



Viracor

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Retriever User Guide v5

Online Ordering and Reporting

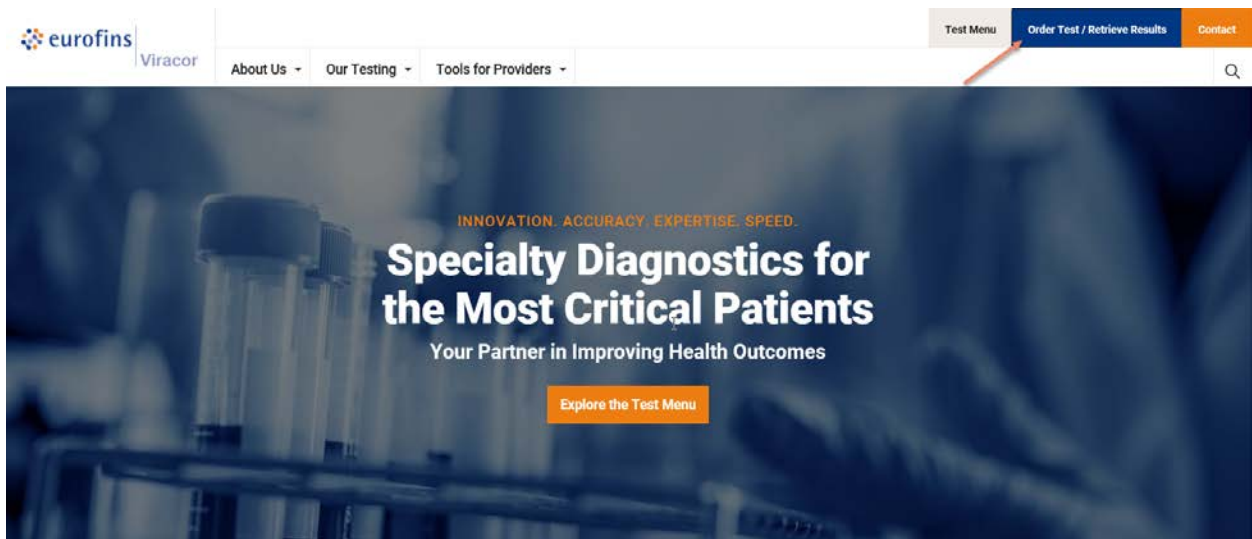
March 2022

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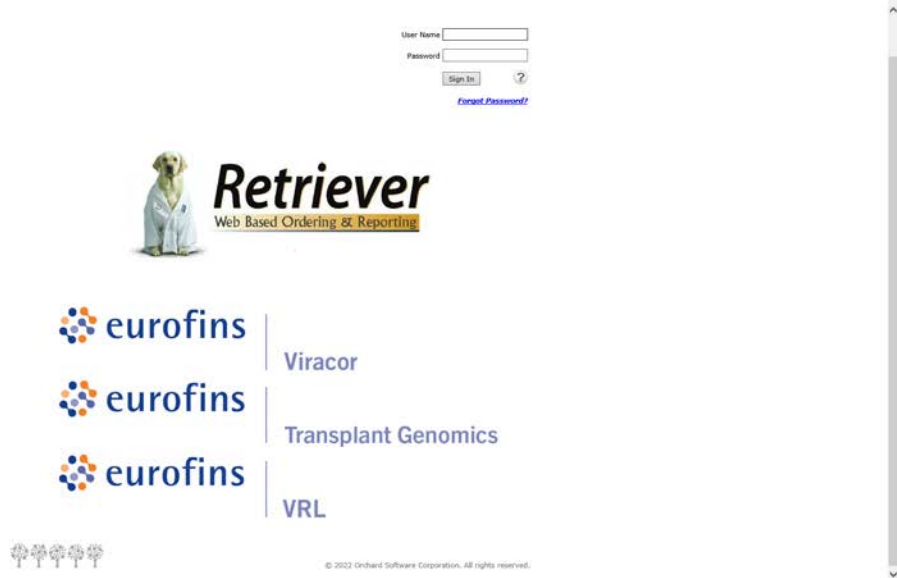
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Retriever Sign-in

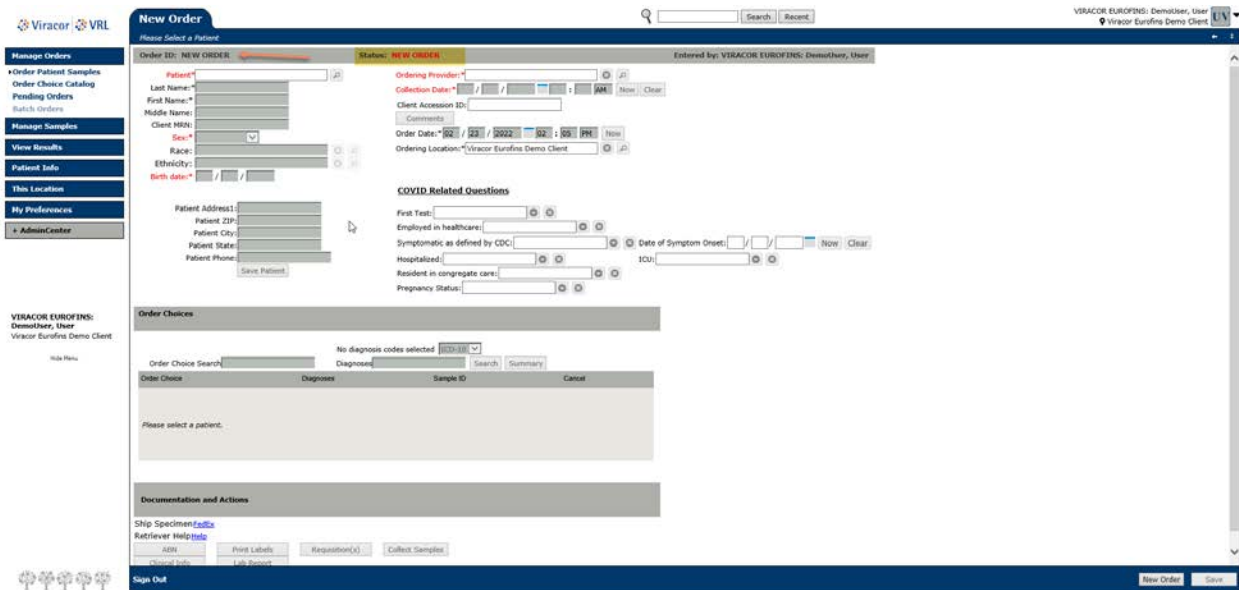
Go to www.Eurofins-Viracor.com, select “Clinical Diagnostics” then click **ORDER TEST/RETRIEVE RESULTS** to sign in



