



Viracor

**Eurofins
Clinical Diagnostics**

Retriever User Guide v3

Online Ordering and Reporting

September 2019

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 www.Viracor-Eurofins.com then click **ORDER TESTS/RETRIEVE RESULTS** to sign in



Each user will have their own username and password, they are not allowed to be shared.

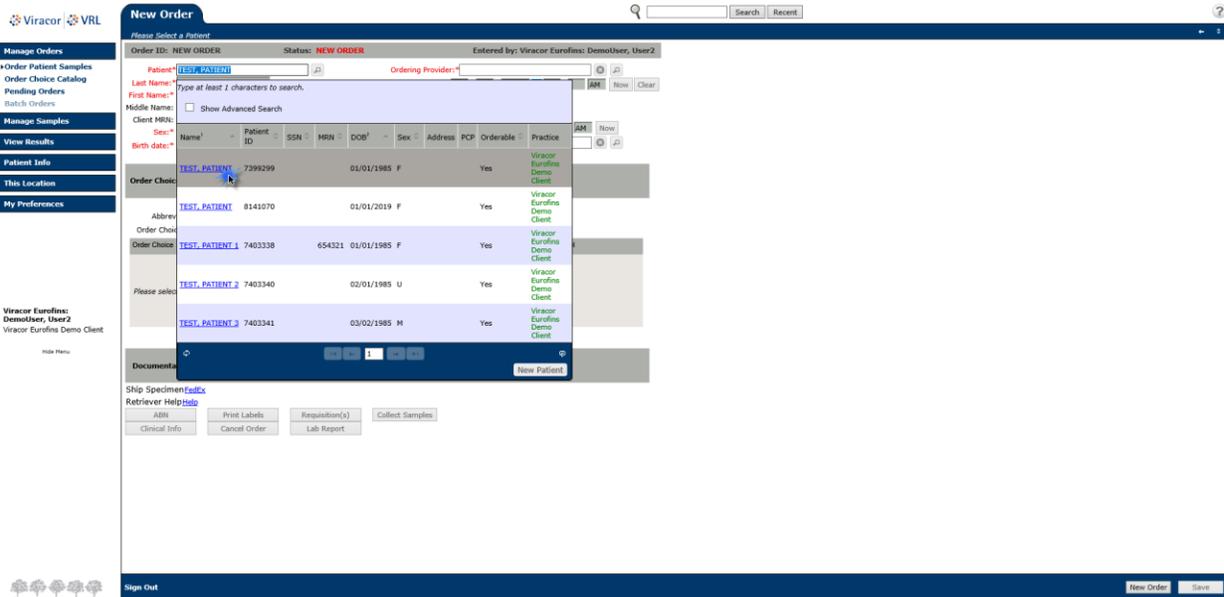


Once signed on, your screen will default to the “New Order” page

ORDERING A TEST

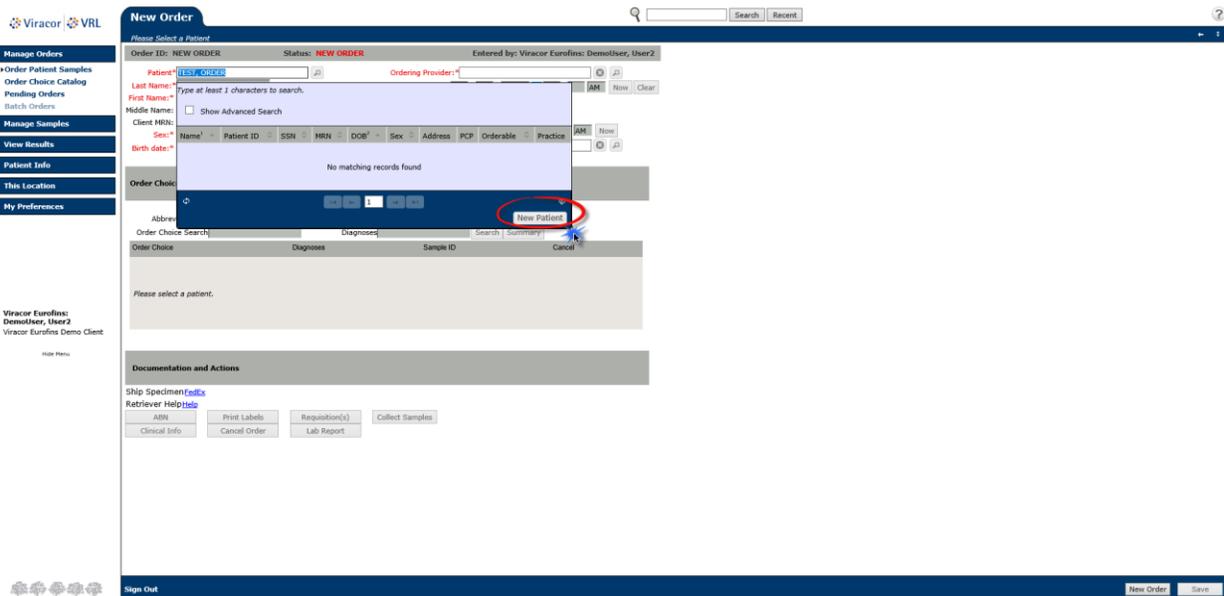
- Select **MANAGE ORDERS**
- Then **ORDER PATIENT SAMPLES**
- Everything in **RED** is a required field

- 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



- 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
- Then type the **BIRTH DATE**

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**

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

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

- Enter the **Collection Date and Time**.
- Enter the **Client Accession ID** in the box provided.

