

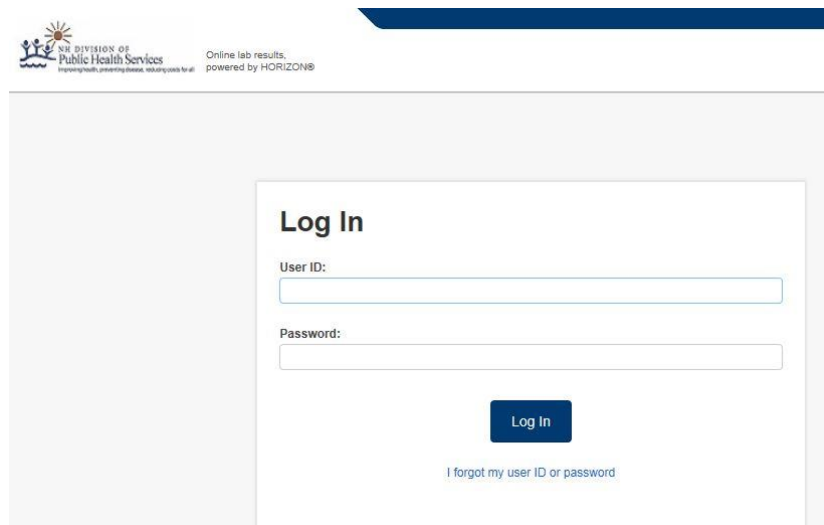
# New Hampshire Public Health Laboratories LabOnline

## Reference Guide

This LabOnline reference guide outlines how to log on to the NH LabOnline webportal, track specimens received at NPHPL, view specimen reports, and remotely order tests.

### Section I: Accessing the LabOnline webportal

To access LabOnline, go to <https://labonline.dhhs.nh.gov/> using your web browser. This will bring up the login screen. LabOnline is compatible with Internet Explorer 11, Microsoft Edge, and Google Chrome browsers.



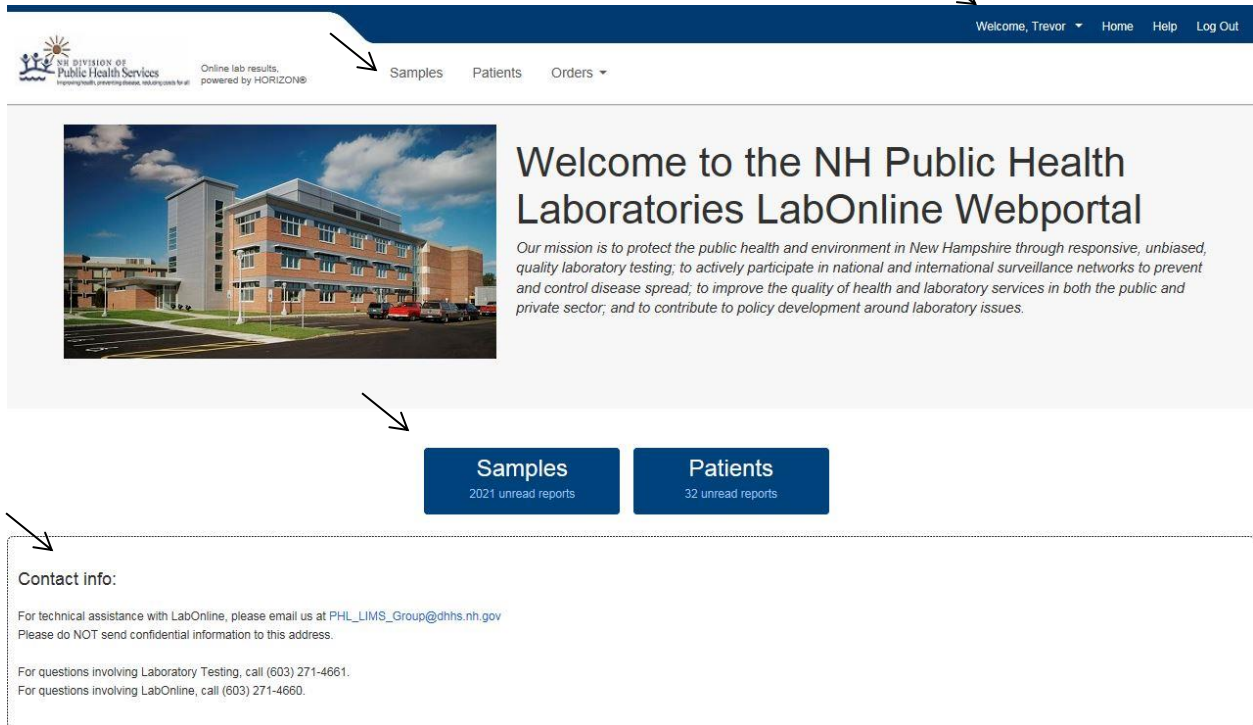
The screenshot shows the LabOnline login interface. At the top left is the NH Division of Public Health Services logo and the text "Online lab results, powered by HORIZON®". The main content area is a white box with a blue header "Log In". Below the header are two input fields: "User ID:" and "Password:". A blue "Log In" button is centered below the fields. At the bottom of the box is a link that says "I forgot my user ID or password".

