Retriever User Guide v5
Online Ordering and Reporting

March 2022

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Retriever Sign-in

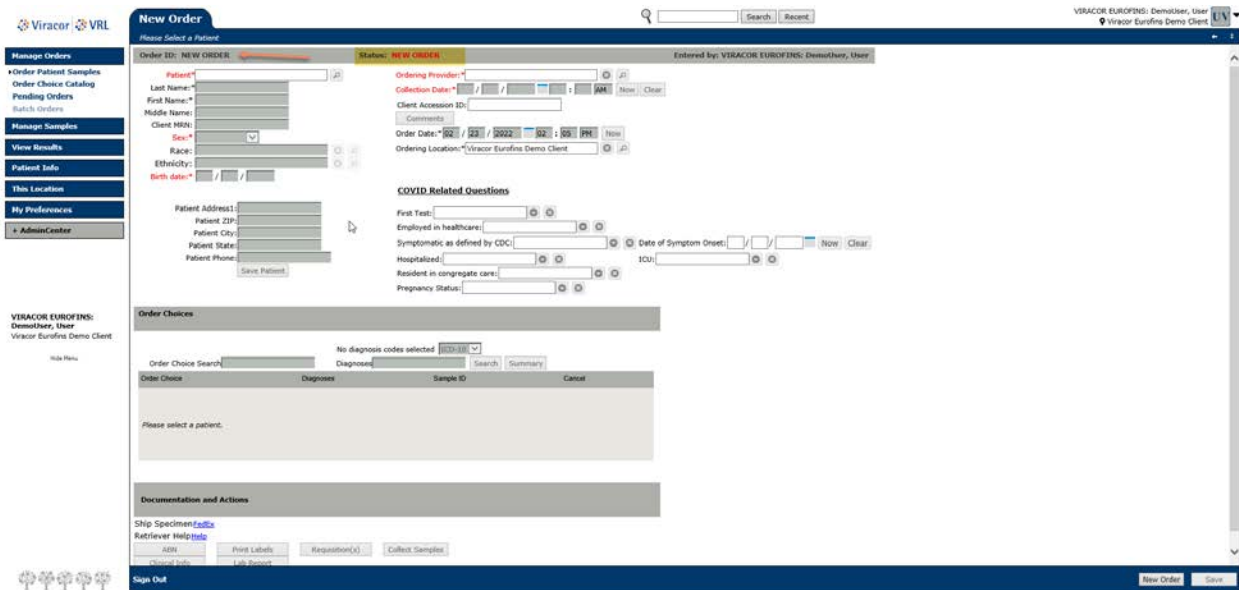Go to www.Eurofins-Viracor.com, select "Clinical Diagnostics" then click **ORDER TEST/RETRIEVE RESULTS** to sign in