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 'TEST, ORDER' interface with the 'Order Choice Search' window open. The search term 'EBV' is entered in the 'Order Choice Name' field. The search results table shows 13 entries, with 'EBV gPCR (plasma)' selected. The 'Selected Items' table shows the selected test: 'EBV gPCR (plasma)' with CPT Code 87799, Name 'EBV gPCR (plasma) 2500', Collection Information 'Plasma in EDTA/ACD Tube', and Count '1'.

Select	Abbreviation	CPT Codes	Name	Collection Information	Test Codes
<input type="checkbox"/>	EBV PCR Qual (tissue)	87798	EBV PCR Qual (tissue) 4500	Tissue in Sim 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 (branch wash)	87799	EBV gPCR (branch 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 checked="" type="checkbox"/>	EBV gPCR (plasma)	87799	EBV gPCR (plasma) 4500	Plasma in EDTA/ACD Tube	4501

Select	Abbreviations	CPT Codes	Name	Collection Information	Test 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: B04595 Client MRN: 1234567

Order ID: NEW ORDER Status: NEW ORDER

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	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	EBV gPCR (fecal)	87798	EBV gPCR Qual (fecal) 4500	Tissue in Sim screw cap	4506
<input type="checkbox"/>	EBV gPCR (fecal)	87798	EBV gPCR 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 (branch wash)	87799	EBV gPCR (branch 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 (serum)	87799	EBV gPCR (serum) 4500	Serum in SST Tube	4510

Show 20 entries Showing 1 to 12 of 12 entries

Selected Items

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
<input checked="" type="checkbox"/>	EBV gPCR (plasma)	87799	EBV gPCR (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 www.Viracor-Eurofins.com for shipping and stability questions) then click **SAVE** to place the order

TEST, ORDER
20y F
PID: B04595 Client MRN: 1234567

Order ID: NEW ORDER Status: NEW ORDER Entered by: Viracor Eurofins: DemoUser, User2

Ordering Provider: (Undefined)
Collection Date: [] / [] / [] AM []: [] Now Clear
Client Accession ID: []
Comments: []
Order Date: 08 / 30 / 2019 10 : 47 AM Now
Save Patient: Ordering Location: Viracor Eurofins Demo Client

Order Choices

Abbreviation list: [] Add No diagnosis codes selected [ICD-10] v

Order Choice Search: [] Search Summary

Order Choice	Diagnoses	Sample ID	Cancel
EBV gPCR (plasma) 2500	None selected	T.B.D.	X
EBV gPCR (plasma) 4500	None selected	T.B.D.	X

Documentation and Actions

Ship Specimen [Link]
Retriever Help [Link]

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

Sign Out New Order Save

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

The screenshot displays the 'Create Manifest' interface in the Viracor VRL system. The left sidebar contains navigation links: 'Manage Orders', 'Manage Samples', 'Collect Samples', 'Collection List', 'Create Manifest' (highlighted), 'Pending Collection', 'Release Samples', 'Waiting Room', 'View Results', 'Patient Info', 'This Location', and 'My Preferences'. The main content area is titled 'Create Manifest' and includes a search bar and a 'Manifest Filter' section. The filter section has dropdowns for 'Collection Location' (Viracor Eurofins Demo Client), 'Entered By', and 'Lab' (- All -). It also includes checkboxes for 'Show cancelled orders', 'Show samples [ordered] in the past [108] hours', 'Show samples on other manifests', 'Exclude samples with results', 'Show samples [ordered] in the date range', 'Show collected samples not on a manifest', and 'Select samples manually'. Below the filters is a table with 12 entries. The table has columns: 'Select', 'Order ID', 'Patient', 'Sample ID', 'Collection Date/Time', 'Order Date/Time', 'Order Choices', 'Host Codes', and 'Collection Location'. The first three rows are selected, indicated by green checkmarks in the 'Select' column. The 'Create Manifest' button is circled in red at the top right of the table area. The bottom right of the table shows 'Showing 1 to 10 of 12 entries'.

