

Viracor Eurofins Clinical Diagnostics

# **Retriever User Guide v3 Online Ordering and Reporting**

September 2019

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## **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.



Retriever Technical Support: 1(800)305-5198 and ask for Retriever Technical Support

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

🔅 Viracor 🔅 VRL	New Order	Search. Recent ?
	Please Select a Patient	÷ •
Manage Orders	Order ID: NEW ORDER Status: NEW ORDER Entered by: Viracor Eurofins: DemoUser, User	2
Order Patient Samples	Patient*  P Ordering Provider:*	
Pending Orders	Collection Date:* / / : AM Now Clear	ST.
Batch Orders	Middle Name: Comments	
Manage Samples	Sec." V Order Date:" 09 / 09 / 2019 09 : 12 AM Now	
View Results	Birth date: * / / / Save Patient: Ordering Location: * Viracor Eurofins Demo Client O P	
Patient Info		
This Location	Order Choices	
My Preferences		
	Abbreviation list Add No diagnosis codes selected ICD-10 V	
	Order Choice Diagnoses Samole ID Cancel	
	Please select a patient.	
Viracor Eurofins: DemoUser, User2		
Viracor Eurofins Demo Client		
Hide Menu		
	Documentation and Actions	
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	Retriever Help <u>Help</u>	
	Clinical Info Cancel Order Lab Report	
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## **ORDERING A TEST**

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

🔅 Viracor 🔅 VRL	New Order		(	Search Recent		?
	Please Select a Patient				+	:
Manage Orders	Order ID: NEW ORDER	Status: NEW ORDER	Entered by: Viracor Eurofins: DemoUser,	User2		
Order Patient Samples	Patient*	P Order	ing Provider:*			
Pending Orders	Last Name:* First Name:*	Collec	tion Date:* / / / Management	Clear		
Batch Orders	Middle Name:	Client	Accession ID:			
Manage Samples	Client MRN:	Order	Date:* 08 / 30 / 2019 07 : 14 AM Now			
View Results	Birth date:" / /	Save Patient: Order	ing Location:* Viracor Eurofins Demo Client			
Patient Info						
This Location	Order Choices					
My Preferences				-		
	Order Choice Search	Add No diagnosis codes Diagnoses	Search Summary			
	Order Choice	Diagnoses	Sample ID Cancel			
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Viracor Eurofins Demo Client						
Hide Menu						
	Documentation and Actions					
	Ship Specimen FedEx					
	ABN Print Labels	Requisition(s) Collect Sa	mples			
	Clinical Info Cancel Order	Lab Report				
徽学会学	Sign Out				New Order Save	

- 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

Manage Onders     Private Solute 3 Allowat       Manage Onders     Order Lit: NEW ODDR/R     Salatars: NEW ODDR/R     Externed by: Viscor Eardination Demolsker; User?       Order Date: Salatar:	+ °
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Hansge Samples     Clark Mark     Patient Samples     Patient Samples     Patient Samples       View Results     Sec <sup>+</sup> New <sup>+</sup> Patient Samples     Patient Samples     Patient Samples       Patient Isla     Order Class     Extra Failure <sup>+</sup> Patient Samples     Patient Samples     Patient Samples       This Excertion     Order Class     Clark Mark     Patient Samples     Patient Samples     Patient Samples	
View Results         Sec.**         News*         Patient         Dolb*         SSN         MeN         DOD*         SSN         MeN         Dod*         Ssc.*         Address         PCF         Orderable         Patient         Men         Dot*         Ssc.*         Address         PCF         Potent         P	
Patient Infer This Location Order Choic Control Contr	
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Viracor	
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Piesse ander TETT_PATTERT 2 7403340 02/01/1995 U Yes Derme Clinic	
Viracor fundins: Demoklare, User 2 Demoklare, User 2 Viracor Eurofins Demo Client	
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Ship Specimen <u>redrx</u>	
Referever HeipHate ABM Prior Labels Remainling(s) Collect Samuelas	
Clinical Info Cancel Order Lab Report	
	_
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#### **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**

🔅 Viracor 🔅 VBI	TEST, ORDER		(	R Search Recent	3
A macor A me	Please Select a Patient				÷ +
Manage Orders	Order ID: NEW ORDER	Status: NEW ORDER	Entered by: Viracor Eurofins: DemoUser, User	-2	
Order Patient Samples     Order Choice Catalog	Patient* - New Patient -	D Ordering I	Provider:*		
Pending Orders	Last Name:" TEST First Name:" ORDER	Collection	Date:* / /	ar	
Batch Orders	Middle Name:	Commi	ents		
Manage Samples	Client MRN: 1234367 Sex: <sup>*</sup> Female ✓	Order Dat	e:"08 / 30 / 2019 10 : 47 AM Now		
View Results	Birth date:" 01 / 05 / 1999	Save Patient: Ordering	.ocation:* Viracor Eurofins Demo Client		
Patient Info					
This Location	Order Choices				
My Preferences					
	Abbreviation list	Add No diagnosis codes sele	cted ICD-10 V		
	Order Choice	Diagnoses	Sample ID Cancel		
	Please select a patient.				
Viracor Eurofins: DemoUser, User2					
Viracor Eurofins Demo Client					
Hide Menu					
	Documentation and Actions				
	Ship Specimen FedEx				
	ABN Print Labels	Requisition(s) Collect Sample	05		
	Clinical Info Cancel Order	Lab Report			
徽操会建造	Sign Out				New Order Save

#### **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	New Order			۲	Search Rec	ent				
	Please Select a Patient									
Manage Orders	Order ID: NEW ORDER	Status: NEW ORDER		Entered by: VIRACOR EU	ROFINS: Demol	Jser, User				
Order Patient Samples     Order Choice Catalog     Pending Orders	Patient* Last Name:* First Name:*	P	Ordering Provider:* Collection Date:*	test, phy	h	2				
Batch Orders Manage Samples	Middle Name: Client MRN: Sex:*		Comments Order Date:* 09 /	Name TEST, PHYSICIAN	-^ ID 40	00504	Phone	≎ Fa	,x	0
View Results Patient Info	Birth date:*	Save Patient:	Ordering Location:*	¢		- 1	Add External Prov	<mark>ider</mark> Adva	nced Search	Ð 1
This Location	Order Choices									
My Preferences	Abbreviation list	Add No diagnosi	s codes selected ICI	0-10 🔻						