Figure 1: Login Screen

Enter the logon ID and password provided to you by the NH PHL. If you have forgotten your password, email [PHL\\_LIMS\\_Group@dhhs.nh.gov](mailto:PHL_LIMS_Group@dhhs.nh.gov) for assistance. Currently, the 'I forgot my user ID or password' link is not active. You will be prompted to change your password the first time you access your account. Passwords can be up to 30 alphanumeric characters in length but *cannot* begin with a number.

### Section II: Navigating the Home Page

After login, you will be brought to the LabOnline Home page (figure 2). To manage your account, navigate back to the Home page, access the online help, or log out of LabOnline, click on the menu options in the top right hand corner of LabOnline.



**Figure 2: Home Page**

To navigate to view sample or patient reports, either click on 'Samples' or 'Patients' at the top of the Home page or on the blue 'Samples' or 'Patients' buttons in the middle of the page. The number of unread reports available, if any, is displayed in the blue buttons (see section III, viewing reports). To submit specimens for testing or view previously submitted specimens, click on 'Orders' at the top of the screen and choose either 'Order Tests' or 'View Orders' (see section IV, submitting test requests).

Finally, at the bottom of the screen is contact information for help either with general laboratory testing questions or specifically for LabOnline support. This section will also include any important LabOnline-related messages from the NH PHL.

## Section III: Managing specimens

To view the list of specimens received by the NH PHL from your organization, click on either 'Samples' (for non-clinical samples) or 'Patients' (for clinical specimens). This will navigate you to the Specimen management page which is split into two sections, a 'Search Criteria' section at the top of the screen where you can search for specific sections, and the specimen section at the bottom. (see figure 3).

**Patients**

**Search Criteria** Search Clear All

Note: Only samples from the last 90 days are available online.

Search by: Patient Name  
Value:

Collected date:  
 last 90 days  
 between mm/dd/yyyy and mm/dd/yyyy  
 Show unread reports only

Filter: In Progress Reported **All**

| Final Report | Unread                              | My Sample ID/MRN | Patient Name | Patient DOB | Lab Sample ID | Collected        | Chain of Custody | Collector          |
|--------------|-------------------------------------|------------------|--------------|-------------|---------------|------------------|------------------|--------------------|
| View         | <input checked="" type="checkbox"/> | [REDACTED]       | [REDACTED]   | [REDACTED]  | 1808200110    | 08/20/2018 09:31 | 376056           | Dr. Christine Bean |
| View         | <input checked="" type="checkbox"/> | [REDACTED]       | [REDACTED]   | [REDACTED]  | 1808170007    | 08/16/2018 14:35 | 375919           |                    |
| View         | <input checked="" type="checkbox"/> | [REDACTED]       | [REDACTED]   | [REDACTED]  | 1807190161    | 07/18/2018 00:00 | 373596           |                    |
| View         | <input checked="" type="checkbox"/> | [REDACTED]       | [REDACTED]   | [REDACTED]  | 1805300028    | 05/30/2018 00:00 | 371879           |                    |
| View         | <input checked="" type="checkbox"/> | [REDACTED]       | [REDACTED]   | [REDACTED]  | 1805300029    | 05/30/2018 00:00 | 371880           |                    |

**Figure 3: Specimen Management**

By default, all specimens collected within 90 days will be displayed. **Only samples collected within the last 90 days are available online.**

**Searching for specimens:**

To search for specific patients/specimens, choose a search parameters found in the ‘Search by:’ drop-down menu. Once a search parameter is chosen, enter the value you are searching for (patient name, for example) in the ‘Value’ field below. Next, choose the collected date range, the default being in the last 90 days. You can also choose to only view specimens with unread reports by checking the ‘Show unread reports only’ box. The results of your search will be displayed in the bottom half of the screen. You can filter your search results for specimens ‘In Progress’ or ‘Reported’ by clicking on the ‘Filter’ options in the middle of the page. The ‘All’ filter will display all specimens regardless of their status.