Select	Order ID	Patient	Sample ID	Collection Date/Time	Order Date/Time	Order Choices	Host Codes	Collection Location
<input checked="" type="checkbox"/>	1909054262	TEST, ORDER	1909054262	09/05/2019 1:39PM	09/05/2019 1:39PM	Fungitell (serum)	1710	Viracor Eurofins Demo Client
<input checked="" type="checkbox"/>	1909054261	TEST, ORDER	1909054261	09/05/2019 1:39PM	09/05/2019 1:39PM	Aspergillus Galactomannan (serum)	1610	Viracor Eurofins Demo Client
<input checked="" type="checkbox"/>	1909054268	TEST, ORDER P	1909054268	09/05/2019 1:40PM	09/05/2019 1:40PM	Fungitell (serum)	1710	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054267	TEST, ORDER P	1909054267	09/05/2019 1:40PM	09/05/2019 1:40PM	Aspergillus Galactomannan (serum)	1610	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054276	TEST, ORDER	1909054276	09/05/2019 1:41PM	09/05/2019 1:42PM	Adenovirus qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	7509, 5009	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054275	TEST, ORDER	1909054275	09/05/2019 1:41PM	09/05/2019 1:42PM	Aspergillus PCR Panel (BAL)	8909	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054272	TEST, ORDER	1909054272	09/05/2019 1:42PM	09/05/2019 1:42PM	CMV PCR Qual (eye swab), HSV 1 & 2 PCR Qual (eye swab), VZV PCR Qual (eye swab)	5527, 8527, 9527	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054311	TEST, ORDER	1909054311	09/03/2019 1:01PM	09/05/2019 2:19PM	CMV qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	5509, 5009	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054366	TEST, ORDER	1909054366	09/03/2019 2:09PM	09/05/2019 2:50PM	Adenovirus qPCR (BAL)	7509	Viracor Eurofins Demo Client
<input type="checkbox"/>	1909054365	TEST, ORDER	1909054365	09/03/2019 2:09PM	09/05/2019 2:50PM	Aspergillus Galactomannan (BAL)	1609	Viracor Eurofins Demo Client

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

MANIFEST From: Viracor Eurofins Demo Client To: Viracor-IBT Starlims
Manifest ID: Viracor Eurofins Demo Client--2521101
Date: 09/09/2019 9:01AM
Courier: _____

Order ID: 1909054262 Provider: Undefined..
Patient MRN: 123456
Client Accession ID: T871110
Viracor Patient ID: 8307160
Name: TEST, ORDER
DOB: 07/19/2000
Sex: M
Order Comments:

SID: 1909054262

Test Code	Test Name	Container(s)	Collected	Storage Temperature
1710	Fungitell (serum) 1700	(1) SST Tube	09/05/2019 1:39PM	Frozen

Order ID: 1909054261 Provider: Undefined..
Patient MRN: 123456
Client Accession ID: T871110
Viracor Patient ID: 8307160
Name: TEST, ORDER

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



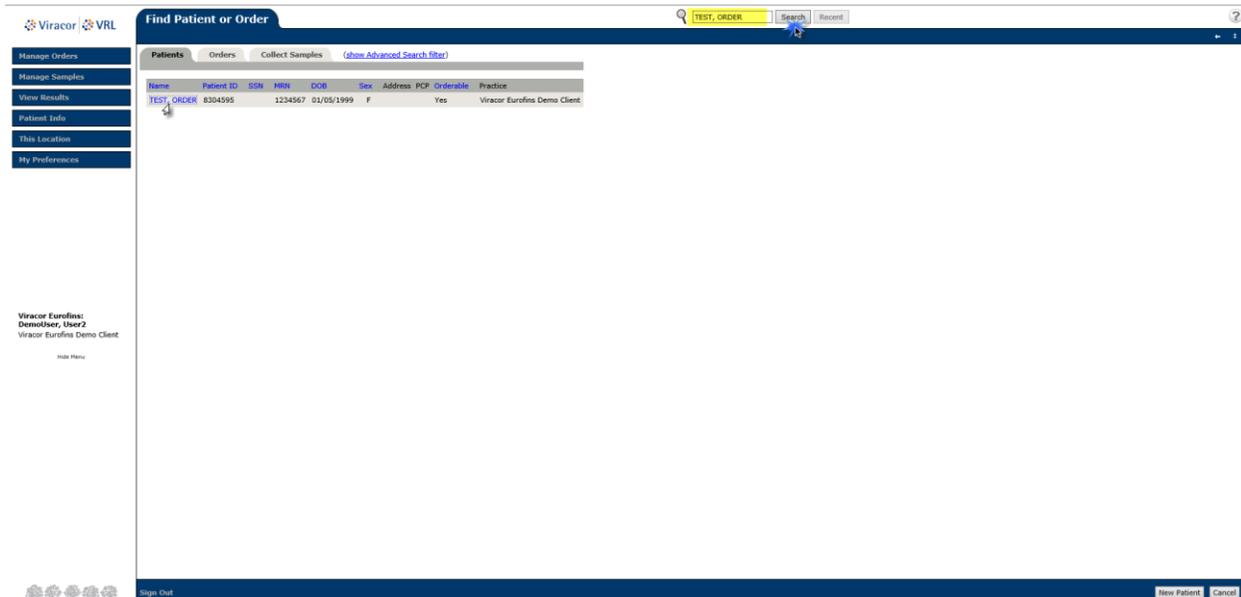
All specimen sent to Viracor must include a paper manifest