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

@Viracor @VRI	TEST, ORDER	Search Recent	?
W viracor W vite	74y U PID: 8307675 Client MRN: 1234567	Demographics   Insurance   Order History   Options	+ +
Manage Orders	Order ID: NEW ORDER Status: NEW ORDER	Entered by: Viracor Eurofins: DemoUser, User2.	
►Order Patient Samples Order Choice Catalog Pending Orders Batch Orders	Patient* TEST, ORDER (2) Last Name: * TEST Finst Name: * ORDER Niddle Name:	Critering Provider: Collection Date: Collection Date: Collect Accession Do	
Manage Samples View Results Patient Info	Client HRN: [1234507 Sex:* Unknown V Birth date:* 08 // 12 // 1945 Save Patient	Add External Provider  C  Lat Nore*  Address 1  Forst Nore*  Address 2  Totat Nore*  Tribute Nore*  Tribute Nore*  Tribute Code	
This Location	Order Choices	Degree Of Starl Bankov Contractors	
My Preferences	Abbreviation list Add No diagno Order Choice Search Diagnoses Order Choice Diagnoses	Implicit     Cald to By       Cald to By     Cald to By       Time Zone (00ff-06:00) Canal Standard Time     V       Phone Number     Ed.       Email Address     Cald	
Viracor Eurofins: DemoUser, User2	Please select an ordering provider.	Hoat Codes For This External Provider (Store List.) Use the template User's Result Delivery Rules	
Viracor Eurofins Demo Client		Choose at least one result delivery method:	
	Documentation and Actions Ship SpecimenTedEx	Deliver to Ordening Location Index     Send results to External Provider's Email Address	
	ABN         Print Labels         Requisition(s)         r           Clinical Info         Cancel Order         Lab Report		
麻醉带带带	Sign Out	New Grid	er 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.

🔅 Viracor 🎊 VBI	TEST, ORDER			9	Search Recent	3
A tracer A the	20y F PID: 8304595 Client MRN: 1234567			Demographics   Insuran	ce   Order History   Options	+ +
Manage Orders	Order ID: NEW ORDER	Status: NEW ORDER	Entered by: Viracor Eurofins: Demot	lser, User2		
Order Patient Samples     Order Choice Catalog     Pending Orders     Batch Orders     Manage Samples     View Results	Patient*         TEST, ORDER           Last Name:*         TEST           First Name:*         ORDER           Middle Name:         ORDER           Middle Name:         Sex:*           Fenale         ✓           Birth date:*         01 / 05 / 1999	D Save Patient:	Ordering Provider **Undefined.	Now Clear		
Patient Info This Location	Order Choices					
My Preferences	Abbreviation list	Add No diagnosi	s codes selected ICD-10 V			
	Order Choice Search	Diagnoses	Search Summary			
Viracor Eurofins: DemoUser, User2 Viracor Eurofins Demo Client	To select an order choice, type in the te	ext box or select an order choice	ist.			
Hide Menu	Documentation and Actions					
	Ship Spaciment <u>facts</u> Retriever Helpitele ABN Print Labels Celeval Info	Lab Report	illet Sangles			
***	Sign Out					New Order Save

#### **ORDERING TESTS ON A NEW ORDER**



In the **ORDER CHOICE SEARCH** you can type <u>test code</u>, <u>test name</u> or <u>specimen type</u> 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

Wirnson (NVP)	TEST, ORDER	<u> </u>	Order Choice Search					×	)														
As viracor as vire	20y F PID: 8304595 Client MRN: 123-	14567 V	Order Chairs Names [EBy]		1	Correct All C	uder Chaisen													+			+
Manage Orders	Order ID: NEW ORDER	Status: NEW ORE	order choice Hame: [EBV]			<ul> <li>Search Orde</li> </ul>	r Choice List: My Frequ	ent 🗸															
Order Patient Samples	Patient* TEST, ORDER	P				Search Profi	les																
Pending Orders	Last Name:* TEST First Name:* ORDER	_	A Charles and and a	-			at	-640															
Batch Orders	Middle Name:		© Show 20 entrie	5			Showing 1 to 13	or 13 entries															
Manage Samples	Client MRN: 1234567 Sex:* Female		Select Abbreviation		Codes	lame	Collection Information	Codes															
View Results	Birth date:* 01 / 05 / 1995	9 Save	EBV PCR Qual (tissue)		87798 E	BV PCR Qual (tissue) 4500	Tissue in Sm screw cap	4506															
Patient Info			EBV PCR Qual (fecal)		87798 E	BV PCR Qual (fecal) 4500	Fecal in Collection Tube	4508															
This Location	Order Choices		EBV.gPCR.(BAL)		87799 E	BV qPCR (BAL) 4500	Bronchial Lavage in Collection Tube	4509															
My Preferences			EBV gPCR (bone marr	ow)	87799 <sup>8</sup>	BV qPCR (bone marrow) 500	Bone Marrow in Collecti Tube	on 4504															
	Abbreviation list Order Choice Search	Add Nk	EBV gPCR (bronch wa	sh)	87799 <sup>E</sup>	BV qPCR (bronch wash) 500	Bronchial Wash in Collection Tube	4526															
	Order Choice	Diagnoses	EBV gPCR (CSF)		87799 8	BV qPCR (CSF) 4500	CSF in Collection Tube	4503															
			EBV oPCR (plasma)		87799 8	BV qPCR (plasma) 4500	Plasma in EDTA/ACD To	ibe 4501 💙															
	To colored an andre abover down i			5			Showing 1 to 13	of 13 entries															
	To select an order choice, type i	in the text box or select an ord																					
DemoUser, User2			Selected Items																				
viracur Euronns Denio Cilenc			Select Abbreviation	CPT Codes N	lame	Collection Information	Host Codes	Count Remove															
Hide Menu	Documentation and Actions		BKV gPCR (plasma)	87799 Bł	KV qPCR (plasma) 250	Plasma in EDTA/ACD T	ube 2501	1 🗙															
	Retriever HelpHelp																						
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• Once you have selected all of the tests needed select ADD SELECTED ITEMS

