



## LabCorp Quick Guide

### Order Labs

#### 1. From Workflow or Microscope

Select	Code	Description	Program	Ordered By	Send To	Report To	On/After Date	Repeat?	Stat?	Diagnosis	Diagnosis Description
<input type="checkbox"/>	AFP	ALPHA FETOPROTEIN TUMOR MARKER			LC			<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	ALPHA1	ALPHA1ANTITRYPSIN PHENOTYPE			LC			<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	ALT	ALT			LC			<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	AMYLASE	AMYLASE SERUM	GL	INF	LC	INF	09/01/2019	<input type="checkbox"/>	<input type="checkbox"/>	Z00.00	ENCOUNTER FOR GENERAL ADULT MED
<input type="checkbox"/>	CCP-LC	ANTI-CCP LABCORP			LC			<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	ANTIDNA	ANTI-DSDNA ANTIBODIES			LC			<input type="checkbox"/>	<input type="checkbox"/>		

Test	Order Date	Scheduled Date	Ordered By	Program	Collected By	Collection Date	In House or Outside Lab	Lab Name	Report To	Repeat?
GLUC	09/12/2019	09/12/2019	INF				O	LC	INF	<input type="checkbox"/>

- Ordered By** field needs to be a **Provider with an NPI number in the Provider Table**
- Report To** field needs to be to a Provider/Clinical user who typically reviews lab results
- A valid **Diagnosis** must be entered for each LabCorp lab ordered

### Outside Provider

Some clinics offer a General Lab visit where an outside provider can send a patient in with an order for lab testing. LabCorp requires the Ordering Provider's name, NPI and fax number.

VHN has created a pop-up in the lab order screens to collect the Ordering Provider's information to send to LabCorp.

- Harris will insert a "fake" provider in the Provider Table called the **"Outside Ordering Provider"** with a Provider Code of **"OUTP"** and a "fake" NPI number

2. **Ordered By** – If ordering labs for an Outside Provider, in the Lab Order screen, change the user initials in the **Ordered By** field to “**OUTP**” and then **hit the Tab key**
  - a. A new box will pop up to enter the Outside Provider information
  - b. The information can be free typed into each field:

- c. The user can also click on the dropdown to search for an Outside Provider
  - i. **System Admin staff can add common Outside Provider information into the Facilities Table, including the NPI Number**
  - ii. If the Outside Provider is in the dropdown, highlight to select > OK
  - iii. **The Outside Provider’s name and NPI will default into the first 3 fields**

Program	Ordered By	Send To	Report To	On/After Date	Repeat?	Stat?
ST	OUTP	LC	INF	11/14/2019	<input type="checkbox"/>	<input type="checkbox"/>
		LC			<input type="checkbox"/>	<input type="checkbox"/>
		LC			<input type="checkbox"/>	<input type="checkbox"/>

Outside Ordering Provider

First Name: DR DOCTOR  
Last Name: TEST  
NPI #: 1231231231  
Fax #:

OVR

- d. When all fields are completed, click OK – the outside provider fields will transmit electronically when the order is sent to LabCorp

Outside Ordering Provider

First Name: DR DOCTOR  
Last Name: TEST  
NPI #: 1231231231  
Fax #: 111-222-3333

OVR

3. **The Outside Ordering Provider pop-up screen must be completed for each LabCorp lab ordered**
- a. As the user changes the Ordering Provider to **OUTP**, the pop-up will appear and will need to be completed for each LC lab

Select	Code	Description	Program	Ordered By	Send To	Report To	On/After Date	Repeat?	Stat?
<input type="checkbox"/>	ALPHA1	ALPHA1ANTITRYPSIN PHENOTYPE			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ALT	ALT	ST	OUTP	LC	INF	11/14/2019	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AMYLASE	AMYLASE SERUM			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CCP-LC	ANTI-CCP LABCORP			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ANTIDNA	ANTI-DSDNA ANTIBODIES	ST	OUTP	LC	INF	11/14/2019	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ABS	ANTIBODY SCREEN			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ANTIENA	ANTIEXTRACTABLE NUCLEAR ANTIGENS			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	GLIA-IGA	ANTI GLIADIN ABS, IGA			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	GLIA-IGG	ANTI GLIADIN ABS, IGG			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AMCA	ANTIMITOCHONDRIAL ANTIBODIES			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ANA	ANTINUCLEAR ANTIBODY			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AMA	ANTISMOOTH MUSCLE ANTIBODIES			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ASO	ANTISTREPTOLYSIN			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AST1	AST			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AST	AST -NO CHARGE			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BNP	B-NATRIURETIC PEPTIDE			LC			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BIBC	B12 IRON BLOOD CAP			LC			<input type="checkbox"/>	<input type="checkbox"/>