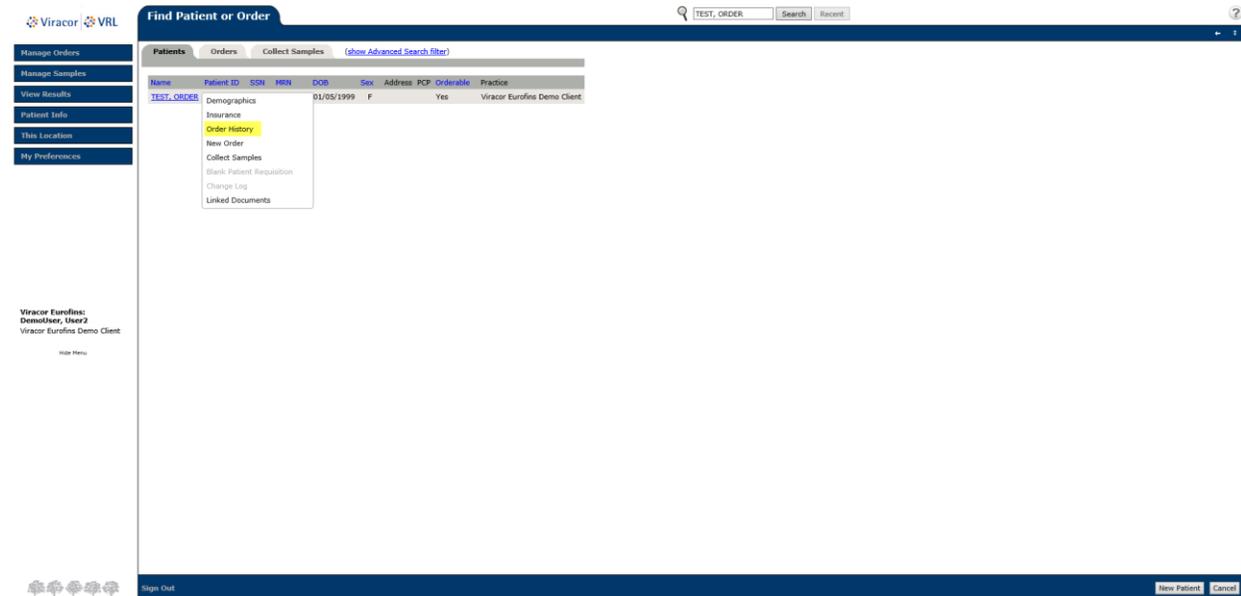
CANCELLING /ADDING TESTS TO A PENDING ORDER

CANCELLING A TEST

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



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



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

The screenshot shows the 'TEST, ORDER' page for patient 20y F, ID: 8304595, Client MRN: 1234567. A table lists two orders:

Order ID	Order Choices	Collection Date	Order Date	Client Accession	Client	Ordering Provider	Status
1908302481	Review Order	08/27/2019	08/30/2019 11:21AM	12989089	Viracor Eurofins Demo Client	Undefined..	Release Pending, No Results
1908302483	Samples	EBV pCR (plasma) (X)	08/30/2019 10:47AM	1101999	Viracor Eurofins Demo Client	Undefined..	Release Pending, No Results

A context menu is open over the '1908302483' row, with 'Review Order' selected. Other options include 'Labels', 'Requisition', 'Change Log', 'Lab Report', and 'Linked Documents'.

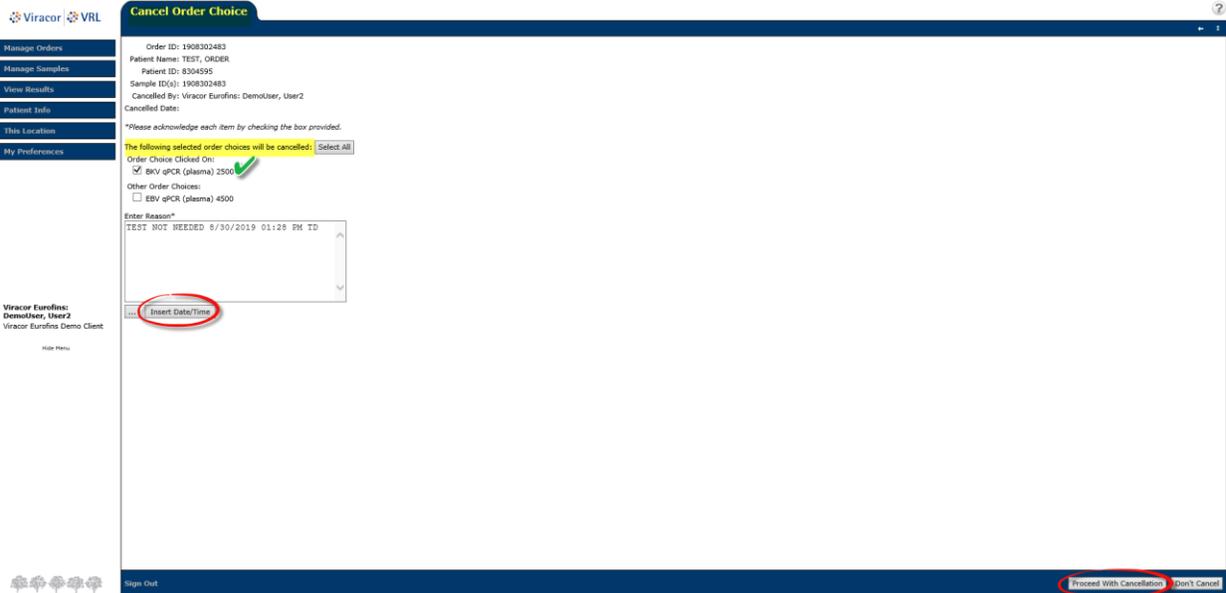
- Select the test you wish to cancel by clicking the **"X"** below Cancel