**Viewing Specimens:**

Specimens that have been received by the NPHL from your organization are displayed in the bottom half of the screen. More information, including sample status, matrix, and tests ordered can be seen by scrolling to the right using the scrollbar at the bottom of the page.

When a report is available for viewing, ‘View’ will appear in the ‘Final Report’ column. To view the report, click on View and a pdf of the report will open. Once viewed, the check mark in the ‘Unread’ column will go away. To view multiple reports, highlight several specimens by clicking on each specimen while holding the control key down. Once they are highlighted, click ‘Download’ and a pdf with all of the

selected reports will be generated. If you want to manually change the specimen report status as unread/read, click the 'Mark as Read/Unread' button with the specimen(s) highlighted.

The specimen requisition can also be viewed once it is scanned into the NH PHL LIMS by clicking on the Chain of custody number (it will become an active link once the requisition is scanned).

## Section IV: Submitting test requests

### Ordering tests:

To order a test, you need to enter the client/profile information, patient information, specimen information, the tests to be performed, and any additional information that may be required for that testing (see figure 4). Any field with an asterisk is required.

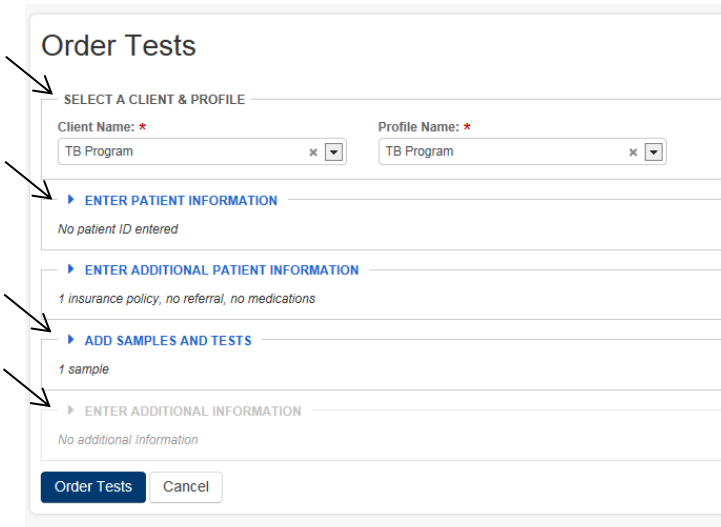


Figure 4: Order Tests

- 1) Client/profile information (figure 4): Click on the client name drop down to choose the appropriate client. Only clients that the user is associated with will appear in the list. If a client is missing, please contact the NH PHL. Next, choose the appropriate profile from the 'Profile Name' list. The client profiles control what testing is ordered, billing information, and who will receive reports. If there is not an appropriate profile listed, please contact the NH PHL.
- 2) Enter Patient Information (figure 5): The patient information section collects the relevant patient information. All fields with an asterisk are required, others are optional but should be included if known. **The NH PHL does not collect Social security numbers – please leave this field blank.** Once patient name and DOB are entered, the system will search for potential

matches. If any are found, a window will pop up asking if you would like to select existing patient or create new. Choose 'create new' to create a new patient or click 'select' to choose the suggested existing patient.

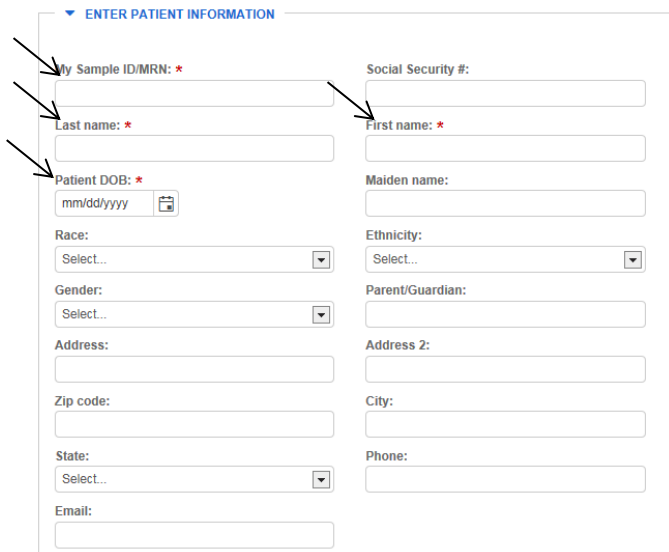


Figure 5: Patient Information

- 3) Enter Additional Patient Information (figure 6): This section capture patient insurance information. The only insurance information NH PHL collects is Medicaid. If patient does not have Medicaid coverage, this section can be ignored. If the patient does have Medicaid, choose it in the Carrier drop down and add the Medicaid number in the Insurance ID field. All other fields can be left with their default values. The NH PHL does not currently collect referral or medication information.