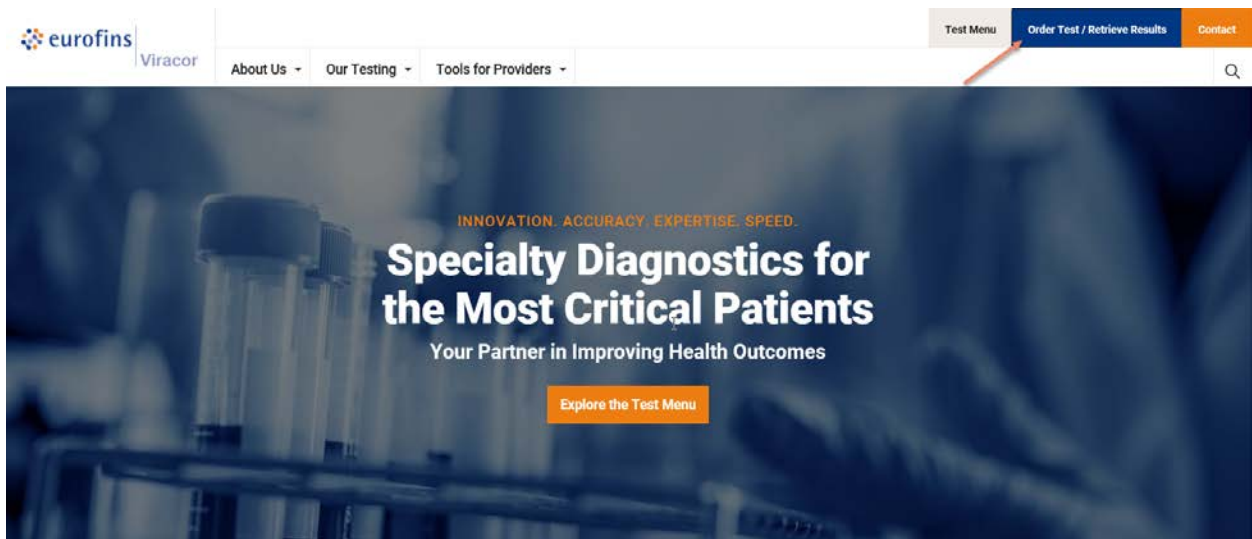
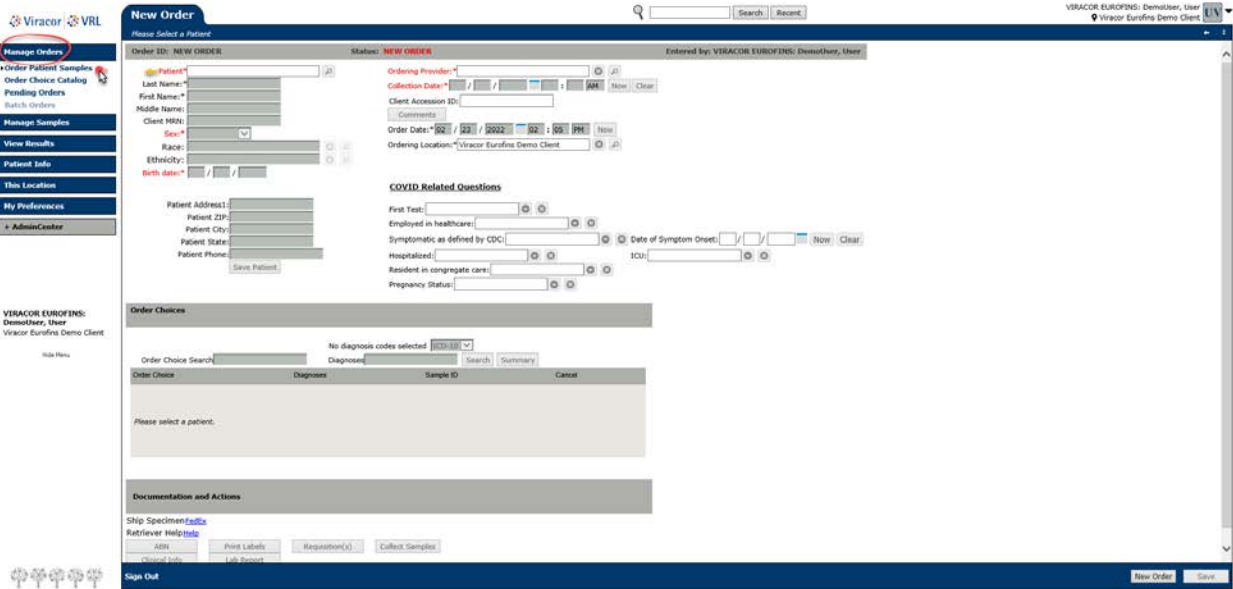Each user will have their own username and password which cannot be shared.
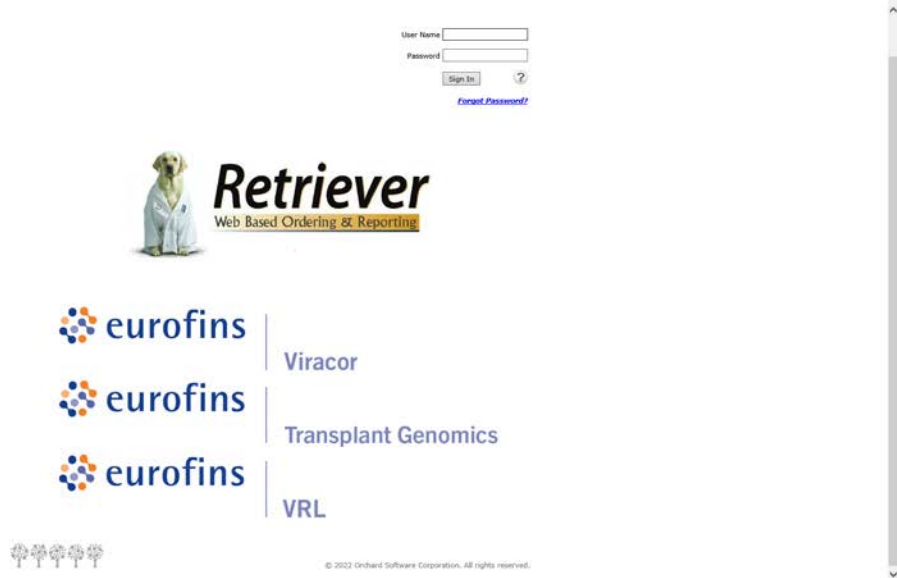
Once signed on, your screen will default to the "New Order" page