The screenshot shows the 'TEST, ORDER' page for patient 20y F, ID: 8304595, Client MRN: 1234567. The 'Order Choices' section is expanded, showing a table of tests:

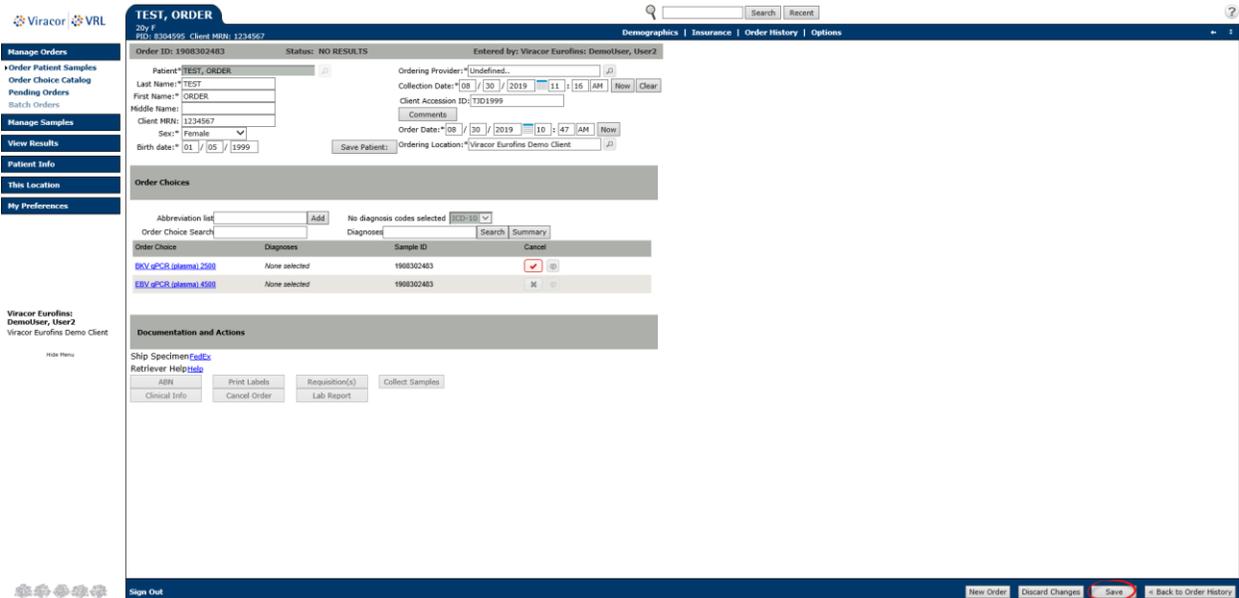
Order Choice	Diagnosis	Sample ID	Cancel
EBV pCR (plasma) 7500	None selected	1908302483	X
EBV pCR (plasma) 600	None selected	1908302483	X

The 'X' button next to the 'EBV pCR (plasma) 600' test is circled in red. Below the table, there are sections for 'Documentation and Actions' and 'Ship Specimen'.

- 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



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





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	MMR	DOR	Sex	Address	PCP	Orderable	Practice
TEST_ORDER	8304595	1234567	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	MMR	DOR	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 Requisition
- Change Log
- Linked Documents