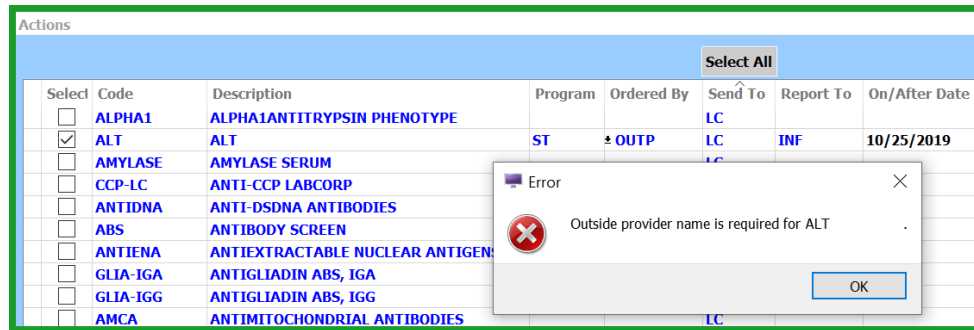
  

Outside Ordering Provider

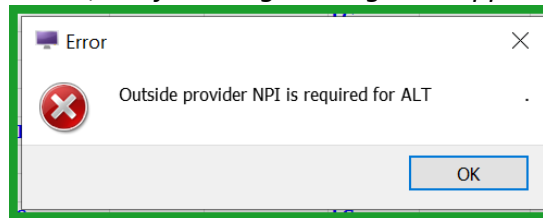
First Name:   
Last Name:   
NPI #:   
Fax #:

OVR

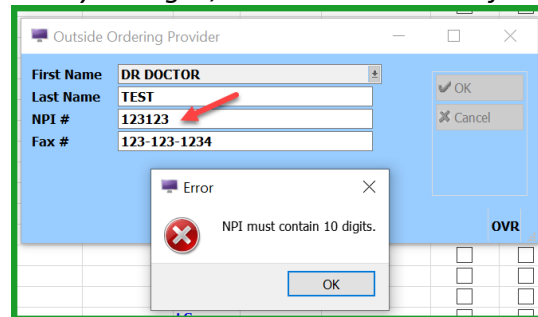
4. **Reminders** are in place to catch missing information in the Outside Provider pop-up screen, and users will not be able to exit the Lab Order screen until all 4 fields are completed. Reminders will appear whether labs are ordered from the workflow lab order screen **or** from the microscope lab order screen
- a. *If the Ordering Provider's name is not entered, the following message will appear:*



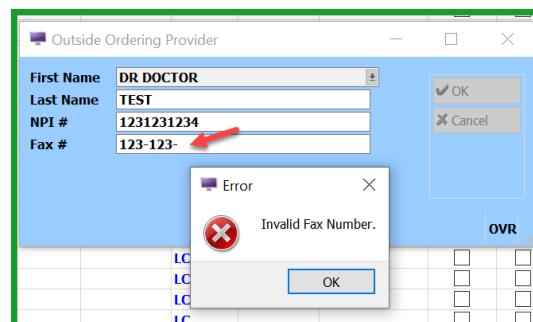
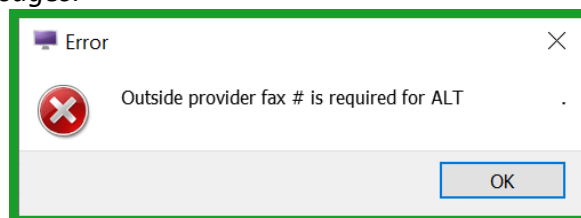
b. If the NPI field is blank, the following message will appear:



c. If the NPI is not exactly 10 digits, the user will see the following message:

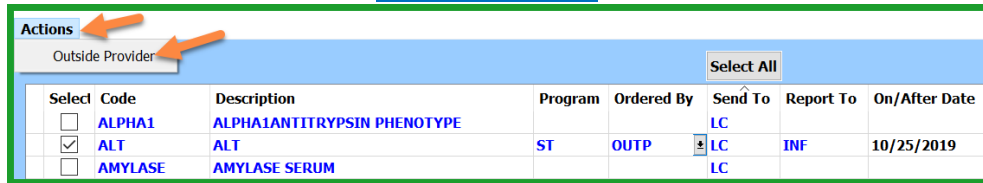


d. If the fax number is left blank, or incomplete, the user will see one of the following messages:



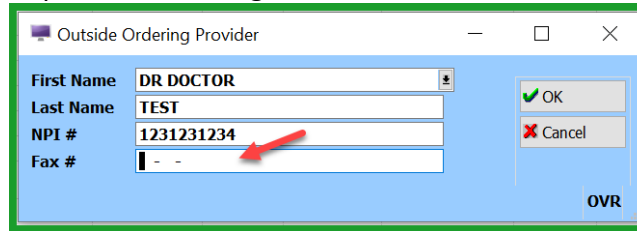
## 5. *Correcting Outside Provider field errors*

- In the Lab Order screen from the workflow, click on Actions in the upper left corner and then click on Outside Provider

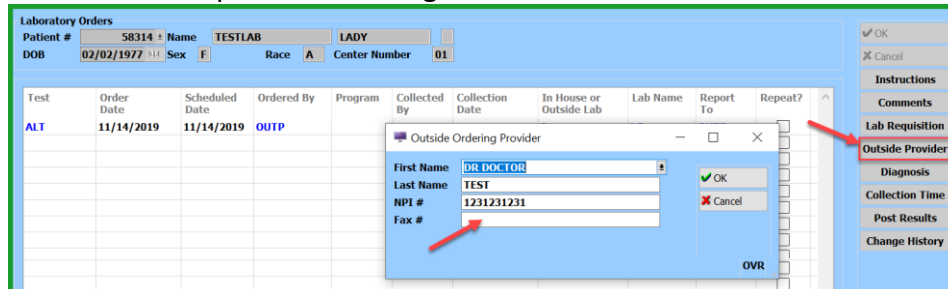


Select	Code	Description	Program	Ordered By	Send To	Report To	On/After Date
<input type="checkbox"/>	ALPHA1	ALPHA1ANTITRYPSIN PHENOTYPE			LC		
<input checked="" type="checkbox"/>	ALT	ALT	ST	OUTP	LC	INF	10/25/2019
<input type="checkbox"/>	AMYLASE	AMYLASE SERUM			LC		

- Complete the missing fields:

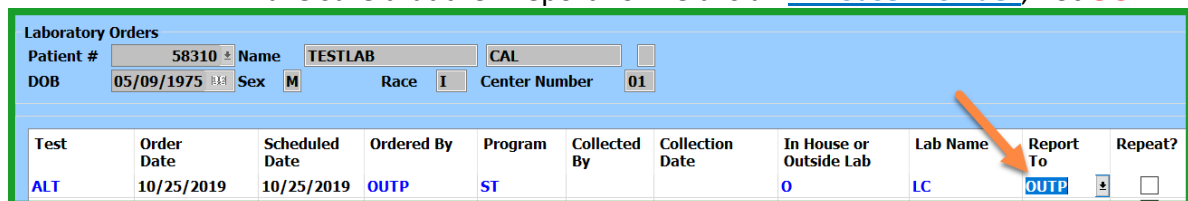


- In the Lab Order screen from the Microscope, click on the Outside Provider button and complete the missing information



- Report To field

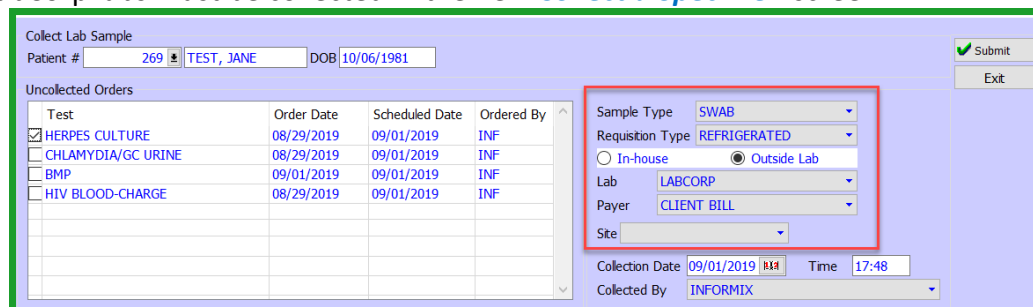
- Make sure that the "Report To" field is an in-house Provider, not **OUTP**



