection Tube     | 5526       |

Show 20 entries  
 Showing 1 to 17 of 17 entries

**Selected Items**  
 Select  
 CMV gPCR (serum) 5500  
 CMV gPCR (serum) 2500

Add Selected Items Advanced Search Cancel

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

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

**TEST, ORDER**  
 20y F  
 PID: 0304595 Client MRN: 1234567  
 Status: NO RESULTS

Order ID: 1908302491

Patient: TEST, ORDER  
 Last Name: TEST  
 First Name: ORDER  
 Middle Name:  
 Client MRN: 1234567  
 Sex: Female  
 Birth date: 01 / 05 / 1999

Order Choices

Abbreviation list  
 Order Choice Search  
 CMV gPCR (serum) 5500  
 CMV gPCR (serum) 2500

Diagnosis  
 None selected

Documentation and Actions

Ship Specimen  
 Retriever Help  
 ADN  
 Clinical Info  
 Print Labels  
 Cancel Order  
 Requisition(s)  
 Collect Samples  
 Lab Report

**Order Choice Search**  
 Order Choice Name: 5500  
 Search All Order Choices  
 Search Order Choice List: My Frequent  
 Search Profiles

Show 20 entries  
 Showing 1 to 17 of 17 entries

Show 20 entries  
 Showing 1 to 17 of 17 entries

**Selected Items**  
 Select  
 CMV gPCR (serum) 5500  
 CMV gPCR (serum) 2500

Add Selected Items Advanced Search Cancel

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**

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

Viracor VRL

Location Inbox

Location Recipient: Viracor Eurofins Demo Client

Result Reports | Other Reports

Reports for Viracor Eurofins Demo Client (show filter)

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

Total rows selected: 1 Clear

Showing 1 to 4 of 4 entries

| Severity | Priority | Order ID   | Patient          | Order Choices                                                      | Results Received   | Order Date        | Ordering Provider | Recipient                    | Status   | Selected                            | Ack'd |
|----------|----------|------------|------------------|--------------------------------------------------------------------|--------------------|-------------------|-------------------|------------------------------|----------|-------------------------------------|-------|
| Abnormal | -        | 1909033345 | 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"/> |       |
| -        | -        | 1909102727 | TEST, ORDER      | Fungitel (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"/>            |       |
| -        | -        | 1709080544 | 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"/>            |       |

Viracor Eurofins:  
DemoUser, User2  
Viracor Eurofins Demo Client

Hide Menu

## LOCATING PATIENT RESULTS

- Type patients **Last name, First name** in the SEARCH field and click SEARCH
- Left click patients **NAME** and choose **ORDER HISTORY**
- Find the order needed and left click the **ORDER ID**, select **LAB REPORT**

Viracor VRL

TEST, PATIENT

Order History Filter (show filter)

Demographics | Insurance | Order History | Options

Viracor Eurofins Demo Client: TEST, PATIENT / Patient ID: 7399299 / HIN:

Total rows selected: 0 Clear

Showing 1 to 9 of 9 entries

| Order ID   | Order Choices             | Collection Date | Order Date         | Client Accession ID | Client                       | Ordering Provider  | Status                      |
|------------|---------------------------|-----------------|--------------------|---------------------|------------------------------|--------------------|-----------------------------|
| 1508071751 | EBV PCR Qual (tissue) (R) | 08/07/2019      | 08/07/2019 8:31AM  |                     | Viracor Eurofins Demo Client | TEST, PHYSICIAN    | Release Pending, No Results |
| 1901291249 | BKV qPCR (urine) (R)      | 01/29/2019      | 01/29/2019 7:58AM  |                     | Viracor Eurofins Demo Client | test, providence   | Release Pending, No Results |
| 1901291248 | BKV qPCR (plasma) (R)     | 01/29/2019      | 01/29/2019 7:58AM  |                     | Viracor Eurofins Demo Client | test, providence   | Release Pending, No Results |
| 120901046  | Review Order              | 09/07/2017      | 12/12/2018 8:17AM  |                     | Viracor Eurofins Demo Client | TEST, PHYSICIAN    | Complete                    |
| 1810312706 | Samples                   | 10/31/2018      | 10/31/2018 12:47PM |                     | Viracor Eurofins Demo Client | DOCTOR, OUTPATIENT | Release Pending, No Results |
| 1712142789 | Labels                    | 12/14/2017      | 12/14/2017 1:19PM  |                     | Viracor Eurofins Demo Client | Unknown, Dr.       | Cancelled (more)            |
| 1713011714 | Requisition               | 11/01/2017      | 11/01/2017 10:07AM |                     | Viracor Eurofins Demo Client | TEST, PHYSICIAN    | Complete                    |
| 1709111957 | Lab Report                | 09/11/2017      | 09/11/2017 12:04PM |                     | Viracor Eurofins Demo Client | TEST, PHYSICIAN    | Complete                    |
| 1709071848 | Linked Documents          | 09/07/2017      | 09/07/2017 10:08AM |                     | Viracor Eurofins Demo Client | TEST, PHYSICIAN    | Complete                    |

Viracor Eurofins:  
DemoUser, User2  
Viracor Eurofins Demo Client

Hide Menu

Sign Out

Back to Find Patient or Order

- Click **VIEW**- the lab report will display in PDF



## 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 Viracor Eurofins.*

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, Viracor Eurofins 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?

*Viracor Eurofins 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**

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CPU:              | Modern x64 processor with SSE3 support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Operating System: | Windows® 10 (version 1709 and later), Windows® 11<br>With current security patches applied.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Memory:           | 8 GB minimum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Storage:          | 1 GB +                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Software:         | Microsoft Edge <ul style="list-style-type: none"><li>• Users should be on the current supported Stable release.</li></ul> Firefox <ul style="list-style-type: none"><li>• not validated</li></ul> Chrome <ul style="list-style-type: none"><li>• Must be on the current Stable Channel release and no more than one major version behind the current Google-supported Stable release.</li></ul> Adobe® Reader <ul style="list-style-type: none"><li>• Users should be running the latest Adobe Reader Continuous Track release or be no more than one security update behind.</li></ul> |

### **Network**

Business broadband/WiFi 6

MM 0251 REV9 0826