ORDERING A TEST

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

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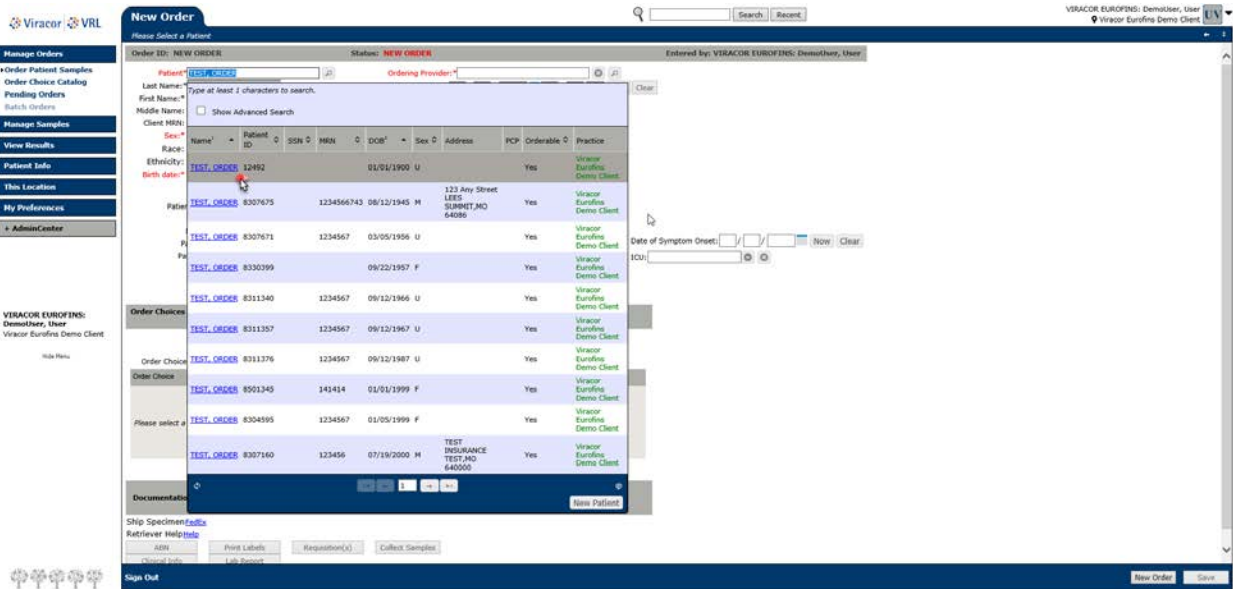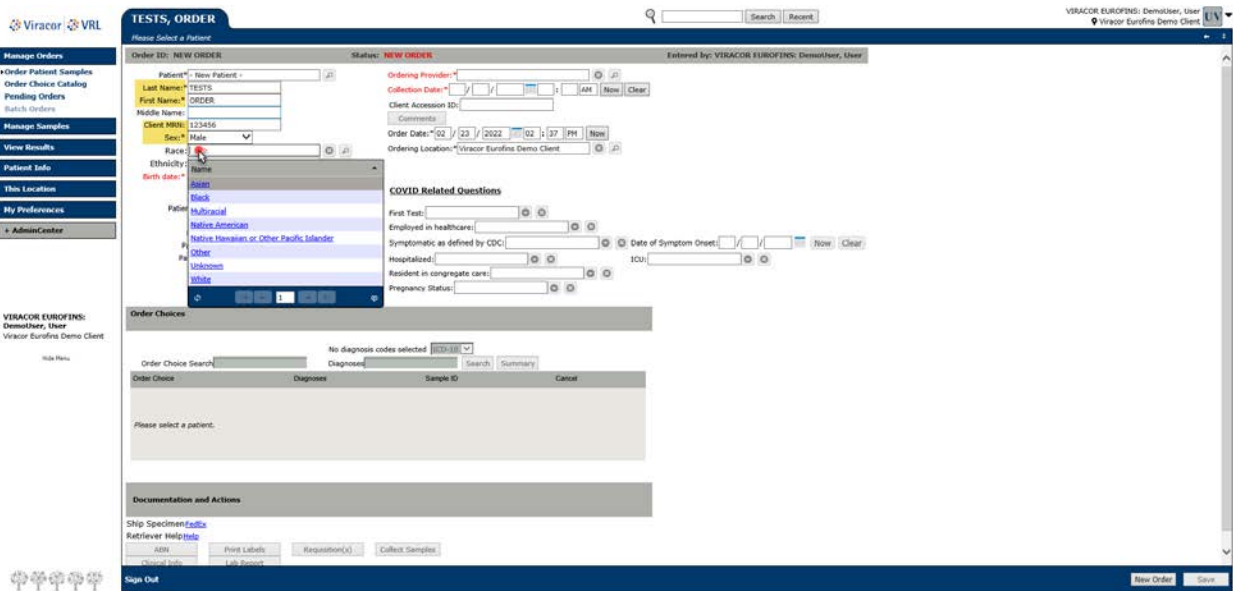