2510-001	TEST, ORDER	Order Choice Search				×
w viracor w VRL	20y F PID: 8304595 Client MRN: 1234567	Order Choice Name:		Search All O	order Choices	
Manage Orders	Order ID: NEW ORDER Status: NEW ORL			<ul> <li>Search Orde</li> </ul>	er Choice List: My Frequent	V
Order Patient Samples     Order Choice Catalog	Patient* TEST, ORDER			Search Profi	iles	
Pending Orders	Last Name:* TEST First Name:* ORDER	ch Chan 20 entries		_	Chausing 1 to 12 of	12 outside
Batch Orders	Middle Name:	Silow 20 entries		الكا الأ	Showing 1 to 12 of	12 entries
Manage Samples	Sex:* Female	Select Abbreviation	Codes Nam	e	Collection Information	Codes
View Results	Birth date:* 01 / 05 / 1999 Save	EBV PCR Qual (tissue)	87798 EBV	PCR Qual (tissue) 4500	Tissue in Sm screw cap	4506
Patient Info		EBV PCR Qual (fecal)	87798 EBV	PCR Qual (fecal) 4500	Fecal in Collection Tube	4508
This Location	Order Choices	EBV oPCR (BAL)	87799 EBV	qPCR (BAL) 4500	Bronchial Lavage in Collection Tube	4509
My Preferences		EBV gPCR (bone marrow)	87799 EBV 450	qPCR (bone marrow)	Bone Marrow in Collection Tube	4504
	Abbreviation list Add Ne Order Choice Search Di	EBV gPCR (bronch wash)	87799 EBV 450	qPCR (bronch wash)	Bronchial Wash in Collection Tube	4526
	Order Choice Diagnoses	EBV @PCR (CSF)	87799 EBV	qPCR (CSF) 4500	CSF in Collection Tube	4503
		EBV oPCR (serum)	87799 EBV	qPCR (serum) 4500	Serum in SST Tube	4510
	To select an order choice, type in the text box or select an ord	φ Show 20 entries			Showing 1 to 12 of	f 12 entries
Viracor Eurofins:						
DemoUser, User2 Viracor Eurofins Demo Client		Selected Items				
Note Marco		Select Abbreviation CPT Codes	Name	Collection Information	Host Codes Co	unt Remove
The Pacing	Documentation and Actions	EBV oPCR (plasma) 47799	BKV qPCR (plasma) 2500 EBV qPCR (plasma) 4500	Plasma in EDTA/ACD Ti Plasma in EDTA/ACD Ti	ube 2501	1 ×
	Ship SpecimenFedEx		cordi cir (Jinonia) 1999			
	Retriever Help <u>Help</u>					
	ABN Print Labels Requisition(s) Clinical Info Cancel Order Lab Report					
				Add Selecte	d Items Advanced Sear	ch Cancel

• Once back to the ordering screen, verify all information is correct, the specimen is within stability (refer to <u>www.Viracor-Eurofins.com</u> for shipping and stability questions) then click **SAVE** to place the order

🔅 Viracor 🔅 VBI	TEST, ORDER		٩	Search Recent	
A HIGGO A HIG	20y F PID: 8304595 Client MRN: 1234567		Demograp	nics   Insurance   Order History   Options	+
Manage Orders	Order ID: NEW ORDER	Status: NEW ORDER	Entered by: Viracor Eurofins: DemoUser, User2		
Order Patient Samples     Order Choice Catalog     Pending Orders     Batch Orders	Patient* TEST, ORDER Last Name:* TEST First Name:* ORDER	Ordering Pro     Collection Da     Client Access	ider:"Undefined		
Manage Samples	Client MRN: 1234567	Comments			
View Results Patient Info	Sex:* Female V Birth date:* 01 / 05 / 1999	Order Date:* Save Patient: Ordering Loc	08 // 30 // 2019 10 : 47 AM Now tion:"Viracor Eurofins Demo Client 0 P		
This Location	Order Choices				
My Preferences	Abbreviation list Order Choice Search	Add No diagnosis codes selecter Diagnoses	ICD-10		
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	ERV (CCC) (starma) 2000	None selected	TRD		
Viracor Eurofins: DemoUser, User2 Viracor Eurofins Demo Client	Documentation and Actions				
Nide Menu	Ship Speciment Cells Retriever Helpite ABN Print Labels Clinical Info	Requisition(s) Collect Samples Lab Report			
察察会接受	Sign Out				Nex Order 584