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

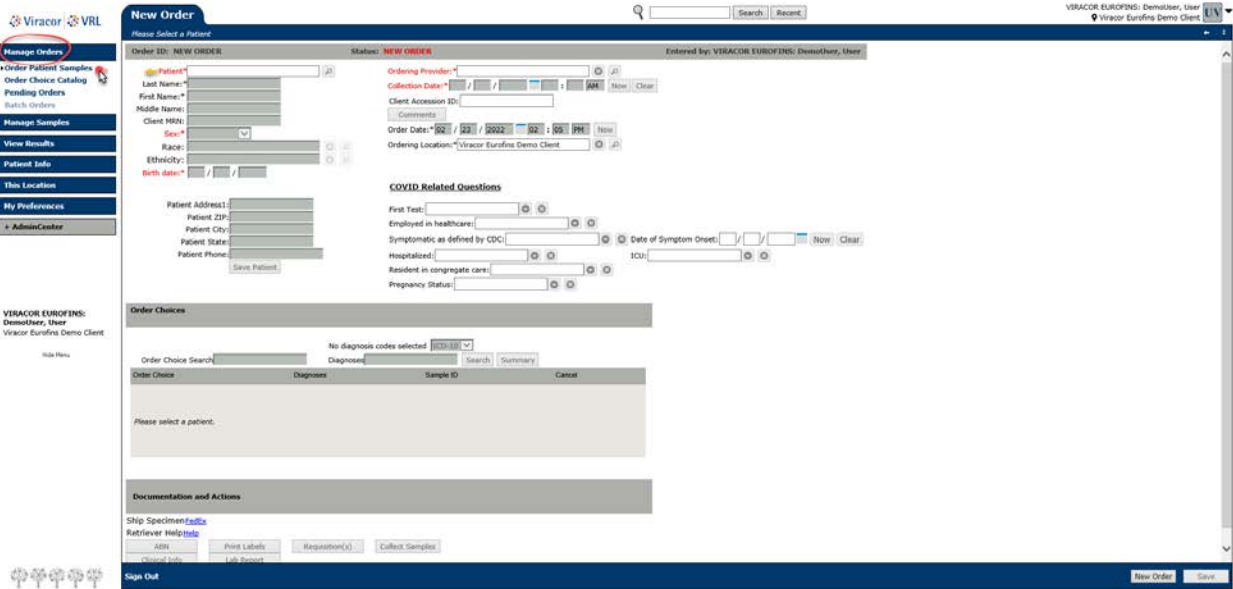


Once signed on, your screen will default to the “New Order” page

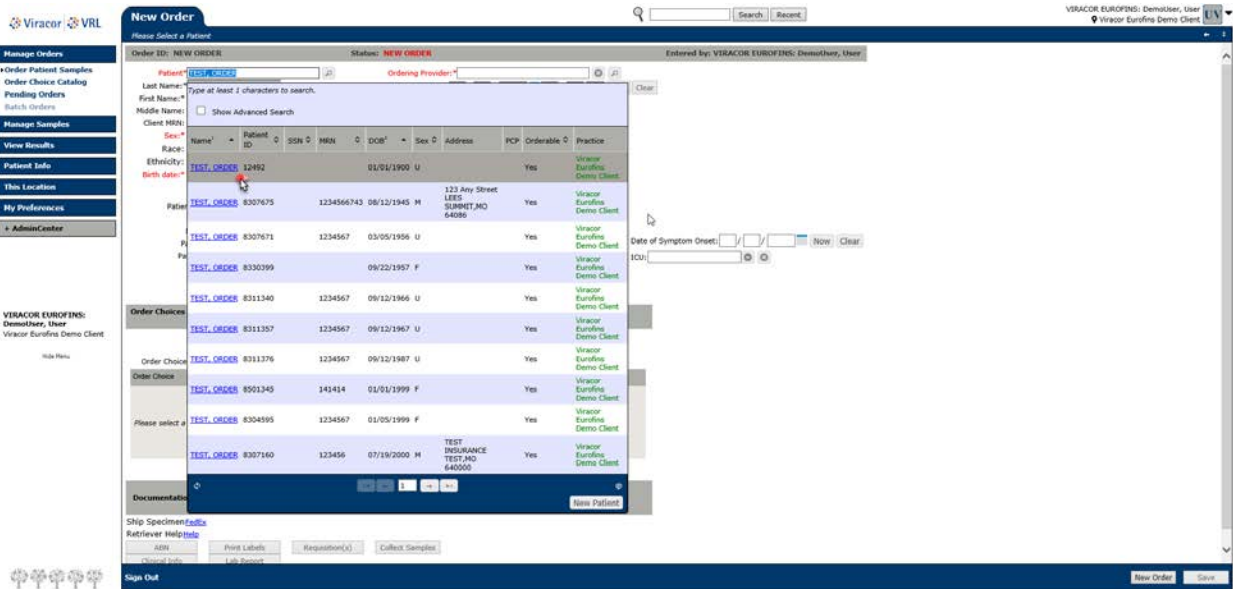


ORDERING A TEST

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

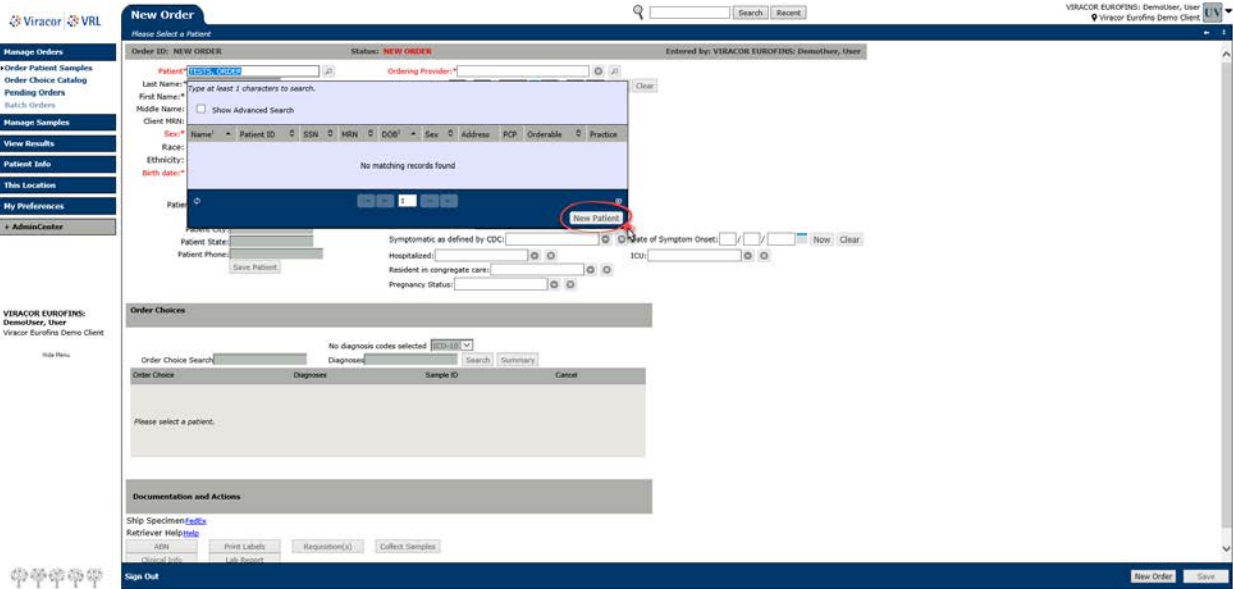


- Always check for existing patients before creating a new patient record, this will ensure all patient history remains together
- To begin placing an order, start by entering patient's **LAST NAME**, then **FIRST NAME** in the **PATIENT** field
- If the patient is listed, click on patient name to select,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