ADDING A NEW PATIENT

- If the patient is not found, choose **NEW PATIENT** in the patient search box to create a new patient's record
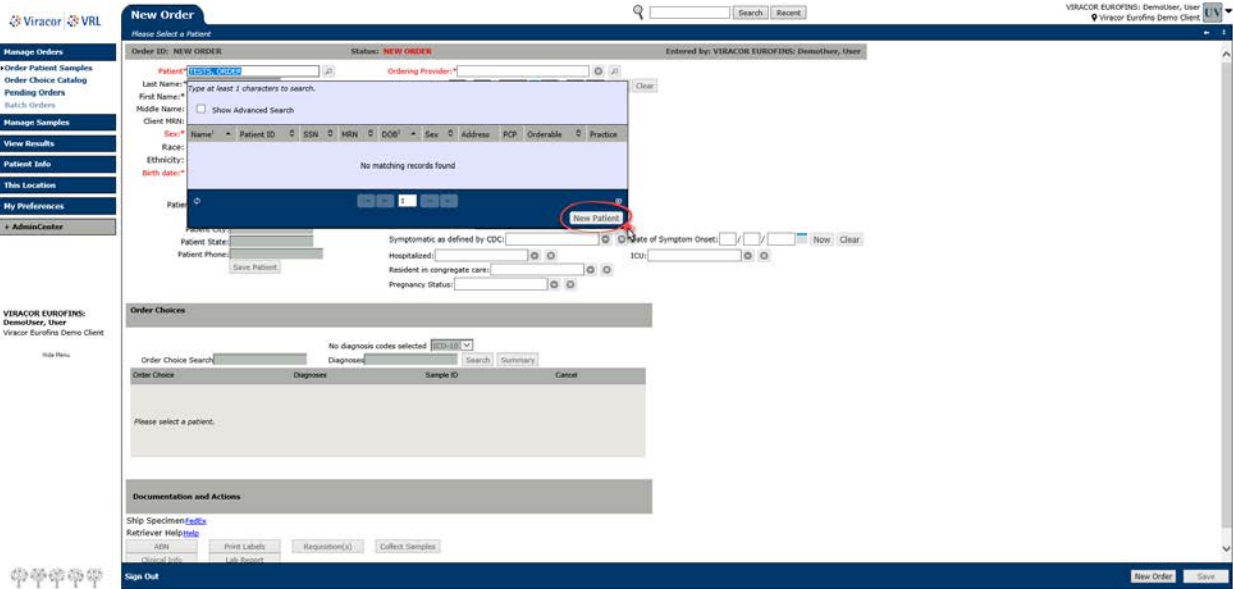
- The **LAST NAME, FIRST NAME** will populate into the correct fields once you select New Patient.
- Next you will type the **CLIENT MRN**
- Select **PATIENT SEX using the drop down,** if the patient sex is not known select Unknown
- Select **Race using the drop down**