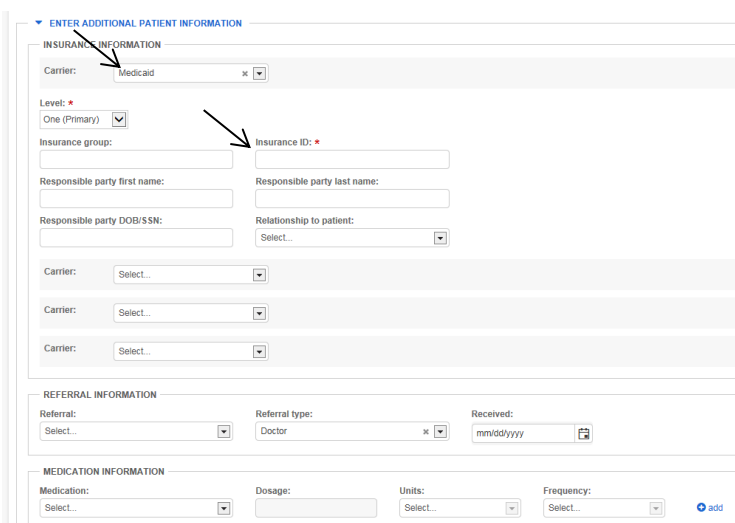


Figure 6: Additional Patient Information

- 4) Add Samples and Tests (figures 7-9): This section captures sample-specific information as well as what tests are to be performed.
- Select the appropriate line item in the Line item drop down menu. Enter the ordering physician in the collector drop down menu (figure 7). If the physician cannot be found, it can be written on the test requisition included with the sample. Enter the sample collection date and time.

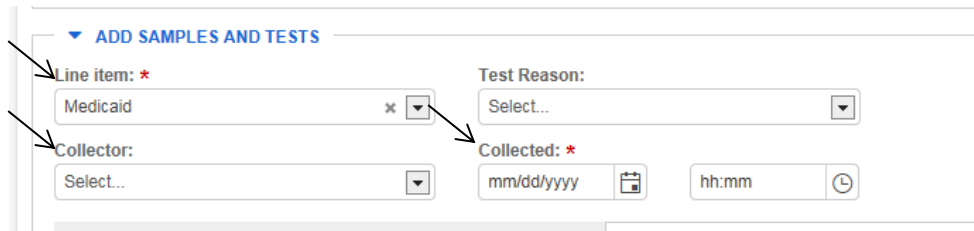


Figure 7: Sample information

- The most common matrix for the profile/line item is the default matrix value. If necessary, click on the matrix to change (figure 8). The test associated with the profile/line item is automatically added. Any special instructions or additional sample details can be free-texted in the special instructions section. If additional testing is required, click on the edit tests button. Type the test name in the search field and click search (figure 9).