## **CREATING/PRINTING MANIFEST**

#### • Left click MANAGE SAMPLES > CREATE MANIFEST

- o 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

🔅 Viracor 🔅 VRL	Create Manifest	٩	Search Recent
	Marrielland Marridon		
Manage Orders	View Existing Manifest		
Manage Samples	Plannesk Futer		
Collect Samples Collection List Create Manifest Rending Collection	Collection Location Viracor Eurofins Demo Client		
Release Samples	Show cancelled orders		
Waiting Room View Results Patient Info	Show samples ordered V in the past 108 hours V     Show samples on other manifests     Exclude samples with results		
This Location	Snow samples [prograd ] ] in the date range		
My Preferences	Snow collected samples not on a manifest		
	Select samples manually Order ID/SID Add C	lear Samples	
	Manifest		
			Create Manifest Refresh
Viracor Eurofins:			Total rows selected: 0 Clear
Viracor Eurofins Demo Client	Show 10 entries		Showing 1 to 10 of 12 entries
Hide Menu	Select Order ID O Patient O Sample ID O Collection Date/Time O C	Irder Date/Time  Order Choices	Host Codes Collection Location
	1909054262 TEST, ORDER 1909054262 09/05/2019 1:39PM 0	9/05/2019 1:39PM Fungitell (serum)	1710 Viracor Eurofins Demo Client
	1909054261 TEST, ORDER 1909054261 09/05/2019 1:39PM 0	9/05/2019 1:39PM Aspergillus Galactomannan (serum)	1610 Viracor Eurofins Demo Client
	1909054268 TEST, ORDER P 1909054268 09/05/2019 1:40PM 0	9/05/2019 1:40PM Fungitell (serum)	1710 Viracor Eurofins Demo Client
	1999054267 TEST, ORDER P 1999054267 09/05/2019 1:40PM 0	9/05/2019 1:40PM Aspergillus Galactomannan (serum)	1610 Viracor Eurofins Demo Client
	1000054775 TEST, ORDER 1000054276 09/05/2019 1:41PM 0	WV9/2019 1:42PM Adenovirus QPCX (BAL), Atypical Pheumonia Pánel PCR (BAL)	2009, S009 Viracor Eurofins Demo Client
	1909054272 TEST, ORDER 1909054275 09/05/2019 1:41PM 0	9/05/2019 1-429M CM/ PCP Oral (eve swah) HSV 1.8-2 PCP Oral (eve swah) 1/2/ PC	CP Oual (eve swah) 5527 8527 9527 Viracor Eurofins Demo Client
	1909054331 TEST, ORDER 1909054331 09/03/2019 1:92PH 0	9/05/2019 2:19PM CMV oPCR (BAL). Atvoical Pneumonia Panel PCR (BAL)	5509, 5009 Viracor Eurofins Demo Client
	1909054366 TEST, ORDER 1909054366 09/03/2019 2:09PM (	9/05/2019 2:50PM Adenovirus aPCR (BAL)	7509 Viracor Eurofins Demo Client
	1909054365 TEST, ORDER 1909054365 09/03/2019 2:09PM	9/05/2019 2:50PM Aspergillus Galactomannan (BAL)	1609 Viracor Eurofins Demo Client
	() Show 10 entries		Showing 1 to 10 of 12 entries
	* Required field		
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國的當時的	Sign Out		

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



• 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

🔅 Viracor 🔅 VRL	Find Patient or Order	TEST, CADER Search Recent	2
Manage Orders	Patients Orders Collect Samples (show Advanced Search filter)		
Manage Samples View Results Patient Info	Name         Patient ID         SIN         HBN         DOB         Sinc         Address         PCP         Orderable         Practice           TEST_ORCER         8304595         1224567         01/05/1599         F         Yes         Viscor Eurofina Demo Client		
This Location			
Noncor Four-fine: Demotiver, New 2 Water Euroffets Demo Client Histories Teuroffets Demo Client			
泰希泰泰泰	Sign Out		New Patient Cancel
● Fir	nd the patient's <b>NAME</b> and left click on	ORDER HISTORY	



		,	Q Search Percent
🔅 Viracor 🔅 VRL	20y F 20y F 2010 8304595 Client MRN: 1234567		Demographics   Insurance   Order History   Options
Manage Orders	Order History Filter (Show Filter)		
Manage Samples			Cumulative
View Results	Viracor Eurofins Demo Client: TEST, ORDER / Patie	ient ID: 8304595 / MRN: 1234567	
Patient Info			Total roug selected: 0 Class
Demographics			Showing 1 to 2 of 2 entries
Forder History	Order ID © Order Choices	Collection Date Order Date Client Accession	Client Ordering Provider Status
This Location	1908302491 Review Order	08/27/2019 08/30/2019 11:21AM Client Accession ID: 12989089	Viracor Eurofins Demo Client Undefined Release Pending, No Results
My Preferences	1908302483 Samples EBV qPCR (plasma	a) (R) 08/30/2019 08/30/2019 10:47AM Client Accession ID: TJD1999	Viracor Eurofins Demo Client Undefined Release Pending, No Results
	Show Labels     Requirition	R 🖬 1 🖬 🖬	Showing 1 to 2 of 2 entries
	Change Log		
	Lab Report >		
	Linked Documents		
Viracor Eurofins:			
Viracor Eurofins Demo Client			
Hide Menu			
***	Sign Out		

• 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 are wanting to cancel all test, click the **Select All** box.
  - Next type your reason for cancelation in the Enter Reason\* box and click INSERT DATE/TIME
  - $\circ~$  At the bottom right select <code>PROCEED WITH CANCELLATION</code> box

Viracor SVRL	Cancel Order Choice	?
		÷ ÷
Manage Orders	Order ID: 1908020483 Data New York OF 0000	
Manage Samples	Patient (SMAS) Patient (SMAS)	
View Results	Sample ID(4): 1988/02443 Canonide Rr: Viranor Eurofines: Demoklaer, Marc2	
Patient Info	Cancelled Date:	
This Location	*Neese admoniedge each item by checking the box provided.	
My Preferences	The following selected order choices will be cancelled. Select All Order Tobero Cided On:	
	Other Order Choices:	
	Enter Reason" TEST NOT NEEDED 8/30/2019 01:28 FM TD	
Viracor Eurofins: DemoUser, User2 Viracor Eurofins Demo Client	(Inset takeTing)	
Hide Menu		
<b>邮船会</b> 建会	Sign Out	th Cancellation Don't Cancel