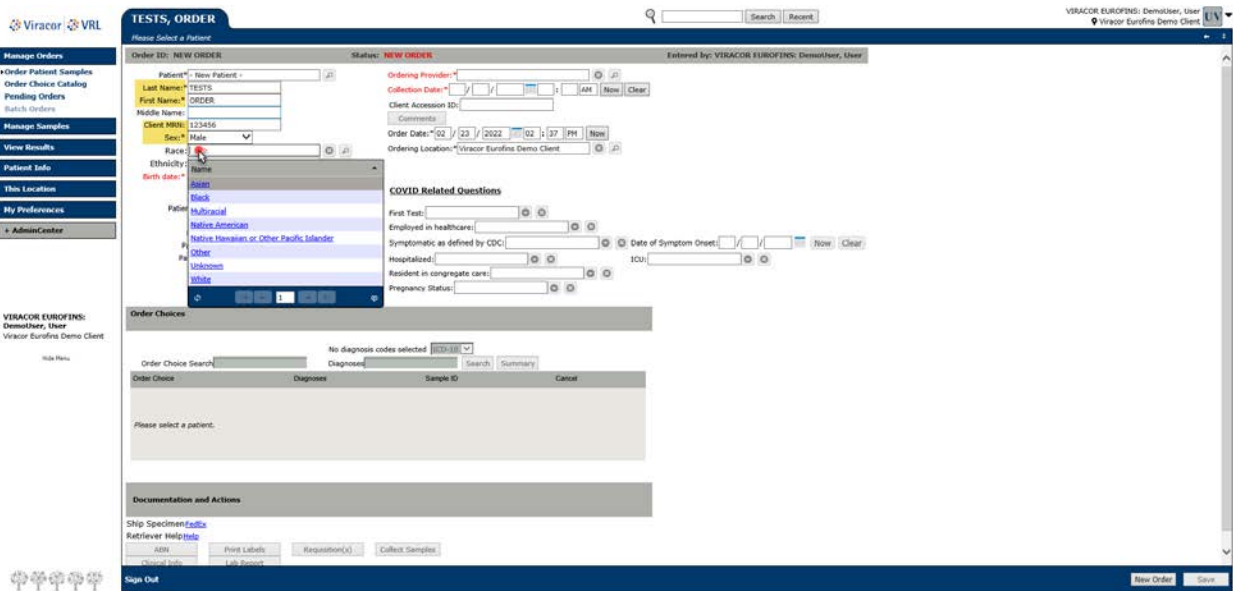


ADDING A NEW PATIENT

- 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

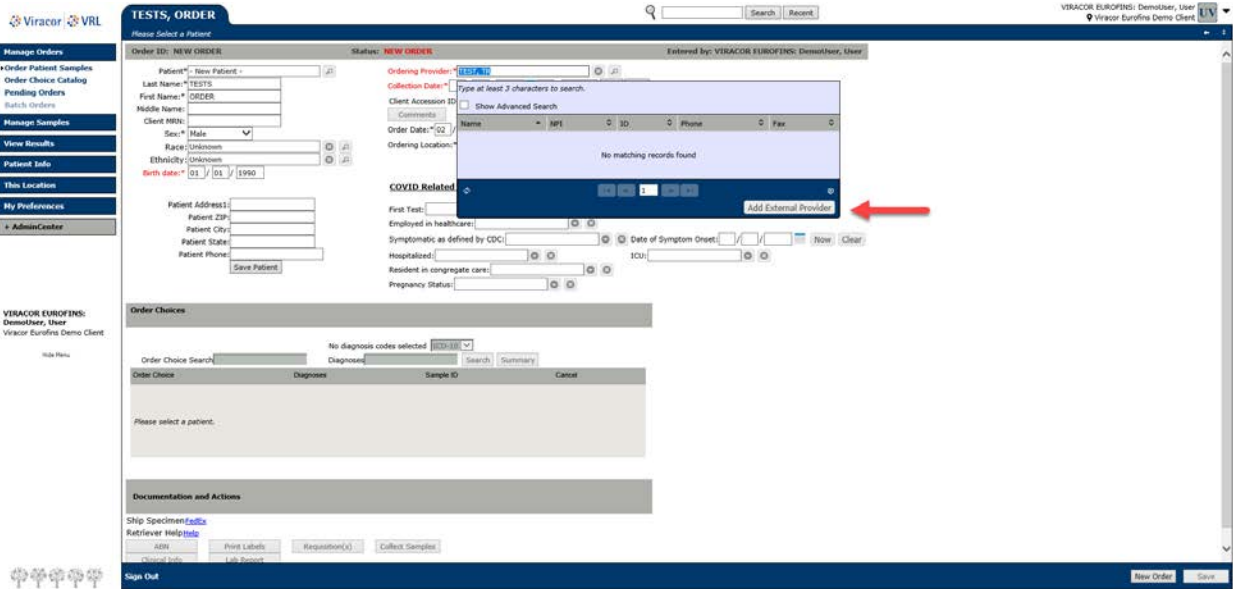
- Then type the **BIRTH DATE**
- Address, Zip, City, State and Phone are needed for Covid testing but is optional for other testing