Test	Order Date	Scheduled Date	Ordered By	Program	Collected By	Collection Date	In House or Outside Lab	Lab Name	Report To	Repeat?
ALT	10/25/2019	10/25/2019	OUTP	ST			0	LC	OUTP	<input type="checkbox"/>

## Collect a Specimen

- LabCorp labs must be collected in the new Collect a Specimen screen



2. Review the Sample Type, Requisition Type, Payer and Site for each lab
3. Most labs do not require a Site and the dropdown will be blank
4. Certain labs may require a **Site** (varies per district)
  - a. Dropdown choices will be available for these labs and the user must select from the listed choices
  - b. Only one **Site** can be selected
  - c. If a **Site** is not selected for these certain labs, the user will be reminded when they click "Submit"

The screenshot shows the 'Collect Lab Sample' form for Patient # 120, TEST, DOB 03/23/1987. The 'Uncollected Orders' table lists 'HERPES CULTURE' with Order Date 09/10/2019, Scheduled Date 09/10/2019, and Ordered By INF. The right side shows fields for Sample Type (SWAB), Requisition Type (REFRIGERATED), Lab (LABCORP), and Payer (THIRD PARTY). The 'Site' dropdown is empty. An error dialog box is displayed in the center with the message: 'Invalid or missing site for HERPES CULTURE.' A red arrow points to the 'Site' dropdown field.

5. Once reviewed, choose the lab(s) to collect by clicking the checkboxes on the left
  - a. Collect one lab at a time (if using VHN labels) or multiple labs together (if using LabCorp paper with labels)
  - b. If more than one lab test will be run from the same specimen container, can collect together if using VHN labels, and both test codes will appear on the label
  - c. Labs collected together must be the same **Sample Type**

The screenshot shows the 'Collect Lab Sample' form for Patient # 58212, TEST, CORRECTIONS, DOB 06/20/1974. The 'Uncollected Orders' table lists several tests: GC/CHLAMYDIA/TRICH URINE, FREE T3, CMP, HEPATITIS B, HEPATITIS C, HIV BLOOD-CHARGE, and RPR-LC. The right side shows fields for Sample Type (URINE), Requisition Type (ROOM TEMPERATURE), Lab (LABCORP), and Payer (CLIENT BILL). A red arrow points to the 'Submit' button.

6. Click **Submit** and the order will be sent over the interface in real time

The screenshot shows the 'Collect Lab Sample' form for Patient # 58212, TEST, CORRECTIONS, DOB 06/20/1974. The 'Uncollected Orders' table lists several tests: GC/CHLAMYDIA/TRICH URINE, FREE T3, CMP, HEPATITIS B, HEPATITIS C, HIV BLOOD-CHARGE, and RPR-LC. The right side shows fields for Sample Type (VENOUS), Requisition Type (ROOM TEMPERATURE), Lab (LABCORP), and Payer (CLIENT BILL). A red arrow points to the 'Submit' button.

## Error Messages

1. If a patient has insurance attached to the encounter, missing information in the Insurance or Guarantor screens may trigger an error that the user will have to correct before the orders can be collected

- Collect Lab Sample

Patient #  TEST, RUN DOB

Uncollected Orders

Test	Order Date	Scheduled Date	Ordered By
<input type="checkbox"/> CHLAMYDIA/GC URINE	09/11/2019	09/11/2019	INF
<input type="checkbox"/> AMYLASE SERUM	08/07/2019	08/07/2019	INF
<input type="checkbox"/> ANTI-CCP LABCORP	08/07/2019		
<input type="checkbox"/> ANTI-DSDNA ANTIBODIES	08/07/2019		
<input type="checkbox"/> ANTIBODY SCREEN	08/07/2019		
<input type="checkbox"/> ANTIEXTRACTABLE NUCLEA...	08/07/2019		
<input type="checkbox"/> ANTIGLIADIN ABS, IGA	08/07/2019		
<input type="checkbox"/> ANTIGLIADIN ABS, IGG	08/07/2019		
<input type="checkbox"/> ANTIMITOCHONDRIAL ANT...	08/07/2019		
<input type="checkbox"/> PATHOLOGY REPORT	08/07/2019	08/07/2019	INF
<input checked="" type="checkbox"/> AST - NO CHARGE	11/07/2019	11/07/2019	INF