- Select **Ethnicity using the drop down**

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


ORDERING PROVIDER

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

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

- If a Provider is not in the system select **ADD EXTERNAL PROVIDER**
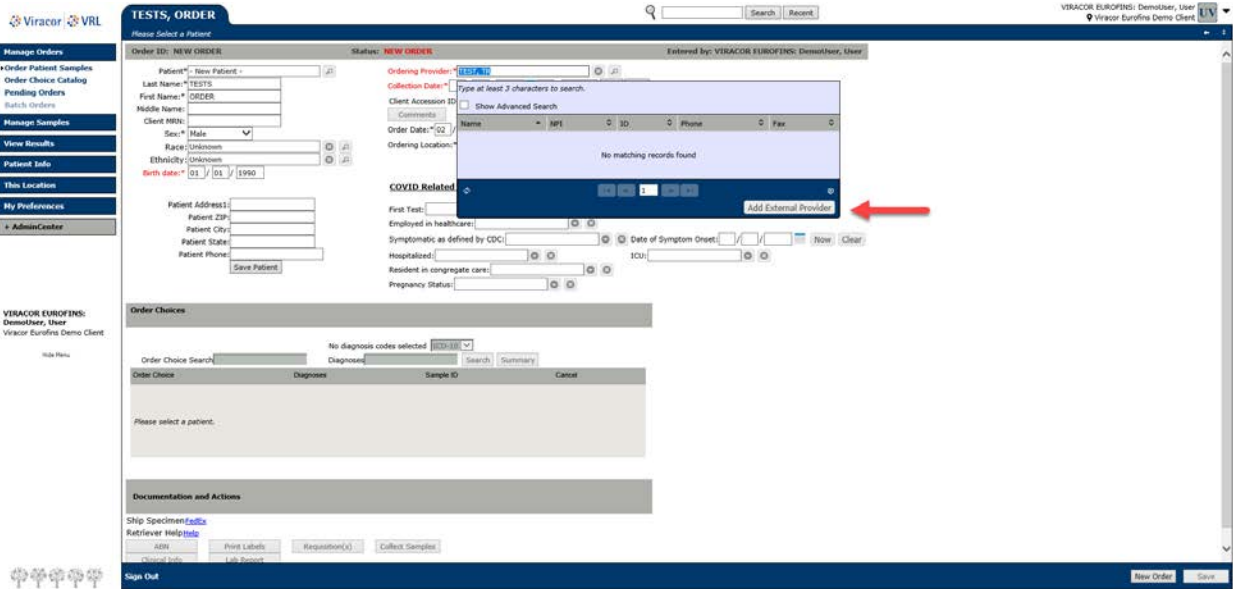
- Enter Physician's **LAST NAME, FIRST NAME**
- Select the middle box **DELIVER TO ORDERING LOCATION INBOX**
- Select **SAVE**
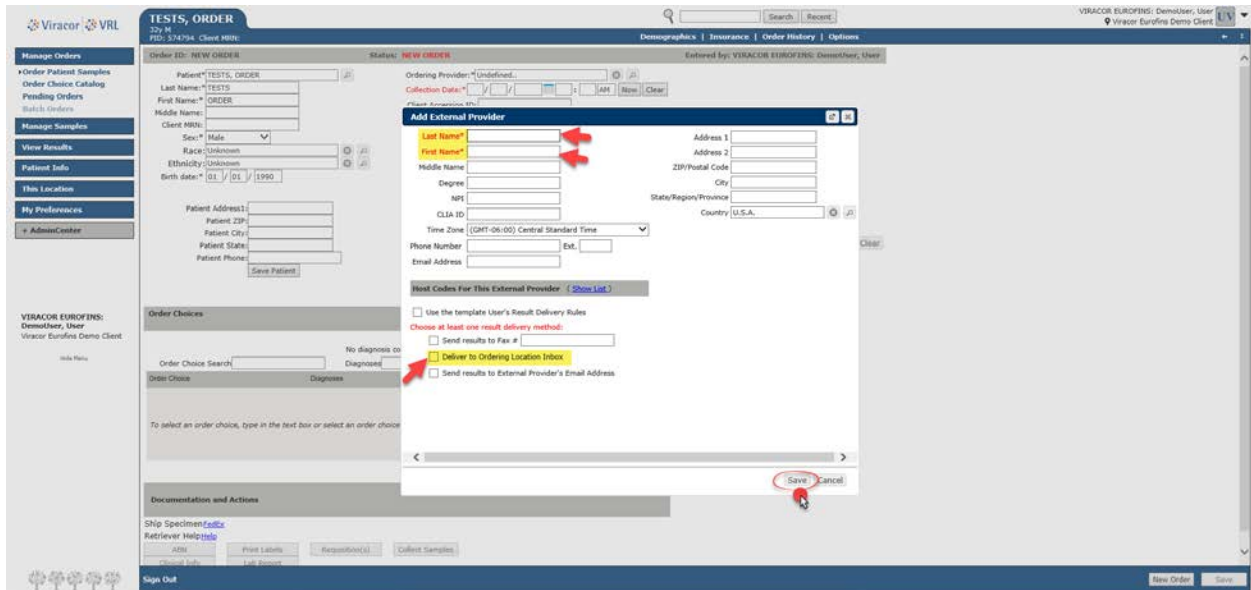
*You will automatically be returned to the Order Screen.