• Click SAVE when you come back to the order screen to save the cancelation

A Viracor A VRI	TEST, ORDER		٩ 🗆	Search Recent	
se vitacor se vite	20y F PID: 8304595 Client MRN: 1234567		Demographi	cs   Insurance   Order History   Options	
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Pending Orders Batch Orders	Last Name:" TEST First Name:" ORDER Middle Name:	Collection Client Ac Comm	n Date:*108 // 30 // 2019 11 : 16 AM Now Clear ccession ID: TJD1999 tents		
Manage Samples View Results	Client MRN:         1234367           Sex:*         Female           Birth date:*         01 / 05 / 1999	Order Da Save Patient: Ordering	te:*08 / 30 / 2019 10 : 47 AM Now Location:*Viracor Eurofins Demo Client		
Patient Info This Location	Order Choices				
My Preferences	Abbreviation list	Add No diagnosis codes sele Diagnoses	seted ICD-10 V Search Summary		
	Order Choice Diagn BKV gPCR (plasma) 2500 None	oses Sample ID se/ected 190830248	Cancel 3 🖌 💿		
	EBV oPCR (plasma) 4500 None	selected 190830248	3 <b>X</b> 0		
Viracor Eurofins: DemoUser, User2 Viracor Eurofins Demo Client	Documentation and Actions				
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		una tropara			
1673 JUL 480 2010 AD	Sign Out				New Order Discard Changes Save > < Back



#### 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



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



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

Viracor 😵 VRL	20y F	DRDER					٩.	Search	Recent	
Manage Orders	PID: 830455	95 Client MRN: 1234567 ory Filter (Show Filter)					Demograpi	iics   Insurance   Order H	Istory   Option	
Manage Samples										Cumulative
View Results	Viracor Eur	rofins Demo Client: TES	ST, ORDER / Patient I	D: 8304595 / M	IRN: 1234567					
Patient Info									_	
Demographics	() Show	10 optrior							Tota	al rows selected: 0 Clear
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My Preferences	1908302483	Samples	EBV qPCR (plasma) (R)	08/30/2019	08/30/2019 10:47	AM Client Accession ID:	: TJD1999	Viracor Eurofins Demo Client	Undefined	Release Pending, No Results
	¢ Show	Labels								Showing 1 to 2 of 2 entries
		Requisition								
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		Linked Documents								
Viracor Eurofins:										
DemoUser, User2 Viracor Eurofins Demo Client										
Hide Menu										
徽帝帝帝帝	Sign Out									

• 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.

A Viracor A VRI	TEST, ORDER	Order Choice Search	2
4. macor 4. ma	20y F PID: 8304595 Client MRN: 1234567	Onder Chaire Names IFF00	+ +
Manage Orders	Order ID: 1908302491 Status: NO RESU	Search Order Choice List: My Frequent	
Order Patient Samples	Patient* TEST, ORDER	O Search Profiles	
Pending Orders	Last Name:* TEST		
Batch Orders	Middle Name:	O         Show 20         entries         I         I         I         Showing 1 to 18 of 18 entries	
Manage Samples	Client MRN: 1234567	Select         Abbreviation         CPT Codes         Name         Collection Information         Host Codes           CMV_QPCR (plasma)         87497         CMV qPCR (plasma) 5500         Plasma in EDTA/ACD Tube         5501	
View Results	Birth date:* 01 / 05 / 1999 Sav	CMV gPCR (pleural fluid) 87497 CMV gPCR (pleural fluid) 5500 Pleural Fluid in Collection Tube 5511	
Patient Info		NV. oPCR. (serum) 87497 CMV oPCR (serum) 5500 Serum in SST Tube 5510	
This Location	Order Choices	CHV gPCR (trach asp) 87497 CMV gPCR (trach asp) 5500 Tracheal Aspirate in Collection Tube 5519	
My Preferences		CHV. gPCR. (trach. wash) 87497 CMV gPCR. (trach. wash) 5500 Tracheal Wash in Collection Tube 5548	
	Abbreviation list Add Nr	CMV_oPCR_(urine) 87497 CMV oPCR (urine) 5500 Urine in Screw top tube 5502	
	Order Choice Search Di	CMV oPCR (vitreous fluid) 87497 CMV oPCR (vitreous fluid) 5500 Vitreous Fluid in Collection Tube 5514	
	BIOLOCC (resum) 2500 None caleried	CMV oPCR Quant (tissue) 87497 CMV oPCR Quant (tissue) 5500 Tissue in Sm screw cap 5505	
	No. 2000		
Viracor Eurofins: Demoliser, User2	Documentation and Actions	Selected Items	
Viracor Eurofins Demo Client	Ship SpecimenFedEx	Select Abbreviation CPT Codes Name Collection Information Host Codes Count Remove	
Hide Menu	Retriever Helpttelp		
	ABN Print Labels Requisition(s) Clinical Info Cappel Order Lab Report	No records selected	
		Add Selected Items Advanced Search Cancel	
麻痹挛挛挛	Sign Out		New Order Discard Changes Save < Back to Order History

- 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

@Viracor @VRI	TEST, ORDER	Order Choice Search	3
Manage Orders +Order Patient Samples Order Choice Catalog	20y F         PD: 8304595         Clent MRN: 1234567           Order ID: 190802491         Status: NO RESU           Patient*TEST, ORDER         P           Last None*TEST         P	Order Choice Name: 0000 Search All Order Choice List: My Preparent V Search Profiles	
Pending Orders Batck Orders View Results Patient Info This Location My Preferences	Fund Toman         60208.           Video Name.         1023667           Statut         Fendes V           Birth date.**         0.1 / 00.1 / 1099           Order Choices         Devention of the	Story         20         entries         1         Image: Control of 12 entries           State         Allebrowskin         OFF Codel         Name         Caldidition Information         Nation Codes           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State           CMM_2FCR_Outl (forced)         87496         CMM 2FCR Qual (forced)         State         State         State         State           CMM_2FCR_Outl (forced)         87497         CM 2FCR Qual (forced)         State         State         State         State           CMM_2FCR_Obtal         87497         CM 2FCR (forced)         State         State         State         State         State           CMM_2FCR_Obtal         87497         CM 2FCR (forced) <th></th>	
Viscor Eurofins: Demolutor, User2 Viscor Eurofins Gene Clant Nain New	Decementation and Actions Ship Spandemented at Requirementation ADM Prior Labels Chineal Info Cancel Order Lab Report	Show 20     entries     I     and     Showing I to J7 of J7 entries       Selected Items     Entries     Celeston Information     Host Celes     Celest       ✓     City_dCG (seum)     87497     Off gPCR (seum) 5500     Serum in SST Tube     5510     1     Image: Second Second Second	
***	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 <u>www.Viracor-Eurofins.com</u> for stability) then click **SAVE** to place the order