1. VHN labels can be printed from VHN when the lab(s) are submitted, or printed later from the Samples screen
2. If using special LabCorp paper that includes labels, do not have to print in the [Collect a Specimen](#) screen, instead when the requisition is printed, the labels will print as well
3. To print/reprint VHN labels, go to the [Microscope > Samples](#)
4. Click [Next/Previous](#) until you find the order, and put a check in the box to the left to select > click [Specimen Label > Print](#) and affix to your specimen container

<b>Laboratory Sample</b>				<b>Uncollected Orders</b>					
Patient #	269	TEST, JANE		<input type="checkbox"/>	Test	Order Date	Scheduled Date	Ordered By	Query
Accession No	X19245-0002	Sample Type	SWAB						Next
Collect Date	09/02/2019	Time	09:43						Previous
Collected By	INFORMIX								Add
	<input type="radio"/> In-house <input checked="" type="radio"/> Outside Lab LABCORP								Update
Payer	CLIENT BILL								Specimen Label
Comment									Change History
									Exit
<b>Attached Orders</b>									
<input type="checkbox"/>	Test	Order Date	Ordered By						
<input checked="" type="checkbox"/>	HERPES CULTURE	08/29/2019	INFORMIX						
< [Progress Bar] >									
<input type="button" value="Detach"/>				<input type="button" value="Attach"/>					

1. Go to the **Print Requisitions** screen and filter as needed

Filter By

Patient #  Laboratory LABCORP

Requisition Type  Center

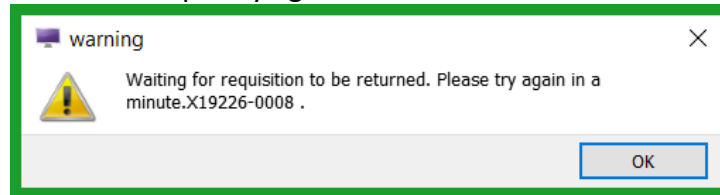
Date Range  -  ☒ Unprinted Only

Select Requisitions to Print

Patient #	Patient Name	Sample Description	Collection Date	Lab	Requisition Number	Printed	Select
269	JANE TEST	X19245-0001 - URINE (GCCU)	09/02/2019	LC	20204	<input type="checkbox"/>	<input checked="" type="checkbox"/>
269	JANE TEST	X19245-0002 - SWAB (HERP)	09/02/2019	LC	20205	<input type="checkbox"/>	<input checked="" type="checkbox"/>
269	JANE TEST	X19245-0003 - VENOUS (BMP,BHIVC)	09/02/2019	LC	20206	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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- paper and labels), or a regular printer (if using VHN specimen labels)
- c. If you get a warning below, it may take a minute or two for the requisition to return from LabCorp > try again in a minute

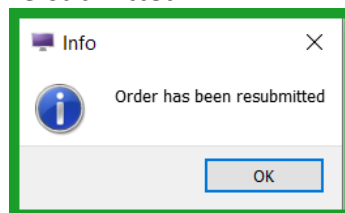


### **When Requisitions Do Not Print**

1. If repeated attempts to print a requisition are unsuccessful (pop up shown above) and the requisition is not in the file cabinet, check the [Task List](#)
2. A [Recommendation](#) may be placed on the [Task List](#) if the order has not transmitted to LabCorp. If the user is able to fix the error, the order may be Resubmitted afterwards
  - a. Go to [Print Lab Requisitions](#) screen
  - b. Filter to find the lab order
  - c. Select the lab > Click [Resubmit](#)

Patient #	Patient Name	Sample Description	Collection Date	Lab	Requisition Number	Printed	Select
147861	JAMIE TEST	X19247-0001 - Venipuncture (L006510)	09/04/2...	LC	4236	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- d. Some agencies will require a password to [Resubmit](#) an order in order to reduce duplication of orders
  - i. Harris sets up the password function
- e. If the agency determines that no password is needed to [Resubmit](#) an order, then the user will not receive a password prompt
- f. The order will be re-submitted



- g. In the [Task List](#), Click on **Complete Now** and the task will drop off the [Recommendation](#) area
3. If a Recommendation appears on the Task List that does not appear to have a solution (procedure error, time/out), or you have resubmitted an order but still do not get a Requisition back, [please open an incident with the Harris Help Desk](#)