Viracor Eurofins: DemoUser, User2
Viracor Eurofins Demo Client

Sign Out New Patient Cancel

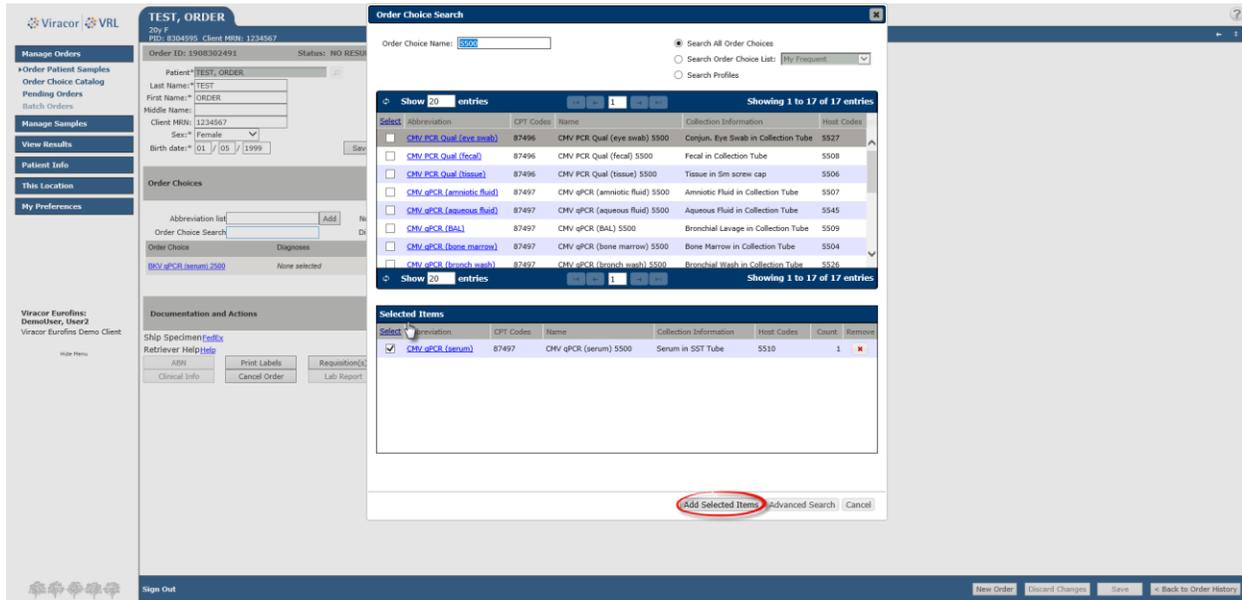
- Find the order to add on and Left click **ORDER ID** and choose **REVIEW ORDER**

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

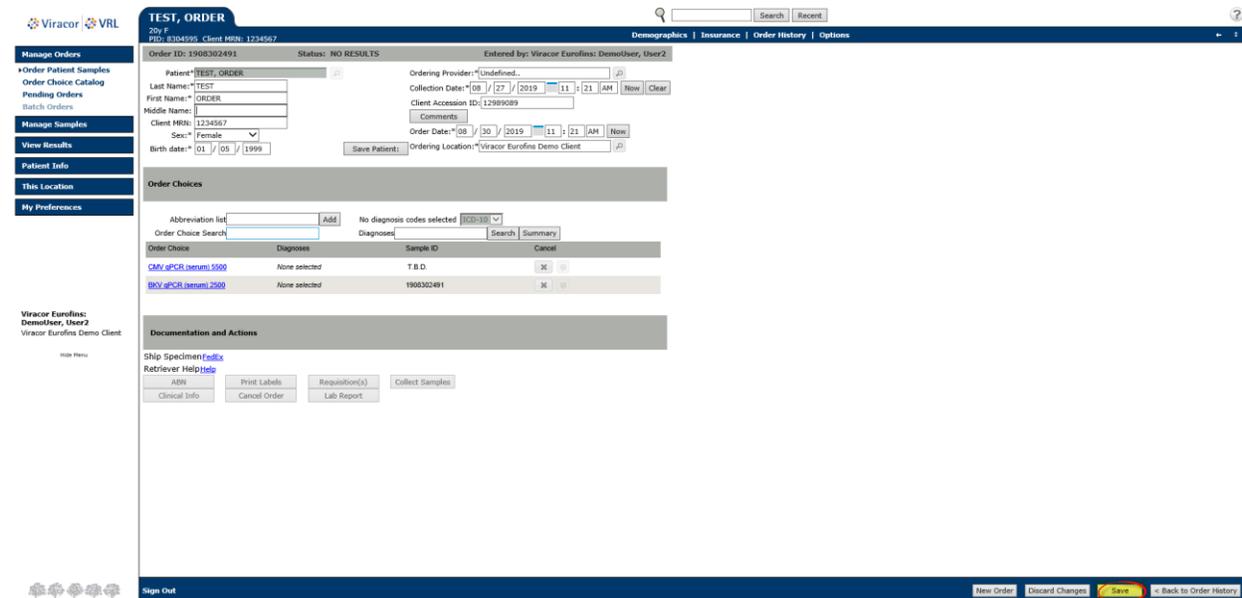


Please note: If the specimen type does not populate under the test name this could indicate a test Viracor doesn't perform. Please call Client Services at 800-305-5198 with questions.