A Viracor	TEST, ORDER			٩	Search Recent		3
A. HINCOL A. HILL	20y F PID: 8304595 Client MRN: 1234567			Demographics   Insurance	Order History   Options		+ ÷
Manage Orders	Order ID: 1908302491	Status: NO RESULTS	Entered by: Viracor Eurofins: DemoUs	er, User2			
• Order Patient Samples Order Choice Catalog Pending Orders Batch Orders	Patient* TEST, ORDER Last Name:* TEST First Name:* ORDER Middle Name:	P	Ordering Provider: "Undefined         P           Collection Date: "[08] / [27] / [2019]         11 : [21] AM         N           Client Accession ID: [1299009]         Comments         P	low Clear			
Manage Samples	Client MRN: 1234567		Order Date: # 08 / 30 / 2019 11 : 21 AM Now				
View Results	Birth date:* 01 / 05 / 1999	Save Patient:	Ordering Location:" Viracor Eurofins Demo Client				
Patient Info			-				
This Location	Order Choices						
Hy Preforences Viracor Eurofins: Demotyre, User2 Viracor Eurofina Damo Clant.	Abbreviation list Order Choice Search Order Choice Search Order Choice Search Order Choice Search Oxford All Search S500 N INV/APCR Lesens 2500 N Documentation and Actions Ship Speciment registe ADV Print Labels Print Labels	Add No depress Diagnose Discover to selected	code selecter COURT Summary Seek Summary T.B.D. K. 9 190052491 K. 9 190052491 K. 9				
	Clinical Info Cancel Order	r Lab Report					
<b>秦帝帝帝</b> 帝	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

Nace testing:     Nace testing: <th>🍪 Viracor 🍪 VRL</th> <th>Location Inbox</th>	🍪 Viracor 🍪 VRL	Location Inbox
Veccore Endering:       Vecco	Manage Orders	Location Betrideet Viscons Funding Demon Class
Vertexet         Reports for Viscor Eurofine Denne (Hent (Hent Elle))         Report for Viscor Eurofine Denne (Hent Complete)         Report for Viscor Eurofine	Manage Samples	Result Reports Other Reports
And and a construction of the construction	View Results	Reports for Viracor Eurofins Demo Client (door filter)
Plants Indo       Init Conciliant         This Conciliant       Second:       Second: <t< th=""><th>Location Inbox User Inbox</th><th>Admoniedge Selected Print Selected Admoniedge &amp; Print Selected Delete Selected Reprint Past Print Jobs Refresh</th></t<>	Location Inbox User Inbox	Admoniedge Selected Print Selected Admoniedge & Print Selected Delete Selected Reprint Past Print Jobs Refresh
International internatinterenational international international inte	Patient Info	O Show 20. entries
Alternation         National Section         Naterestion         Naterestion <t< th=""><th>This Location</th><th></th></t<>	This Location	
<ul> <li>- 109951202 TEST, ORDER: Metrovirus qPCR (BAL), ERV qPCR (BAL), E</li></ul>	My Preferences	Abormal - 1000133 TEST. CROEK LEW COLLEGATION B19 dPCR (clasma). Revolute B19 dPCR (clasma). CR0+dPCR-felament 0/0/0/2019 12524 25494 TEST. DOCTOR Revolute Revolution Revolutio
Vector funding funding and the funding fund		- 1000b1399 TEST. DBDF8 Ademning aRE (Mai). DBV ARE (Mai). DBV ARE (Mai). DBV ARE (Mai). DBV ARE (Mai).
Vracer turdins: member: Cuart		- 1095102222 normentative Rell (serum) 09/10/2019 12:54PM 09/04/2019 2:38PM 155T, DOCTOR Viracor Eurofins Demo Client Complete
Vrace funding       Monetowing box       None towing box       None towing box       Like       Like       None towing box       Like       Like       Like       None towing box       Like		- 170200545 Samples T Coll Immunity Panel 09/08/2017 5:334M 09/08/2017 5:334M Viraor Eurofins Demo Client Complete
C Show 20 entries Showing 1 to 4 of 4 entries	Viewood EarceNex: Demoklose: Nex 2 Viewoor Euroffseet Genet Const Nexus	See 20 outres 2000 10 to 14 of 4 outres
	麻痹牵痒牵	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

Location Inhov	Q	Search Recent	
Lab Report	Marchae Roberts A. et al. 4		e ×
1909043959	Viewing Entry 3 out of 4 < Previous Entry Next Entry >		Options
Show historical results			Deliver
R.			Acknowledge Refresh
🖺 🖶 🖂 🔍 🗇 🕒 1 / 2	▶ - • • • • • • • • • • • • • • • • • •		C Share
et e			Comment
et			
1	Eurofins		Fill & Sign
	Clinical Diagnostics		
	LABORATORY REPORT		
Patient Name: TES	Client MRN: 1234567	Client:	
Sex: U DOB: 0	3/05/1956 Age: 63y	Viracor Eurofins Demo	
Viracor Eurofins Patie	ont ID: 8307671	Client	•
Physician: TEST, DO			
Received: 09/10/2019 Report Delivered: 09/	09:00 10/2019 12:40		
Report Delivered. 03/	10/2019 10:40		
	RESULTS		
Adenovirus gPCR (BAL	7500 Client Accession ID: W8525141		Convert and edit PDFs
Viracor Eurofins Accession I	D: 1909043959 Collected: 09/09/2019 14:37	Final - Approved 09/10/2019 13:05	with Acrobat Pro DC
Performed at: Viracor Eurofi	ns - 1001 NW Technology Dr., Lee's Summit, MO   CLIA# 26D-0983643		Start Free Irial
	< Older Versions Newer Versions :		
			Close Window
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the diversity of the Steen Out			
A. A. A. A.			