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

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

- Once you have selected all the tests needed, select **ADD SELECTED ITEMS** at the bottom
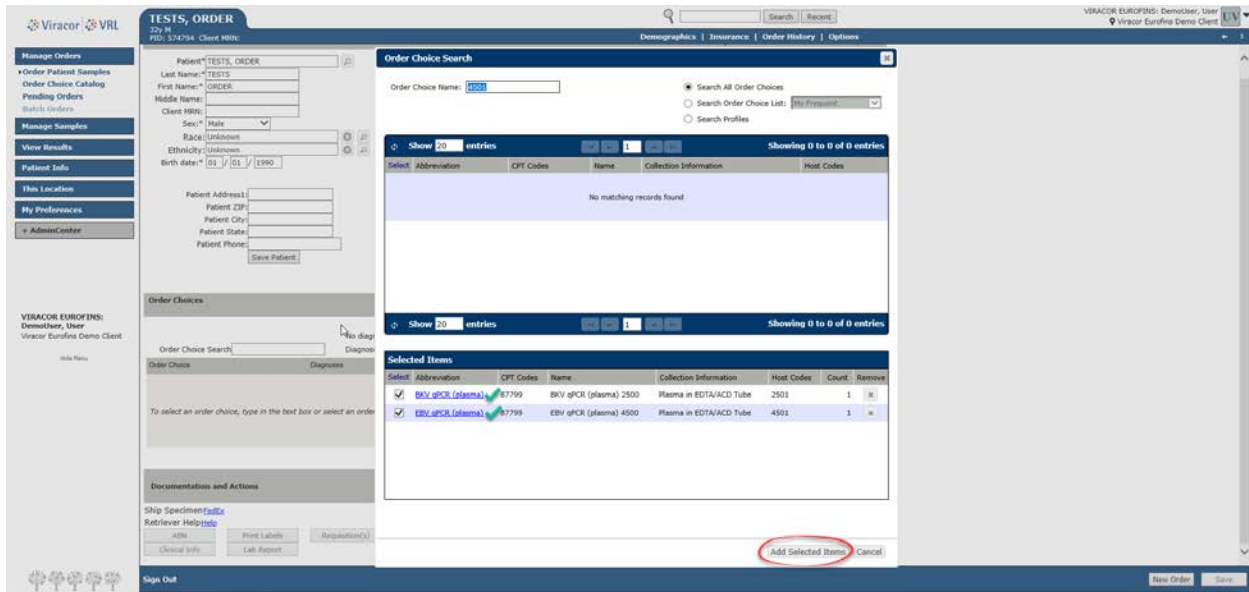
- Once back to the ordering screen, verify all information is correct, the specimen is within stability (refer to https://www.eurofins-viracor.com for shipping and stability questions) then click **SAVE** at the bottom right to place the order.
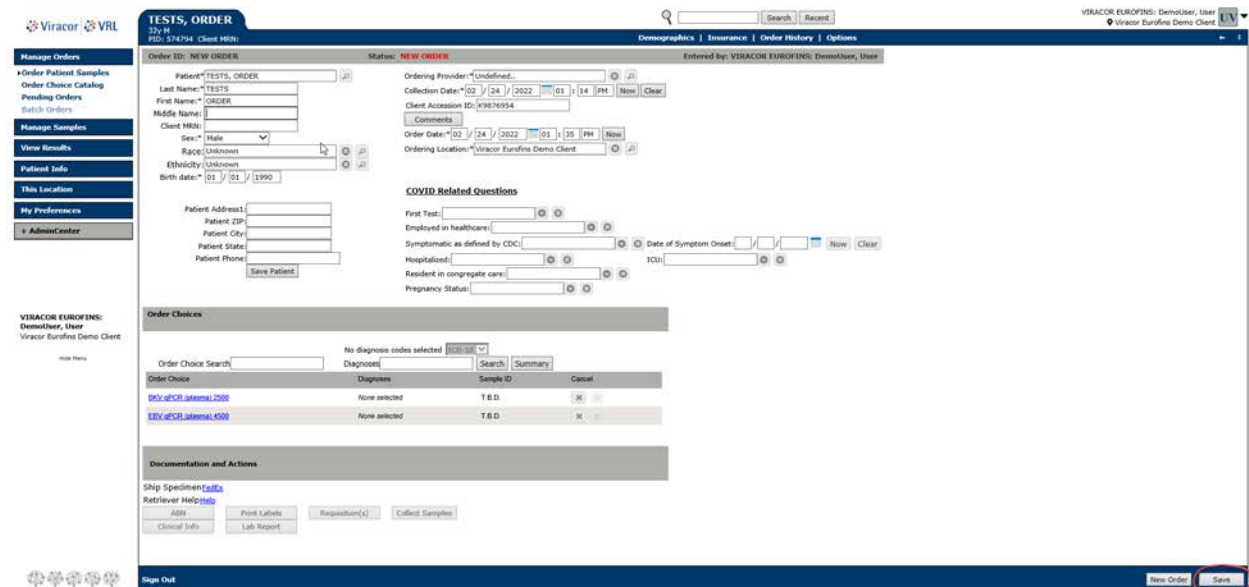
CREATING/PRINTING MANIFEST

