

Provider Portal Instructions

1) Sign-In



Orders Samples New Order

Atlanta's Full Service Lab

One Solution for all your testing needs



- Covid 19, RPP, STI, UTI, Wound/Nails, Toxicology and Blood
- Fastest turn-around time in the industry
- CAP Accreditation
- Custom client portals for lab reports
- LIVE customer service

Sign-up / Sign-in

<https://life.mylabcare.com>

- ❖ FIRST SIGN IN – Username = your email
- ❖ FIRST SIGN IN – Password = See email and link provided in email
- ❖ Create New Password at prompt
- ❖ If you forget Password – Click Reset Password

a) You'll land on the ORDERS Page

1. Use Filters to see orders for specific practice and physician(s)

Orders

The screenshot shows the 'Orders' page with the following filters and data:

- Practice: Test Practice
- Physician: Test Physician X (highlighted with a red box)
- From: 2/03/2022
- To: 3/06/2022
- Days: 30, 60, 90
- Buttons: Search, Excel, CSV
- Columns: Priority, Provider, Practice, Patient, DOB, Collection Date, Received Date, Reported Date, Status
- Table:

Status	Order #	Priority	Provider	Practice	Patient	DOB	Collection D...	Received D...	Reported D...	Status
	2202-00160	Normal	Test Physician	Test Practice	Test PatientNathan	12/03/1995	02/03/2022	02/03/2022		Assigned
	2202-00162	Normal	Test Physician	Test Practice	Test LIFE2 Patient	08/03/1991	02/03/2022	02/04/2022		Assigned
	2202-00164	Normal	Test Physician	Test Practice	Test LIFE2 Patient	08/03/1991	02/02/2022			Assigned

2. Physician(s) – if there is more than one physician, you can select multiple or ALL physicians to see their orders.
 - (1) Click “Select ALL” = see all physicians
 - (2) Click “Deselect All” – to review 1 or more physicians or click on x behind name to remove from list

- b) Date filter is defaulted to 30 days. To change, enter date criteria and hit search or select 30, 60 or 90 and hit search.



- c) All columns are filterable. Click on the column to set sort criteria. Choose sort A-Z or Z-A. Click on the down arrow on the column for more specific sorting criteria.

The screenshot shows the column filter dropdown menu for the 'Collection Date' column. The menu includes the following options:

- Sort Ascending
- Sort Descending
- Remove Sort
- Show rows where:
- less than
- And
- less than
- Filter
- Clear



The main table area below the dropdown is empty and displays "No data to display".

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d) Samples “ON HOLD” – look at the top of the orders list. Far right column shows the status of the sample.

1. If additional information is needed by lab personnel once the sample is received, an email will go out to the contacts at the practice AND this ON HOLD status will be present.
2. To see what is missing:
 - (1) Click on the second column (Order #)
 - (2) At the top of the order will be the Sample Issue and the Plan of Action
 - (3) Scroll through the Edit Order below and fix or enter the missing/incorrect information
 - (4) Scroll to the bottom of the page and click submit
 - (5) An email will automatically go back to the lab with the information you updated.
 - (6) The sample will be taken off hold for reporting
 - (7) PLEASE NOTE: A final report WILL NOT BE RELEASED if the ON HOLD status is on a sample.**

e) Far left column “Status” – will show progression of the samples.


Status	Order #
	2201-0044
	2201-0044

f) Within the “Status” of an order you can:

1. Open the report by clicking “View Order”

Patient: Test PatientNathan DOB: 12/3/1995 Order #: 2202-00160 Physician: Test Physician

Sample: G22B009D Test Date: 02/03/2022 Sample Collection Date: 02/03/2022




Tests:
 UTI Assay
 ABR Assay

2. If 2 samples were created, then you will see the workflow in the lab on the two samples and they will move through the lab independently of each other.