#### **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	Q Search Recent
Manage Orders	Location Recipient Viracor Eurofins Demo Client	
Manage Samples	Result Reports Other Reports	
View Results	Reports for Viracor Eurofins Demo Client (show filter)	
Location Inbox User Inbox	Acknowle	dge Selected Print Selected Acknowledge & Print Selected Delete Selected Reprint Past Print Jobs Refresh
Patient Info	φ Show 20 entries	1 Showing 1 to 4 of 4 entries
This Location	Severity <sup>1</sup> ~ Priority ◇ Order ID ◇ Patient ◇ Order Choices	Results Received $\bigcirc$ Order Date <sup>2</sup> $\checkmark$ Ordering Provider $\diamondsuit$ Recipient Status $\circlearrowright$ Selected Ack'd $\diamondsuit$
My Preferences	Abnormal - <u>1909033345</u> TEST, ORDER EBV qPCR (plasma), Parvovirus B19 qPCR (plasma), <del>CMV qPCR (</del>	Haama) 09/10/2019 1:05PM 09/03/2019 2:36PM TEST, DOCTOR Viracor Eurofins Demo Client Complete
	<u>1909102727</u> TEST, ORDER Fungitell (serum)	09/10/2019 12:54PM 09/04/2019 2:38PM TEST, DOCTOR Viracor Eurofins Demo Client Complete
	<u>1909043959</u> 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
	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
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 🎊 VRI	TEST, PATIENT					٩ 📖	Search Recent		
A. 110001 A. 110	34 F PID: 739299 Clent HRH: Demographics   Insurance   Order History   Options								
Manage Orders	Order History Filter (Show Filter)								
Manage Samples									Cumulative
View Results	Viracor Eurofins Demo Client: TES	T, PATIENT / Patient ID: 73992	99 / MRN:						
Patient Info								Tota	I rows selected: 0 Clear
Demographics Insurance	Show 10 entries				• 1 • •				Showing 1 to 9 of 9 entries
Order History	Order ID Order Choices		Collection Date	Order Date 🔍	Client Accession		Client	Ordering Provider	Status
This Location	1908071751 EBV PCR Qual (tissue) (F	2)	08/07/2019	08/07/2019 8:31AM	Client Accession ID:		Viracor Eurofins Demo Client	TEST, PHYSICIAN	Release Pending, No Results
My Preferences	1901291349 BKV qPCR (urine) (R)		01/29/2019	01/29/2019 7:58AM	Client Accession ID:		Viracor Eurofins Demo Client	test, providence	Release Pending, No Results
	1901291348 BKV qPCR (plasma) (R)		01/29/2019	01/29/2019 7:58AM	Client Accession ID:		Viracor Eurofins Demo Client	test, providence	Release Pending, No Results
	1709071046 Review Order		09/07/2017	12/12/2018 8:17AM	Client Accession ID:	12345	Viracor Eurofins Demo Client	TEST, PHYSICIAN	Complete
	1810312706 Samples		10/31/2018	10/31/2018 12:47PM	Client Accession ID:		Viracor Eurofins Demo Client	DOCTOR, OUTPATIEN	T Release Pending, No Results
	1712142769 Labels	<del>) (R)</del>	12/14/2017	12/14/2017 1:15PM	Client Accession ID:		Viracor Eurofins Demo Client	Unknown, Dr.	Cancelled (more)
	1711011714 Change Log	<del>) (R)</del>	11/01/2017	11/01/2017 10:07AM	Client Accession ID:		Viracor Eurofins Demo Client	TEST, PHYSICIAN	Complete
	1709111957 Lab Report	) (R), ImmuKnow (whole blood) (R)	09/11/2017	09/11/2017 12:04PM	Client Accession ID:	123456	Viracor Eurofins Demo Client	TEST, PHYSICIAN	Complete
Viracor Eurofins: DemoUser, User2	1709071848 Linked Documents	<del>) (R)</del>	09/07/2017	09/07/2017 10:09AM	Client Accession ID:	1234567	Viracor Eurofins Demo Client	TEST, PHYSICIAN	Complete
Viracor Eurofins Demo Client	φ Show 10 entries				e 1 e e				Showing 1 to 9 of 9 entries
Hide Menu									
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• Click VIEW- the lab report will display in PDF

Lab Report									
Show historical results Limit Order Choices Displayed	1709671046		Options Deliver Refresh						
1709071046 Lab Report									
🖺 🖶 🖂 🔍 🗇 🕘 1/1 🖡 🖑 Q 🔚			🗅 Share						
	Viracor Eurofins Clinical Diagnostics		Comment						
LABORATORY REPORT									
Patient Name: TEST, PATIENT Sex: F DOB: 01/01/1985 Viracor Eurofins Patient ID: 739929 Physician: TEST, PHYSICIAN Received: 09/07/2017 09:08 Report Delivered: 09/09/2019 09:38	Client MRN: Age: 34y 9	Client: Viracor Eurofins Demo Client							
Comments: Client Accessi	on ID: 12345								
RESULTS									
CMV qPCR (plasma) 5500 Viracor Eurofins Accession ID: 3839010 Performed at: Viracor Eurofins - 1001 NW Te	Client Accession ID: 12345 Collected: 09/07/2017 09:08 chnology Dr., Lee's Summit, MO   CLIA# 26D-0983643	Final - Approved 09/07/2017 09:11	Convert and edit PDFs with Acrobat Pro DC Start Free Trial						
			Close Window //						