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

  - o This is defaulted to show samples "ordered" in the past "24" "hours". This can be modified to "collected", and allows to enter amount of time as well as either "Hours, Days or Weeks"

- Check the box next to the orders needed for the manifest or click **SELECT** to add all orders displayed. If more than one page of orders, you will need to SELECT those orders on the following pages or change the filter to show more than 10 entries.
- After all orders have been selected left click on **CREATE MANIFEST** tab on the right

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

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

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

- 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

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

- Find the order you wish to modify and Left click **ORDER ID**
- Select **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 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 Eurofins Viracor at 800-305-5198 to confirm we can complete add-on testing.

To search by patient name:

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

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

To search by Viracor Accession number:

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

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

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 https://www.eurofins-viracor.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
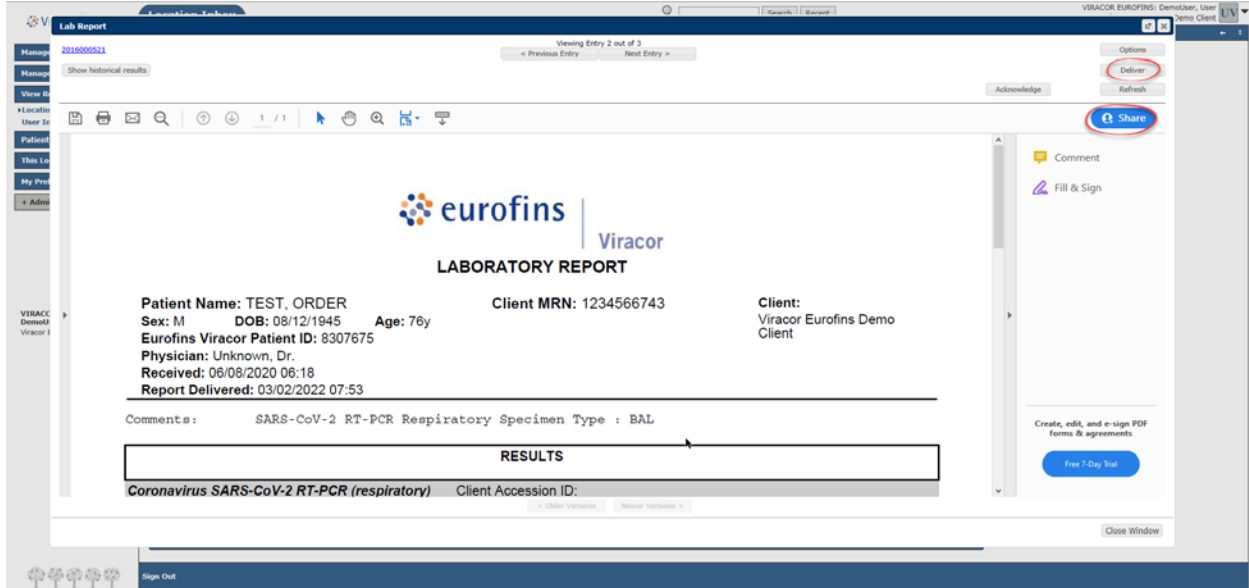
ACKNOWLEDGING NEW RESULTS