Patient: Beth Hoobie DOB: 1/1/2000 Order #: 2203-00462 Physician: Test Physician

Sample: G22C01BC Test Date: 03/05/2022 Sample Collection Date: 03/05/2022




Tests:
 Influenza A
 Influenza B
 RSV A&B
 SARS-CoV-2 PCR assay

Cov/Flu/RSV NTC
 CFR PC RSV A
 CFR PC RSV B
 CFR PC Flu A

CFR PC Flu B
 CFR CoV2 N1

Sample: G22C01BF Test Date: 03/05/2022 Sample Collection Date: 03/05/2022



Test: UTI Assay

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3. Information on this page – Order #, Sample #, Test Date, Tests added to the Sample AND
 - (1) A diagram of where the sample is in the laboratory. As the sample moves through the lab, each icon turns blue. Once the sample shows as “Reported”, you will be able to get the final report at the bottom of the page

Associated Files				
#	File Name	Report Type	File Type	View File
1	requisition.pdf	Requisition Report	application/pdf	View File
2	labels.pdf	Order Labels	application/pdf	View File

- (2) A final Report section will have a link to the report
- (3) Requisition form can be viewed, downloaded or printed
- (4) Sample Labels can be reprinted

- 2) Samples – Select at Top Right Corner – allows you to see individual orders by patient
 - a) Select Practice – ONLY NEED TO SELECT IF MULTIPLE LOCATIONS OR PRACTICES ARE ASSIGNED
 - b) Select Physician – ONLY NEED TO SELECT IF MULTIPLE PHYSICIANS ARE ASSIGNED
 - c) Select Patient (optional) – All patient samples will appear if you do not select a patient.
 1. After choosing it will pull up all of their existing orders & results
 2. You can hide and show different columns to make it easier to view
 3. Click on left hand status to see where the sample is in the lab, to view the requisition form or to reprint a barcode label for a sample.

Practice: Physician: Patient:

Show / Hide Columns

Priority: Patient: Collection Date: Test Date:
 Test: DOB: Received Date: Status:

Status	Sample ...	Priority	Test	Patient	DOB	Collection Date	Received Date	Test Date	Status	Results
<input type="checkbox"/>	G22A01...	Normal	SARS-CoV-2 PCR, assa	Test Patient	08/04/1991	01/25/2022	01/25/2022	01/25/2022	Complete	Negative
<input type="checkbox"/>	G21L08FB	Normal	SARS-CoV-2 PCR, assa	Test Patient	08/04/1991	12/30/2021	02/21/2022	12/30/2021	Assigned	
<input type="checkbox"/>	G22A01...	Normal	UTI Assay w/ABR	Test Patient	08/04/1991	01/25/2022	01/25/2022	01/25/2022	Assigned	

- 3) New Orders – Select at Top Right Corner
 - a) Select Practice – ONLY NEED TO SELECT IF MULTIPLE LOCATIONS OR PRACTICES ARE ASSIGNED
 - b) Select Physician – ONLY NEED TO SELECT IF MULTIPLE PHYSICIANS ARE ASSIGNED (sample selection is available as described 1(a) above.
 - c) Will auto populate if one practice and one physician.

Orders Samples New Order

LifeHope Labs

New Order

Practice *

Choose Physician Account *

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- d) Select Payment – If your practice only has one payment type, there will not be options to select from. It will auto populate.
 - 1. If insurance, only “Normal” priority is allowed
 - (1) If insurance, insurance section opens up to add information
 - 2. If CLS (Contract Lab Service), options to select Normal or STAT
 - (1) STAT has a note “Extra Cost” (pricing is set at the practice level)

Choose a Payment Type * Priority *

Insurance Pay Normal

Select

Normal

STAT (Extra Cost)

Patient Information

- e) Collection Date and Time (both set for current date and time)

Collection Date * Collection Time *

02/21/2022 05 : 12 PM

- f) For PATIENT selection, either select from Pre-Existing Patient or create a new patient by starting on first name entry
 - 1. For Pre-Existing Patient – start typing name and full name and DOB populate for selection

Choose a Pre-Existing Patient

Select

Test Pat

Test Patient (8/4/1991)