ORDERING PROVIDER

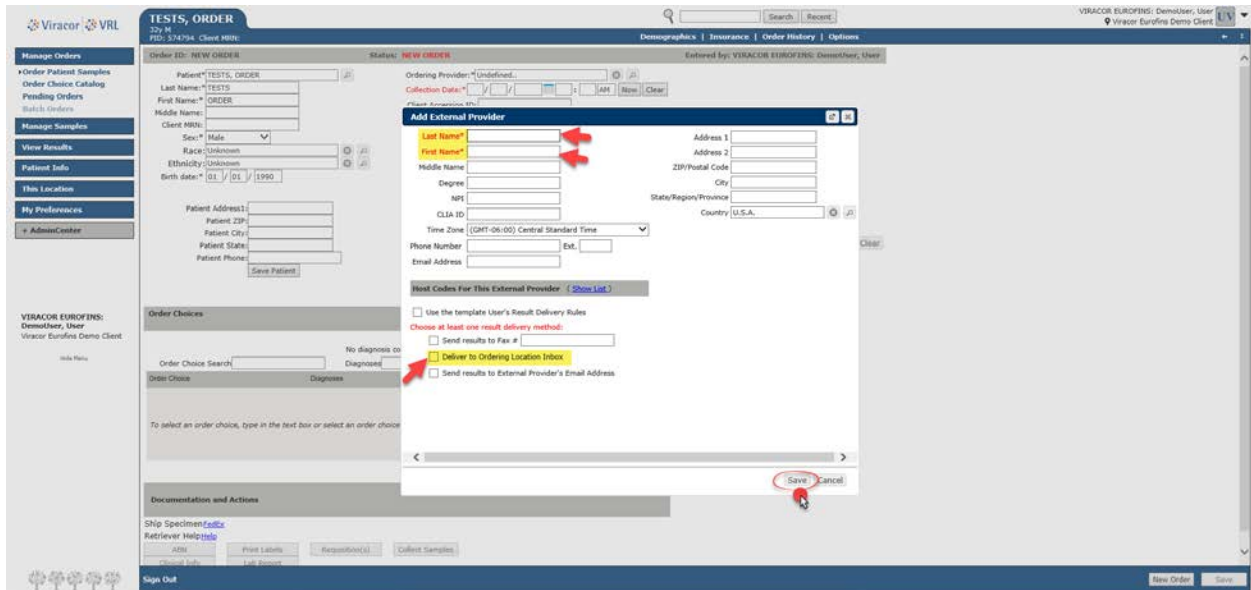
- In the **ORDERING PROVIDER** field enter Provider's Last Name, First Name (you must type at least 3 letters for a physician to populate) When the correct provider populates left click to select