- 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
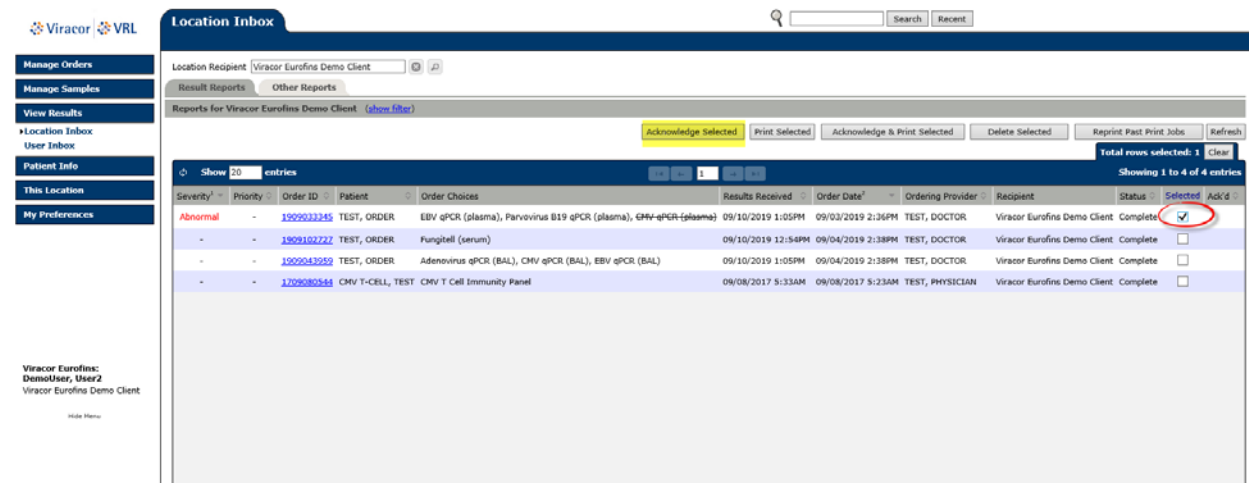
LOCATING PATIENT RESULTS

- Type patients **Last name, First name** in the SEARCH field
- 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

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.

FAQs and TECHNICAL SUPPORT

FAQs

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

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

4. Do I still need to send a manifest form with the specimen?
Yes, you will generate a manifest from Retriever for orders you've placed. This manifest will accompany the specimen when shipping to Eurofins Viracor.

5. Can I still receive faxed results?
Yes, Retriever will not affect how you currently receive your results. It simply provides another option to obtain results at your convenience.

6. How many of my staff members can have access to Retriever?
There is no limit to how many staff members have access. Each user must have their own username and password, this are not allowed to be shared.

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

8. Will all staff members with access to Retriever have the ability to order tests?
Eurofins Viracor will customize the system to meet your needs, consistent with legal requirements. You can choose if the users order and result or just view results.

TECHNICAL SUPPORT

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

RETRIEVER MINIMUM REQUIREMENTS

Workstation

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

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

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

Software: Internet Explorer®
- v7 or newer **
- v11 or newer is not validated

Firefox
- v2 or newer, not validated

Chrome
- v20 or newer, not validated

Adobe® Reader
- v7 or newer

Network

DSL or Cabled Service: 1.0 Mbps or greater

** IE6 is not supported for the following reasons:

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

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

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

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