- g) Required Fields for New Order for Insurance and CLS (seeing if we can have CLS address info be optional and not required to get an order through)

First Name * Middle Name Last Name * DOB *

mm/dd/yyyy

Gender * Race Ethnicity

Select Select Select

Address * Address 2

ZIP * City * State *

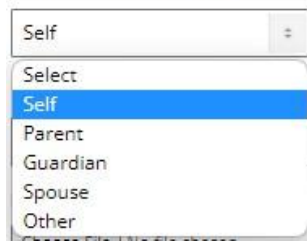
Select

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h) Insurance Entry – Will auto populate if previously entered in LabLynx

1. Select Relationship to Patient - if Self is selected then other sections auto populate name and DOB

Relationship to Patient *



A dropdown menu titled "Relationship to Patient *" with a search icon. The menu is open, showing options: "Self" (highlighted in blue), "Parent", "Guardian", "Spouse", and "Other".

2. Required items to create order (*asterisk items)



Relationship to Patient * First Name * Last Name * Insured DOB *

Insurance Company Name * Insurance Policy ID * Insurance Group ID

The form shows input fields for "Relationship to Patient *", "First Name *", "Last Name *", "Insured DOB *", "Insurance Company Name *", "Insurance Policy ID *", and "Insurance Group ID". Red boxes highlight the "Relationship to Patient *", "First Name *", "Last Name *", "Insurance Company Name *", and "Insurance Policy ID *" fields. The "Insured DOB *" field contains the placeholder "mm/dd/yyyy" and a calendar icon.

3. NOT Required but extremely helpful to get and have on record

Upload Insurance Card (Front)

Choose File No file chosen

Max. file size: 10 MB.

Upload Insurance Card (Back)

Choose File No file chosen

Max. file size: 10 MB.

4. Select Responsible Party or Guarantor Information – if “Self” will auto populate information



Relationship to Patient * First Name * Last Name *

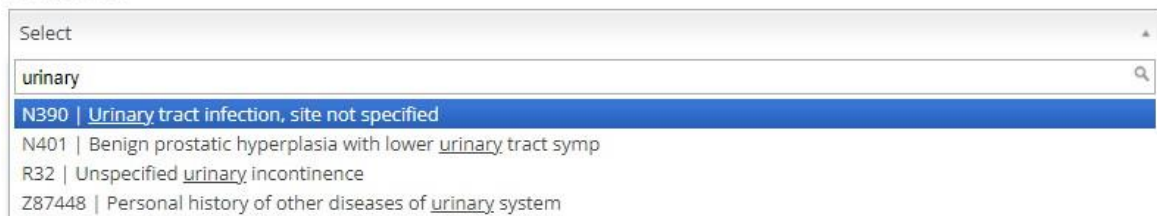
The form shows input fields for "Relationship to Patient *", "First Name *", and "Last Name *". Red boxes highlight the "Relationship to Patient *" field, which contains "Self".

5. Select ICD10 Codes

(1) Type to search for either the specific code number or descriptive word like “cough”, “urinary”, “infection”, “pain”, etc

(a) NOTE: DO NOT USE A . IN THE ICD 10 CODES. The list has all ICD 10 codes without a .

ICD10 Code 1 *



A search box titled "ICD10 Code 1 *" with a search icon. The search term "urinary" is entered. The results list includes: "N390 | Urinary tract infection, site not specified", "N401 | Benign prostatic hyperplasia with lower urinary tract symp", "R32 | Unspecified urinary incontinence", and "Z87448 | Personal history of other diseases of urinary system".

(2) A second ICD 10 code box will appear after selecting the first PRIMARY ICD 10 code.