****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**



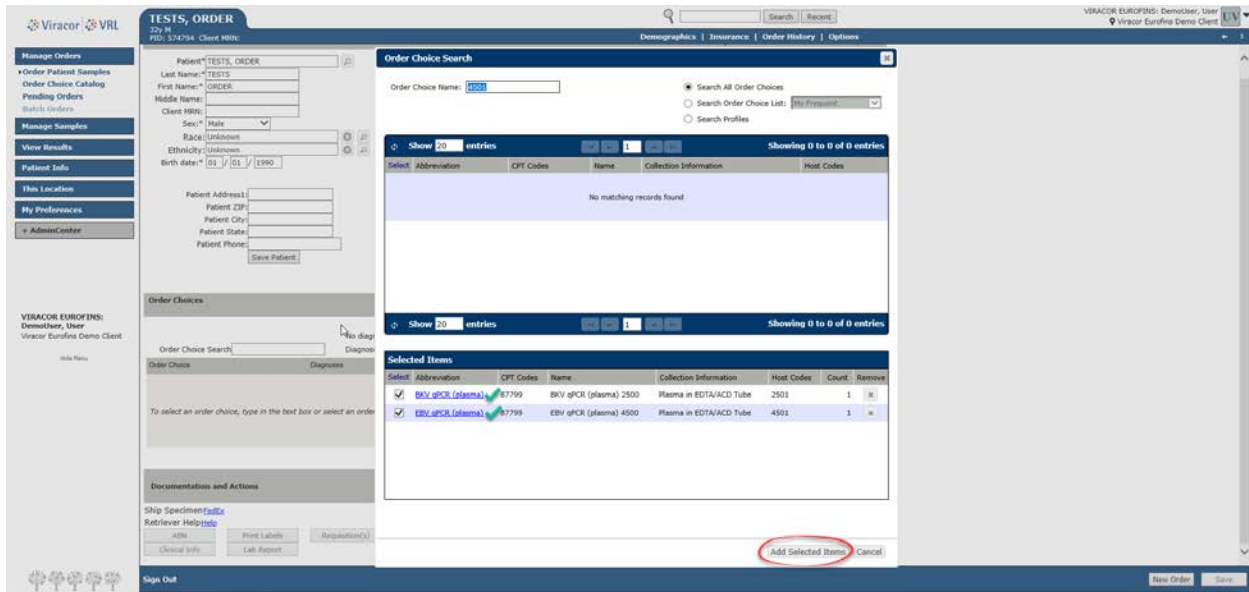
- Enter Physician's **LAST NAME, FIRST NAME**
- Select the middle box **DELIVER TO ORDERING LOCATION INBOX**
- Select **SAVE**



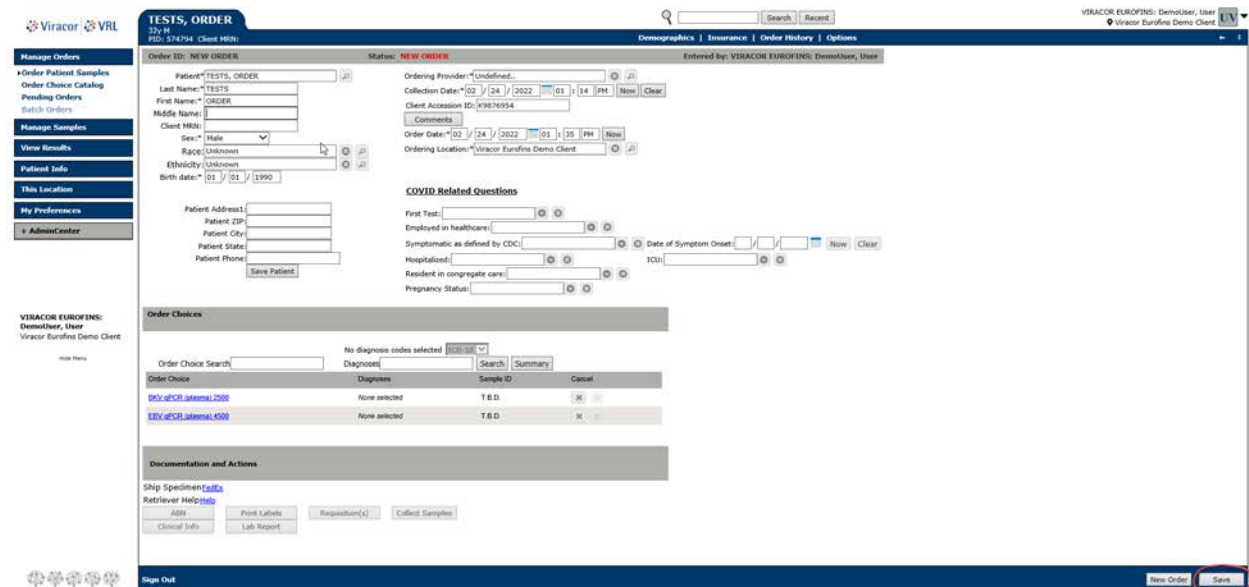
***You will automatically be returned to the Order Screen.**

- 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.

- 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**

- 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

Sample Collection Location	Select	Order ID	Patient	Sample ID	Collection Date/Time	Order Date/Time	Order Choices	Host Code	Proposed Collection Location
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2209904833	TESTS, ORDER	2209904835	02/24/2022 1:14PM	02/28/2022 1:35PM	BNV qPCR (plasma), EBV qPCR (plasma)	2501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2209901122	TEST, ORDER	2209901122	02/28/2022 2:27PM	02/28/2022 2:27PM	CHF qPCR (plasma)	5501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2209901155	SAMPLE, REPORT	2209901155	02/27/2022 10:00AM	02/28/2022 2:29PM	Adenovirus qPCR (plasma), EBV qPCR (plasma)	7501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2209902222	TEST, ORDER	2209905222	02/28/2022 9:00AM	02/28/2022 2:49PM	CHF qPCR (urine)	5502	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--0591649
 Date: 02/28/2022 2:49PM
 Courier:

Order ID: 2205904835 Provider: Undefined..
 Patient MRN: K9876954
 Client Accession ID: 574794
 Eurofins Viracor Patient ID: 574794
 Name: TESTS, ORDER
 DOB: 01/01/1990
 Sex: M
 Order Comments:

SID: 2205904835

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

Order ID: 2205905152 Provider: Undefined..

- 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.

MANIFEST From: Viracor Eurofins Demo Client To: Viracor-IBT Starlims
 Manifest ID: Viracor Eurofins Demo Client--0591649
 Date: 02/28/2022 2:49PM
 Courier:

Order ID: 2205904835 Provider: Undefined..
 Patient MRN: K9876954
 Client Accession ID: 574794
 Eurofins Viracor Patient ID: 574794
 Name: TESTS, ORDER
 DOB: 01/01/1990
 Sex: M
 Order Comments:

SID: 2205904835

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

Order ID: 2205905152 Provider: Undefined..