- 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**



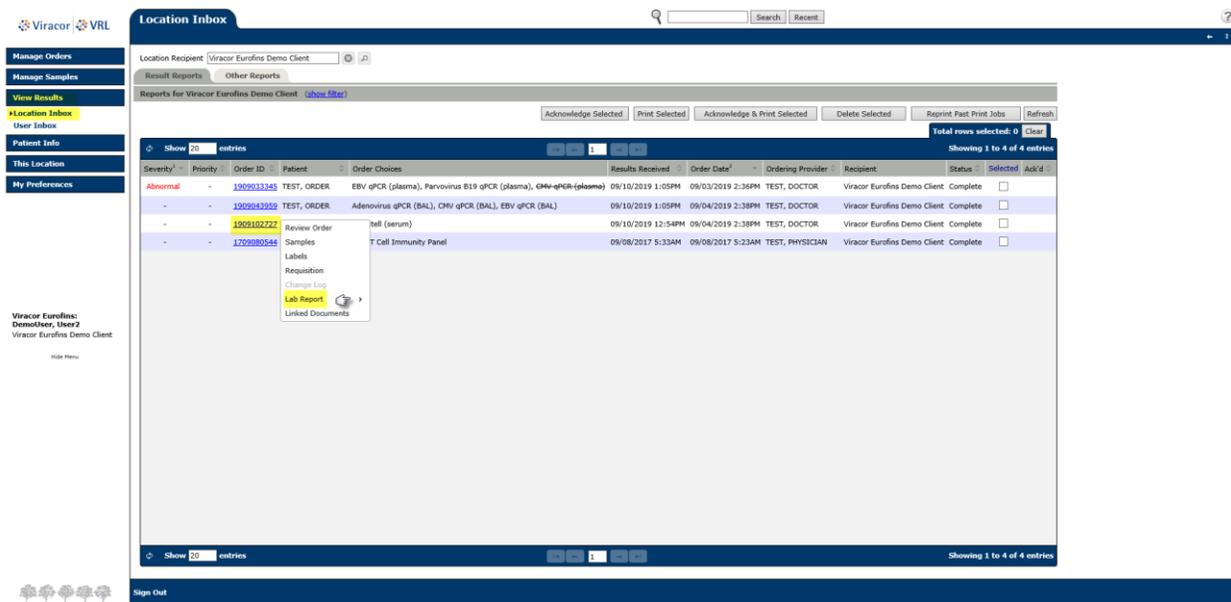
- Once back to the ordering screen, verify all information is correct, the specimen is within stability (using www.Viracor-Eurofins.com for stability) then click **SAVE** to place the order



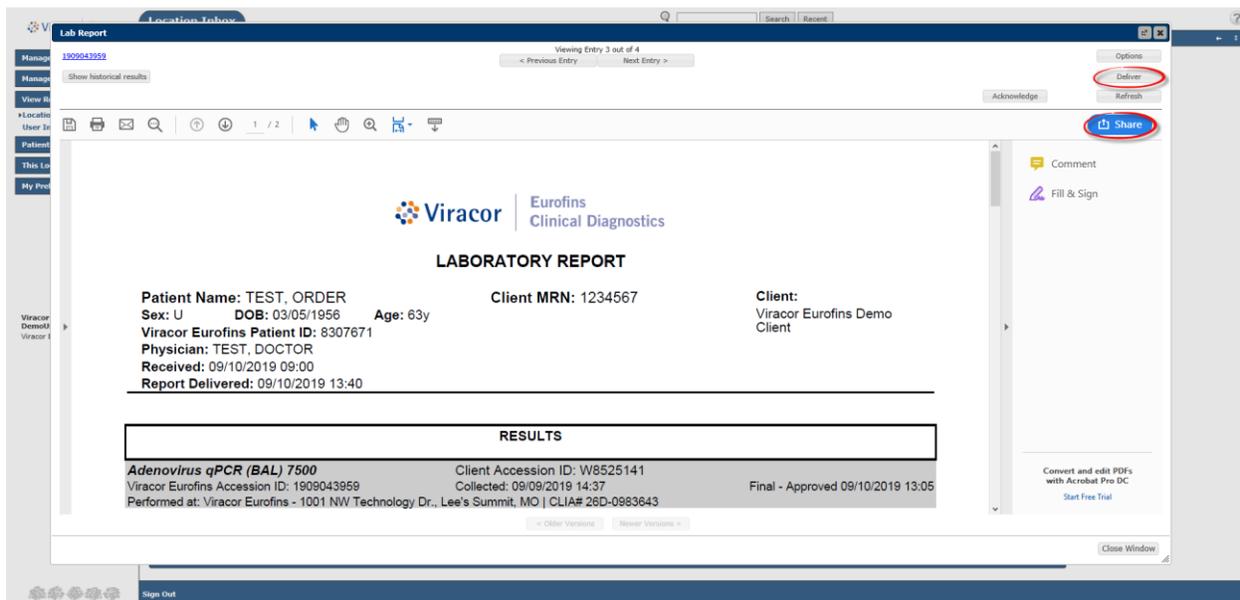
RETRIEVING RESULTS

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

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**

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

Lab Report

1709071046

Options
Deliver
Refresh

1709071046 Lab Report

Share

Comment
Fill & Sign

Convert and edit PDFs with Acrobat Pro DC
Start Free Trial

Close Window

Viracor | Eurofins Clinical Diagnostics

LABORATORY REPORT

Patient Name: TEST, PATIENT
Sex: F **DOB:** 01/01/1985 **Age:** 34y
Viracor Eurofins Patient ID: 7399299
Physician: TEST, PHYSICIAN
Received: 09/07/2017 09:08
Report Delivered: 09/09/2019 09:38