## **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			٩	Search Recent			
Name of the second	Dending Orders (Chan Elbar)	United Solar Courts					1	rteble contex)
Manage Orders Order Patient Samples Order Choice Catalog Pending Orders	Pending Urders (Show Fitter)	Uncollectes Unser Count					LDM	Refresh
Batch Orders	φ Show 20 entries						Showing 1 to	20 of 21 entries
land Deculte	Order ID  Patient <sup>2</sup> Acces	ssion No Ordering Location Collection Date 0	Order Date <sup>1</sup> Ordering	Provider 🗧 Client Accession		Not Collected Not Accessioned	No Results S	Sendouts (no intf)
Idw Results	1908302483 TEST, ORDER	Viracor Eurofins Demo Client 08/30/2019 11:16AM 0	08/30/2019 10:47AM Undefine	d Client Accession ID:	TJD1999		EBV gPCR (plasma)	
atient Info	1908302491 TEST, ORDER	Viracor Eurofins Demo Client 08/27/2019 11:21AM 0	08/30/2019 11:21AM Undefine	d Client Accession ID:	12989089		BKV gPCR (serum)	
his Location	1909031996 TEST, ORDER	Viracor Eurofins Demo Client 09/01/2019 12:14PM 0	09/03/2019 9:59AM Undefine	d Client Accession ID:	T999900000		<u>CMV gPCR (plasma)</u> EBV gPCR (plasma)	
y Preferences	1909033345 TEST, ORDER	Viracor Eurofins Demo Client 09/02/2019 3:04PM 0	09/03/2019 2:36PM TEST, DO	OCTOR Client Accession ID:	T1231234		EBV gPCR (plasma), Parvovirus B19 gPCR (plasma)	
	1909043009 TEST, DOCTOR	Viracor Eurofins Demo Client 09/04/2019 11:09AM 0	09/04/2019 11:10AM Last, Tes	t Client Accession ID:	T123456		Hepatocyte growth factor (HGF) (plasma)*	
	1909043008 TEST, DOCTOR	Viracor Eurofins Demo Client 09/04/2019 11:09AM 0	09/04/2019 11:10AM Last, Tes	t Client Accession ID:	T123456		BKV IgG (plasma)	
	1909043957 TEST, ORDER	Viracor Eurofins Demo Client 09/04/2019 2:35PM 0	09/04/2019 2:36PM Undefine	d Client Accession ID:	T8574157		Cheese American IoE", Cat Dander IoE, Doo Dander IoE, Eoo White IoE	
acor Eurofins: moUser, User2	1909043959 TEST, ORDER	Viracor Eurofins Demo Client 09/04/2019 2:37PM 0	09/04/2019 2:38PM TEST, DC	CTOR Client Accession ID:	W8525141		Adenovirus aPCR (BAL), CMV aPCR (BAL), EBV aPCR (BAL)	
acor Eurofins Demo Client	1909043958 TEST, ORDER	Viracor Eurofins Demo Client 09/04/2019 2:37PM 0	09/04/2019 2:38PM TEST, DO	CTOR Client Accession ID:	W8525141		Aspergillus PCR Panel (BAL)	
Hide Menu	1909054262 TEST, ORDER	Viracor Eurofins Demo Client 09/05/2019 1:39PM 0	09/05/2019 1:39PM Undefine	d Client Accession ID:	T871110		Fungitell (serum)	
	1909054261 TEST, ORDER	Viracor Eurofins Demo Client 09/05/2019 1:39PM 0	09/05/2019 1:39PM Undefine	d Client Accession ID:	T871110		Aspergillus Galactomannan (serum)	
	1909054268 TEST, ORDER P	Viracor Eurofins Demo Client 09/05/2019 1:40PM 0	09/05/2019 1:40PM Undefine	d Client Accession ID:	M321321		Eungitell (serum)	
	1909054267 TEST, ORDER P	Viracor Eurofins Demo Client 09/05/2019 1:40PM 0	09/05/2019 1:40PM Undefine	d Client Accession ID:	M321321		Aspergillus Galactomannan (serum)	
	1909054276 TEST, ORDER	Viracor Eurofins Demo Client 09/05/2019 1:41PM 0	09/05/2019 1:42PM Undefine	d Client Accession ID:	T852584		Atypical Pneumonia Panel PCR (BAL)	
	1909054275 TEST, ORDER	Viracor Eurofins Demo Client 09/05/2019 1:41PM 0	09/05/2019 1:42PM Undefine	d Client Accession ID:	T852584		Aspergillus PCR Panel (BAL)	
	1909054277 TEST, ORDER	Viracor Eurofins Demo Client 09/05/2019 1:42PM 0	09/05/2019 1:42PM Undefine	d Client Accession ID:	79515151		CMV PCR Qual (eve swab), HSV 1 & 2 PCR Qual (eve swab), VZV PCR Qual (eve swab)	
	1909054331 TEST, ORDER	Viracor Eurofins Demo Client 09/03/2019 1:01PM 0	09/05/2019 2:19PM Undefine	d Client Accession ID:	T3456788		CMV gPCR (BAL), Atypical Pneumonia Panel PCR (BAL)	
	1909054366 TEST, ORDER	Viracor Eurofins Demo Client 09/03/2019 2:09PM 0	09/05/2019 2:50PM Undefine	d Client Accession ID:	17890987		Adenovirus gPCR (BAL)	
	1909054365 TEST, ORDER	Viracor Eurofins Demo Client 09/03/2019 2:09PM 0	09/05/2019 2:50PM Undefine	d Client Accession ID:	T7890987		Aspergillus Galactomannan (BAL)	
	1909054405 TEST, ORDER	Viracor Eurofins Demo Client 09/03/2019 9:00AM 0	09/05/2019 3:07PM Undefine	d Client Accession ID:	T43212		Adenovirus gPCR (BAL), CMV gPCR (BAL)	
							Showing 1 to	20 of 21 entries
教学会学会	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® <ul> <li>v7 or newer **</li> <li>v11 or newer is not validated</li> </ul>		
	<ul><li>Firefox</li><li>v2 or newer, not validated</li></ul>		
	<ul><li> v20 or newer, not validated</li></ul>		
	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.* 

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