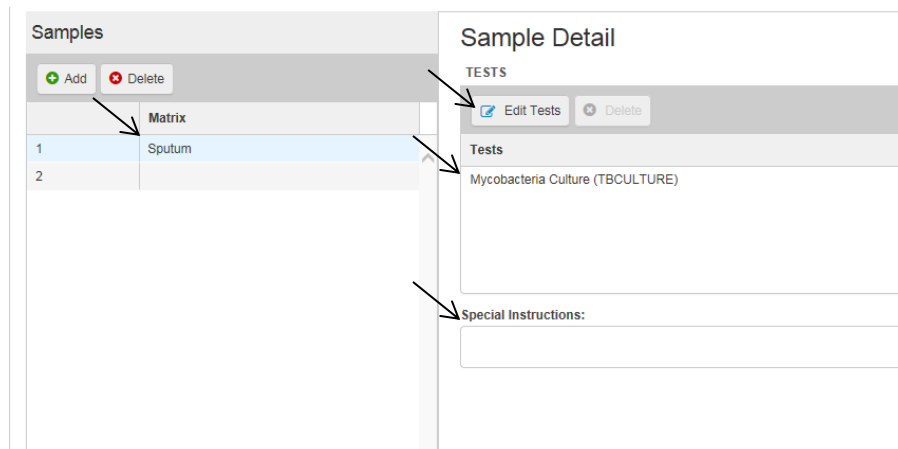
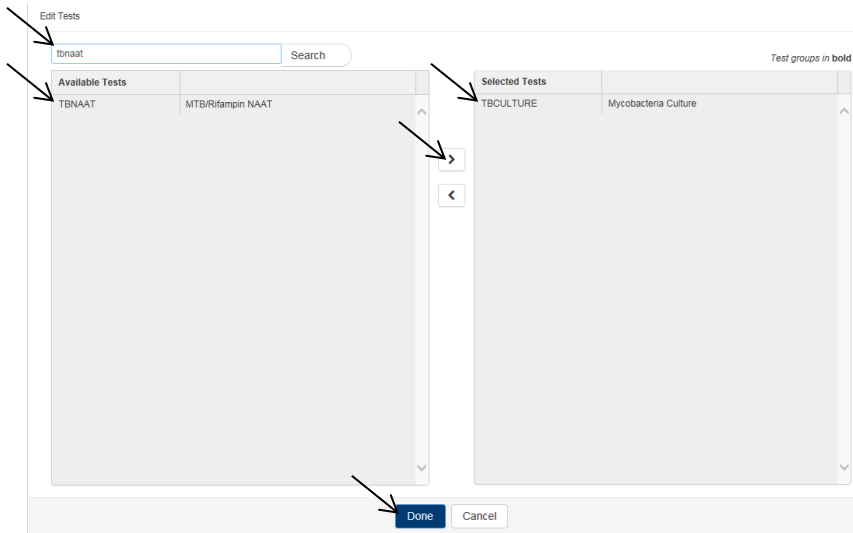


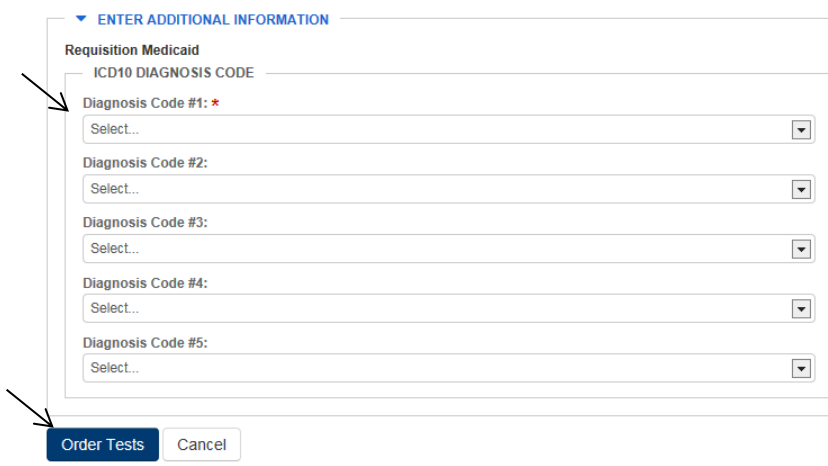
Figure 8: Samples

Available tests will be listed. Click on the appropriate test and then click the right arrow to move it to the 'selected tests'. Click done.



**Figure 9**

- 5) Enter Additional Information (figure 10): Some tests require additional information. When this is the case, the Enter Additional Information section will become available for edit. Enter the required information(figure 10).



**Figure 10: Additional Information**

Once all patient and sample information is completed, click ‘Order tests’ at the bottom of the screen. If some data is missing, a warning will appear and the missing information will be highlighted. Complete the missing sections and click ‘Order tests’ again. Once the sample is successfully logged in, a test requisition will generate. Print the requisition and package it with the sample.

**Tips and tricks:**

Similar to an excel spreadsheet, the sort order of the specimens can be changed by clicking on the column header you want to sort by. Also, the information that is displayed on each sample can be re-

ordered by clicking and dragging the column headings to where you want it to be displayed. You can also modify what columns are displayed by clicking on the carrot to the right of the column headings , choosing 'Columns' and selecting the boxes to be displayed (see figure 11). To save the changes to the column headings, click on the gear to the right of the screen and choose 'save grid settings.' The settings are account and computer specific.

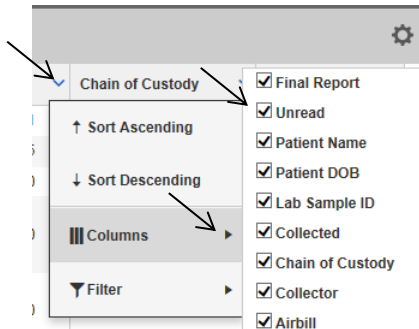


Figure 11: Customizing display