Client MRN: _____
Client: Viracor Eurofins Demo Client

Comments: Client Accession ID: 12345

RESULTS

CMV qPCR (plasma) 5500 Client Accession ID: 12345
Viracor Eurofins Accession ID: 3839010 Collected: 09/07/2017 09:08 Final - Approved 09/07/2017 09:11
Performed at: Viracor Eurofins - 1001 NW Technology Dr., Lee's Summit, MO | CLIA# 26D-0983643

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

Search Recent

Printable version

Refresh

Showing 1 to 20 of 21 entries

Order ID	Patient	Accession No	Ordering Location	Collection Date	Order Date	Ordering Provider	Client Accession	Not Collected	Not Accessioned	No Results	Sendouts (no inf)
1308302483	TEST, ORDER		Viracor Eurofins Demo Client	08/30/2019 11:16AM	08/30/2019 10:47AM	Undefined...	Client Accession ID: 1301999			EBV qPCR (plasma) EBV qPCR (serum)	
1308302491	TEST, ORDER		Viracor Eurofins Demo Client	08/27/2019 11:21AM	08/30/2019 11:21AM	Undefined...	Client Accession ID: 12989089			EBV qPCR (serum)	
1509011926	TEST, ORDER		Viracor Eurofins Demo Client	09/01/2019 12:14PM	09/03/2019 9:59AM	Undefined...	Client Accession ID: 199990000			CMV qPCR (plasma) EBV qPCR (plasma)	
1509013346	TEST, ORDER		Viracor Eurofins Demo Client	09/02/2019 3:04PM	09/03/2019 2:36PM	TEST, DOCTOR	Client Accession ID: 17321234			EBV qPCR (plasma) Parvovirus B19 qPCR (plasma)	
1509043009	TEST, DOCTOR		Viracor Eurofins Demo Client	09/04/2019 11:09AM	09/04/2019 11:10AM	Last Test	Client Accession ID: 1732456			Hepatitis growth factor (HGF) (plasma)*	
1509043008	TEST, DOCTOR		Viracor Eurofins Demo Client	09/04/2019 11:09AM	09/04/2019 11:10AM	Last Test	Client Accession ID: 1732456			EBV IgG (plasma)	
1509043927	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:35PM	09/04/2019 2:36PM	Undefined...	Client Accession ID: 18574157			Cheese American IgG*, Cat Dander IgE, Dog Dander IgE, Egg White IgE	
1509043959	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:37PM	09/04/2019 2:38PM	TEST, DOCTOR	Client Accession ID: W8525141			Adenovirus qPCR (BAL), CMV qPCR (BAL), EBV qPCR (BAL)	
1509043958	TEST, ORDER		Viracor Eurofins Demo Client	09/04/2019 2:37PM	09/04/2019 2:38PM	TEST, DOCTOR	Client Accession ID: W8525141			Aspergillus PCR Panel (BAL)	
1509054262	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:39PM	09/05/2019 1:39PM	Undefined...	Client Accession ID: 1871110			Fungal (serum)	
1509054261	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:39PM	09/05/2019 1:39PM	Undefined...	Client Accession ID: 1871110			Aspergillus Galactomannan (serum)	
1509054268	TEST, ORDER P		Viracor Eurofins Demo Client	09/05/2019 1:40PM	09/05/2019 1:40PM	Undefined...	Client Accession ID: 18321321			Fungal (serum)	
1509054267	TEST, ORDER P		Viracor Eurofins Demo Client	09/05/2019 1:40PM	09/05/2019 1:40PM	Undefined...	Client Accession ID: 18321321			Aspergillus Galactomannan (serum)	
1509054276	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:41PM	09/05/2019 1:42PM	Undefined...	Client Accession ID: 17852584			Adenovirus qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	
1509054275	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:41PM	09/05/2019 1:42PM	Undefined...	Client Accession ID: 17852584			Aspergillus PCR Panel (BAL)	
1509042727	TEST, ORDER		Viracor Eurofins Demo Client	09/05/2019 1:42PM	09/05/2019 1:42PM	Undefined...	Client Accession ID: 179515151			CMV PCR Qual (eye swab), HSV 1 & 2 PCR Qual (eye swab), VZV PCR Qual (eye swab)	
1509054311	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 1:01PM	09/05/2019 2:19PM	Undefined...	Client Accession ID: 17456788			CMV qPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	
1509054366	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 2:09PM	09/05/2019 2:50PM	Undefined...	Client Accession ID: 17990987			Adenovirus qPCR (BAL)	
1509054365	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 2:09PM	09/05/2019 2:50PM	Undefined...	Client Accession ID: 17990987			Aspergillus Galactomannan (BAL)	
1509054603	TEST, ORDER		Viracor Eurofins Demo Client	09/03/2019 9:00AM	09/05/2019 3:07PM	Undefined...	Client Accession ID: 1743212			Adenovirus qPCR (BAL), CMV qPCR (BAL)	

Showing 1 to 20 of 21 entries

Sign Out

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

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.