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

Viracor VRL Create Manifest

Manifest ID: Viracor Eurofins Demo Client-0591649

Sample Collection Location	Select	Order ID	Patient	Sample ID	Collection Date/Time	Order Date/Time	Order Choices	Post Codes	Proposed Collection Location
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205904835	TESTS, ORDER	2205904835	02/24/2022 1:14PM	02/28/2022 1:35PM	BKV qPCR (plasma), EBV qPCR (plasma)	2501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905152	TEST, ORDER	2205905152	02/28/2022 2:27PM	02/28/2022 2:27PM	CHV qPCR (plasma)	5501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905152	SAMPLE, REPORT	2205905155	02/27/2022 10:00AM	02/28/2022 2:29PM	Adenovirus qPCR (plasma), EBV qPCR (plasma)	7501, 4501	Viracor Eurofins Demo Client
Viracor Eurofins Demo Client	<input checked="" type="checkbox"/>	2205905222	TEST, ORDER	2205905222	02/28/2022 9:05AM	02/28/2022 2:40PM	CHV qPCR (urine)	5502	Viracor Eurofins Demo Client

Showing 1 to 4 of 4 entries

* Required field

Sign Out

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

Viracor VRL Print Manifest

Manifest ID: Viracor Eurofins Demo Client-0591649

Date: 02/28/2022 2:49PM

Courier:

Order ID: 2205904835 Provider: Undefined..

Patient MRN:

Client Accession ID: K9876954

Eurofins Viracor Patient ID: 574794

Name: TESTS, ORDER

DOB: 01/01/1990

Sex: M

Order Comments:

SID: 2205904835

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

Order ID: 2205905152 Provider: Undefined..

Sign Out

Review Manifest **Back to Create Manifest**



All specimen sent to Viracor must include a paper manifest



CANCELLING /ADDING TESTS TO A PENDING ORDER

CANCELLING A TEST

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

The screenshot shows the 'New Order' interface. The 'Patients' dropdown is open, displaying a search for 'TESTS, ORDER' with one result: 'Viracor Eurofins Demo Client'. The form includes fields for patient information (Last Name, First Name, Middle Name, Client HMO, Sex, Race, Ethnicity, Birth date), Patient Address, Patient ZIP, Patient City, Patient State, Patient Phone, and Patient Insurance. There are also sections for 'Order Choices' and 'Documentation and Actions'.

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

The screenshot shows the 'TESTS, ORDER' page. The 'Order History' table is displayed with the following data:

Order ID	Order Choices	Collection Date	Order Date	Client Accession	Client	Ordering Provider	Status
220502286	Request	02/27/2022	03/01/2022 9:12AM	7741474	Viracor Eurofins Demo Client	Undefined..	Release Pending, No Results
220502285	Serum	02/27/2022	03/01/2022 9:12AM	7741474	Viracor Eurofins Demo Client	Undefined..	Release Pending, No Results
220504815	1) EBV vPCR (plasma) (R)	02/24/2022	02/28/2022 1:35PM	9387954	Viracor Eurofins Demo Client	Undefined..	Release Pending, No Results

The 'REVIEW ORDER' button is visible for the first order.

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

Viracor VRL TESTS, ORDER

Order ID: 220994835 Status: NO RESULTS Entered by: VIRACOR EUROPFINS: Demolster, User

Order Choice Search: No diagnosis codes selected

Order Choice	Diagnosis	Sample ID	Cancel
EBV qPCR (plasma) 2500	None selected	220994835	X
EBV qPCR (plasma) 4500	None selected	220994835	

Documentation and Actions

Ship Specimen [Exit](#)

Retriever Help [Help](#)

ADD Print Labels Requisition(s) Collect Samples

Sign Out

- 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

Viracor VRL Cancel Order Choice

Order ID: 220994835

Patient Name: TESTS, ORDER

Patient ID: 574794

Sample ID(s): 220994835

Cancelled By: VIRACOR EUROPFINS: Demolster, User

Cancelled Date:

Reason:

*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*

INCORRECT TEST ORDERED 9/1/2022 11:16 AM TTD

[Insert Date/Time](#)

Sign Out

[Proceed With Cancellation](#) [Don't Cancel](#)

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

The screenshot shows the 'TESTS, ORDER' interface. At the top, there's a search bar and user information. The main area is divided into sections: Patient Information (Last Name, First Name, Middle Name, Client MRN, Sex, Race, Ethnicity, Birth date), COVID-Related Questions (First Test, Employed in healthcare, Symptomatic as defined by CDC, Date of Symptom Onset, Hospitalized, ICU, Resident in congregate care, Pregnancy Status), and Order Choices. The Order Choices table lists two items: 'EBV pPCR (p16m1) 200' and 'EBV pPCR (p16m1) 450', both with 'None injected' and '229594035' as sample IDs. At the bottom right, the 'Save' button is highlighted in yellow.

Adding-on to an Order

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

To search by patient name:

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

The screenshot shows the 'New Order' interface with search filters open. The 'Patients' search filter is active, showing a list of patients with columns for Name, Patient ID, SON, MRN, DOB, Sex, Address, PCP, Orderable, and Practice. The 'Orders' search filter is also open, showing 'No matching records found'. The 'ORDER HISTORY' link is highlighted in the patient list.

- 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 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.

The screenshot shows the 'TESTS, ORDER' interface with the 'Order Choice Search' window. The search criteria is '5500'. The results table is as follows:

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	CMV aPCR (CSF)	87497	CMV aPCR (CSF) 5500	CSF in Collection Tube	5503
<input type="checkbox"/>	CMV aPCR (pericardial fluid)	87497	CMV aPCR (pericardial fluid) 5500	Pericardial Fluid in Collection Tube	5512
<input type="checkbox"/>	CMV aPCR (plasma)	87497	CMV aPCR (plasma) 5500	Plasma in EDTA/ACD Tube	5501
<input type="checkbox"/>	CMV aPCR (pleural fluid)	87497	CMV aPCR (pleural fluid) 5500	Pleural Fluid in Collection Tube	5511
<input type="checkbox"/>	CMV aPCR (serum)	87497	CMV aPCR (serum) 5500	Serum in SST Tube	5510
<input type="checkbox"/>	CMV aPCR (trach. asp.)	87497	CMV aPCR (trach. asp) 5500	Tracheal Aspirate in Collection Tube	5519
<input type="checkbox"/>	CMV aPCR (trach. wash)	87497	CMV aPCR (trach wash) 5500	Tracheal Wash in Collection Tube	5548
<input type="checkbox"/>	CMV aPCR (urine)	87497	CMV aPCR (urine) 5500	Urine in Gross top tube	5507

The 'Selected Items' section is empty, showing 'No selected records'.