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6. Full Test Menu

- (1) Practices will be assigned to only see testing they signed up for (Toxicology, Genetics, or Blood or a combination of these)
- (2) Can add panels or tests 2 ways
 - (a) Type in the Search Tests box and check the test desired

Amphet

Blood Testing

COVID-19 Testing

Genetics Testing

Toxicology - Urine

Panels

Amphetamine

Tests

D/L Methamphetamine

- (b) Click into a Department and check the testing options desired

COVID-19 Testing

Genetics Testing

Panels

Respiratory Panel

STI Assay

UTI Assay

UTI Assay w/ABR

Toxicology - Urine

Panels

Amphetamine Designer Drugs Nicotine Tricyclic Antidepressants

Antipsychotics ETG/ETS Olanzapine

Antipsychotics Ecstasy Opiates

Aripiprazole Ketamine Oxycodone

Barbiturates LSD Quetiapine

Benzodiazepines Meperidine Risperidone

Buprenorphine Methadone Sertraline

Carisoprodol Methylphenidate Tapentadol

Clozapine Mirtazapine Tramadol

Cyclobenzaprine Naltrexone Triazadone

Tests

Cannabinoids Phencyclidine

Cocaine Phentermine

D/L Methamphetamine Pregabalin

Diphenhydramine Ziprasidone

- (3) As panels/tests are checked, they appear above the departments as a review. Each panel/test can be removed if you click the “x”

Full Test Menu

Search Tests

Selected Tests:

Blood Testing

COVID-19 Testing

Genetics Testing

Toxicology - Urine

- (4) You can collapse each department or leave them open

7. Submit Order – If information is missing, the areas needing information will be highlighted and need to be corrected before the order will be created. Once fixed, Click Submit again.

New Order

There was a problem with your submission. Please review the facts below.

Practice *

Test Practice

Choose Physician Account *

Select

Choose a Payment Type *

Priority *

Collection Date *

Collection Time * : PM

This field is required. This field is required.

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8. "Order Successfully Placed"

Order Successfully Placed

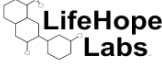

Order: 2202-01937
Collection Date: 02/23/2022 07:23:00 PM
Patient: Alekza Hoobie
Patient DOB: 01/01/1950

[Print Requisition Form](#)

[Print Sample Labels](#)

[Place a New Order](#)

- (1) Print Sample Labels – click and labels will appear to print
- (2) Print Requisition Form – click then you can download or print requisition form

 5009 Roswell Rd. Sandy Springs, GA 30342 Phone: 404-891-0121 Fax: 404-475-3092	<table border="1"><thead><tr><th>Payment Type</th><th>Priority</th></tr></thead><tbody><tr><td>CLS</td><td>Normal</td></tr></tbody></table>	Payment Type	Priority	CLS	Normal	 Order ID: 2202-01937
	Payment Type	Priority				
CLS	Normal					
<table border="1"><thead><tr><th>Collection Date</th><th>CollectionTime</th></tr></thead><tbody><tr><td>02/23/2022</td><td>7:23PM</td></tr></tbody></table>	Collection Date	CollectionTime	02/23/2022	7:23PM		
Collection Date	CollectionTime					
02/23/2022	7:23PM					
Patient Information						
Name: Alekza Hoobie						
Address: 100 Home Slice Road, Roswell, GA 30342						
Sex: Female	Race: Unknown	DOB: 01/01/1950				
SSN:	Phone:	Room #:				
Responsible Party (if different from patient):						
Address:						
Client Information						
Location: Test Practice						
Physician: Test Physician						
Address:						
Phone:	Fax:					
Email:		NPI: 12345				
Insurance Information						
Primary: Blue Choice Medicaid-12345						
Secondary:						
		By signing this form, I am confirming that I have read and understood the "Financial Policy and Assignment of Health Plan Benefits and Rights" waiver and disclaimer presented on the second page of this form.				
		Patient Signature:				
Panels / Profiles Ordered						
Sample #: 822B0023 Sample Type: Blood Container Type: Panel:	Sample #: T22B0036 Sample Type: Urine Container Type: Panel:					

9. If another order is needed to be placed = Click "Place a New Order" to go straight to new order page

Additional Features:

- While viewing the Orders or Samples pages, at any time you may select the Excel or CSV button to generate and download a copy of the orders as you see them. If you want specific information. Use the filters discussed, then create Excel or CSV.