- 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**

The screenshot shows the 'TESTS, ORDER' interface with the 'Order Choice Search' window. The search criteria is '5500'. The results table is as follows:

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	CMV PCR Qual (eye swab)	87496	CMV PCR Qual (eye swab) 5500	Corpus, Eye Swab in Collection Tube	5527
<input type="checkbox"/>	CMV PCR Qual (fecal)	87496	CMV PCR Qual (fecal) 5500	Fecal in Collection Tube	5508
<input type="checkbox"/>	CMV PCR Qual (tissue)	87496	CMV PCR Qual (tissue) 5500	Tissue in Sim screw cap	5506
<input type="checkbox"/>	CMV aPCR (amniotic fluid)	87497	CMV aPCR (amniotic fluid) 5500	Amniotic Fluid in Collection Tube	5507
<input type="checkbox"/>	CMV aPCR (aqueous fluid)	87497	CMV aPCR (aqueous fluid) 5500	Aqueous Fluid in Collection Tube	5545
<input type="checkbox"/>	CMV aPCR (BAL)	87497	CMV aPCR (BAL) 5500	Bronchial Lavage in Collection Tube	5509
<input type="checkbox"/>	CMV aPCR (bone marrow)	87497	CMV aPCR (bone marrow) 5500	Bone Marrow in Collection Tube	5504
<input type="checkbox"/>	CMV aPCR (trach. wash)	87497	CMV aPCR (trach wash) 5500	Tracheal Wash in Collection Tube	5548

The 'Selected Items' section now contains one item:

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

The 'Add Selected Items' button is circled in red.

- 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

The screenshot shows the 'TESTS, ORDER' interface. At the top, there's a search bar and user information. The main area is divided into sections: Patient Information (Last Name, First Name, Middle Name, Client Name, Sex, Race, Ethnicity, Birth date), COVID-Related Questions (First Test, Employed in healthcare, Symptomatic as defined by CDC, Hospitalized, Resident in congregate care, Pregnancy Status), and Order Choices. The Order Choices table lists three items with columns for Order Choice, Diagnosis, Sample ID, and Cancel. At the bottom right, the 'Save' button is circled in red.

RETRIEVING RESULTS

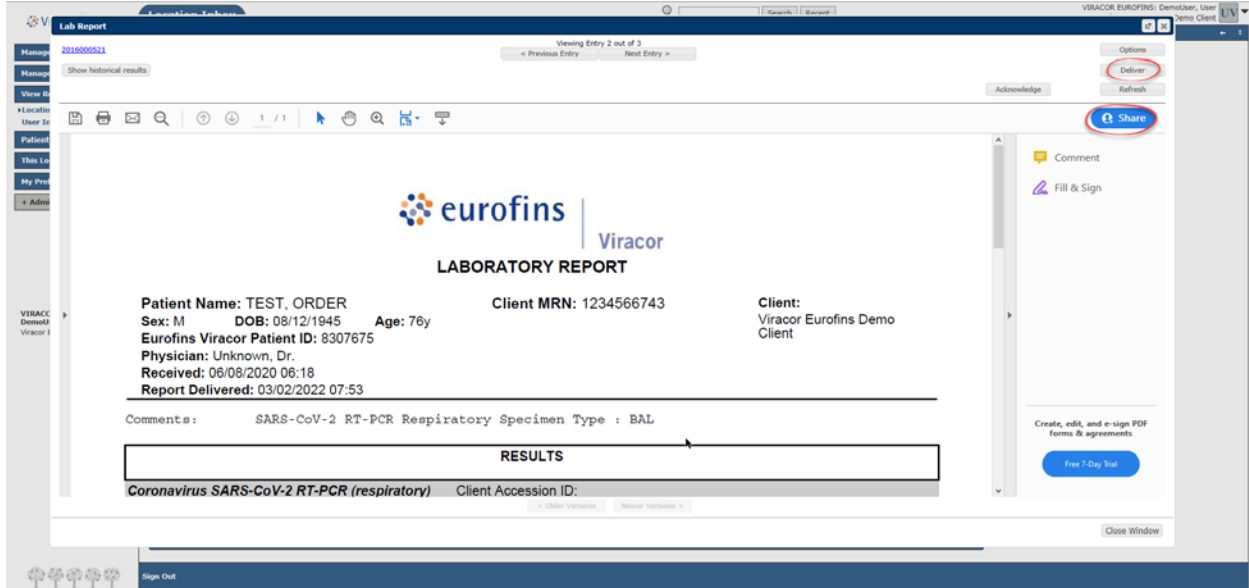
RETRIEVING NEW RESULTS

- 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**

The screenshot shows the 'Location Inbox' interface. It features a table of reports with the following columns: Severity, Priority, Order ID, Patient, Order Choices, Results Received, Order Date, Ordering Provider, Recipient, Status, Selected, and AQLG. The first row is highlighted in red, indicating an abnormal result. A context menu is open over the first row, showing options like 'Lab Report'.

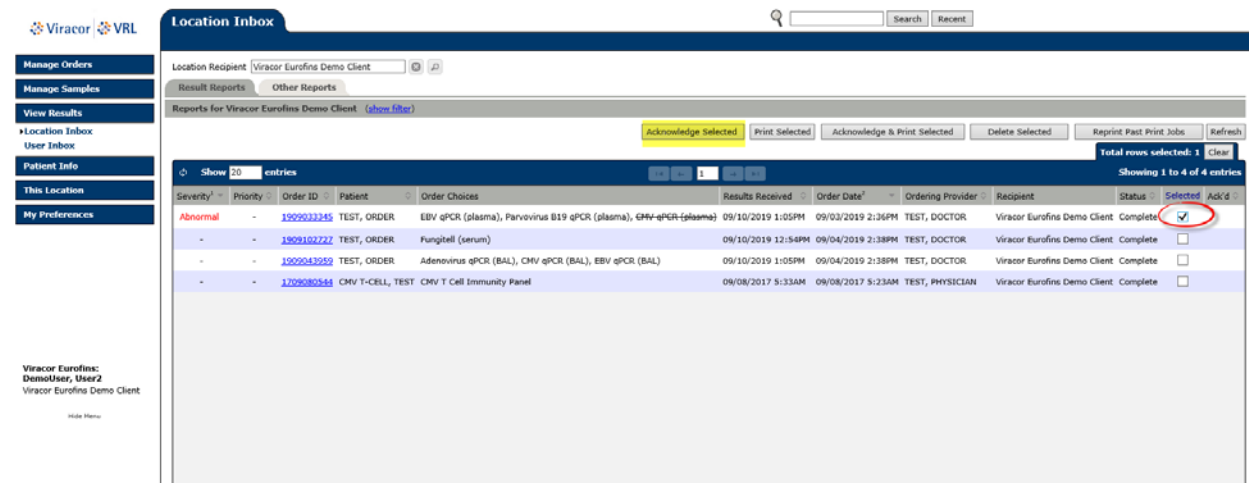
Severity	Priority	Order ID	Patient	Order Choices	Results Received	Order Date	Ordering Provider	Recipient	Status	Selected	AQLG
Abnormal	-	1305033265	TEST, ORDER	EBV vPCR (plasma), Parvovirus B19 vPCR (plasma), CMV vPCR (plasma)	09/10/2019 1:05PM	09/03/2019 2:36PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	1305033269	TEST, ORDER	Adenovirus vPCR (BAL), CMV vPCR (BAL), EBV vPCR (BAL)	09/10/2019 1:05PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	1305030222	Review Order	Tell (serum)	09/10/2019 12:54PM	09/04/2019 2:38PM	TEST, DOCTOR	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	
-	-	1305030268	Samples	T Cell Immunity Panel	09/08/2017 5:33AM	09/08/2017 5:23AM	TEST, PHYSICIAN	Viracor Eurofins Demo Client	Complete	<input type="checkbox"/>	

- 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**

The screenshot shows the 'New Order' page in the Viracor VRL system. The 'Patients' search filter is open, displaying a table of patients. The table has columns for Name, Patient ID, SSN, MIBN, DOB, Sex, Address, PCP, Orderable, and Practice. A red arrow points to the 'ORDER HISTORY' link in the 'Practice' column for the patient with ID 8307675.

Name	Patient ID	SSN	MIBN	DOB	Sex	Address	PCP	Orderable	Practice
TEST, ORDER	12492			01/01/1900	U			Yes	Viracor Eurofina Demo Client
TEST, ORDER	8307675	123456783	08/12/1945	M	123 Any Street LEES SUMMIT, MO 64095			Yes	Viracor Eurofina Demo Client
TEST, ORDER				03/05/1956	F			Yes	Viracor Eurofina Demo Client
TEST, ORDER				09/22/1957	F			Yes	Viracor Eurofina Demo Client
TEST, ORDER				09/12/1966	F			Yes	Viracor Eurofina Demo Client
TEST, ORDER				09/12/1967	U			Yes	Viracor Eurofina Demo Client
TEST, ORDER				09/12/1967	U			Yes	Viracor Eurofina Demo Client
TEST, ORDER				01/01/1999	F			Yes	Viracor Eurofina Demo Client
TEST, ORDER				01/05/1999	F			Yes	Viracor Eurofina Demo Client
TEST, ORDER				07/19/2000	M	TEST INSURANCE TEST, MO 64000		Yes	Viracor Eurofina Demo Client

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

The screenshot shows the 'TEST, ORDER' page in the Viracor VRL system. The 'Order History' filter is active, displaying a table of orders. The table has columns for Order ID, Order Choices, Collection Date, Order Date, Client Accession, Client, Ordering Provider, and Status. A red arrow points to the 'VIEW' link in the 'Ordering Provider' column for the order with ID 130054320.

Order ID	Order Choices	Collection Date	Order Date	Client Accession	Client	Ordering Provider	Status
130054276	Adenovirus qPCR (BAL) (R), Atypical Pneumonia Panel PCR (BAL) (R)	09/10/2019	09/05/2019 11:42PM	7852584	Viracor Eurofina Demo Client	Undefined...	Complete
130054273	Adenovirus PCR Panel (BAL) (R)	09/05/2019	09/05/2019 11:42PM	7852584	Viracor Eurofina Demo Client	Undefined...	Complete
130054272	Review Order	09/09/2019	09/04/2019 2:38PM	7852584	Viracor Eurofina Demo Client	TEST, DOCTOR	Complete
130054320	Samples	09/09/2019	09/04/2019 2:38PM	7852584	Viracor Eurofina Demo Client	TEST, DOCTOR	Complete
130054358	Labels	09/09/2019	09/04/2019 2:38PM	7852584	Viracor Eurofina Demo Client	TEST, DOCTOR	Complete
130054357	Requestion	09/09/2019	09/04/2019 2:38PM	7852584	Viracor Eurofina Demo Client	Undefined...	Complete
130054357	Change Log	09/09/2019	09/04/2019 2:38PM	7852584	Viracor Eurofina Demo Client	Undefined...	Complete

- 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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