

Lab Orders Quick Reference

for Mobile Midwife EHR & Mobile HealthCare EHR

Created: 2021-06-14

Last Updated: 2023-10-10

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Prerequisites

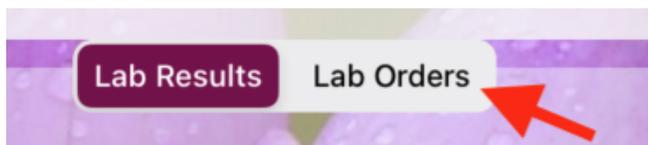
To use the Lab Orders feature you need to have the lab order interface enabled with a participating lab company: **Quest Diagnostics** or **LabCorp**.

For **Mobile Midwife EHR**, see <http://mobilemidwifeehr.com/Obstetric-Practice-Management.aspx#LABINTEGRATION>

For **Mobile HealthCare EHR**, see <http://www.mobilehealthcareehr.com/Healthcare-Practice-Management.aspx#LABINTEGRATION>

How to find the Lab Orders screen

Open a client chart → go to the **Labs** side tab → press the **Lab Orders** top tab



In **Mobile Midwife EHR**, the **Labs** side tab can be found in **Prenatals**, **Postpartum**, and **Visits** sections.

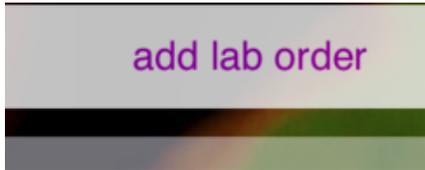
In **Mobile HealthCare EHR**, the **Labs** side tab can be found in the **Visits** section.

How to create a Lab Order for Quest Diagnostics

NOTE: If your lab company is **LabCorp**, you are in the wrong section. Go [here](#) instead.

Go to the [Lab Orders](#) screen in a client chart.

Press **add lab order** button in the upper right corner.

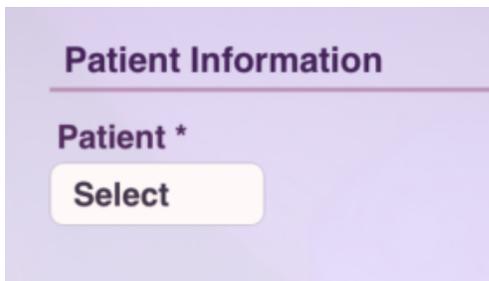


Select a **Lab Order Interface**.

If none are listed, make sure you are integrated with your lab company. See [Prerequisites](#).



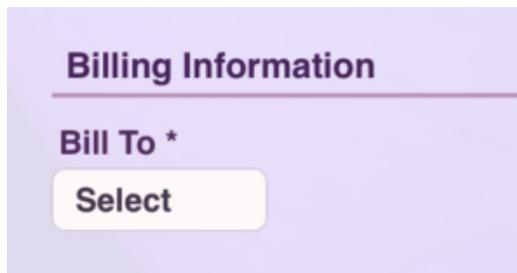
Select **Patient** type.



Fill in the **Patient Information** fields.

- If the app auto-populates some fields, verify that they are correct.

Select **Bill To** type.



If **Third Party** Bill To is chosen, fill in the **Billing Information** fields that appear.

- If the app auto-populates some fields, verify that they are correct.

For **Self Pay** clients, choose **Patient** Bill To, even if its someone other than the client who is the payer (e.g. Spouse). Specify the payer in the **Guarantor** section.

To use Quest's **Uninsured Patient Price (UPP)** program,

1. **Enroll** your practice in the UPP program. If not already done, contact your Quest Sales Rep.
2. Select **Third Party** for Bill To, as though it were an insurance payer.
3. For the payer company name, enter this exactly: **Uninsured Patient Program**
4. For the payer address fields, use this: **1001 Adams Ave, Norristown, Pennsylvania, 19403**

Fill in the **Guarantor** section if it appears (depends on which Bill To was chosen).

Guarantor

Guarantor's Relationship to Patient *
2-Spouse

Guarantor's First Name *
first name of guarantor

Guarantor's Middle Initial
middle initial of guarantor

Guarantor's Address *

Add **diagnoses codes** if needed by pressing the **add code** button.

Codes

diagnoses codes add code

Lab Test Codes add code

Add **Lab Test Codes** by pressing the other **add code** button.

Codes

diagnoses codes add code

Lab Test Codes add code

Code	Description
483	GLUCOSE

Use the **(i)** information button to see details about a lab test such as specimen collection instructions.

Fill out any **Ask at Order Entry Questions (AOEs)** that appear. Some lab tests have AOE's and others have none.

Ask at Order Entry Questions (AOEs)

Fill out the **Additional Information** section.

Additional Information		
Priority Select	PSC Hold <input type="radio"/> Yes <input checked="" type="radio"/> No	Specimen collection date/time * <input type="text"/>
Report Comments These comments are returned in the Lab Result. If PSC Hold, only 1st 60 characters will be used. <input type="text"/>		
Internal Comments These comments are transmitted to the Lab Company but NOT returned in the Lab Result. If PSC Hold, only 1st 60 characters will be used. <input type="text"/>		
Local Comments (not transmitted) These comments do NOT get transmitted to the lab company, nor printed on the Requisition. <input type="text"/>		

PSC Hold means the patient will go to a lab site for specimen collection for this lab order.

If you answer **Yes** to **PSC Hold**, the **Specimen collection date/time** field changes to **When will patient arrive at PSC for specimen collection?**

PSC Hold <input checked="" type="radio"/> Yes <input type="radio"/> No	When will patient arrive at PSC for specimen collection? * <input type="text"/>
---	--

Enter **comments** if desired.

Report Comments are seen by the lab company and returned in the lab results.

Internal Comments are seen by the lab company but NOT returned in the lab results.

Local Comments are just for your reference. They are not transmitted to the lab company.

Up to this point the lab order is considered a **Draft** lab order since it hasn't been sent yet. **Draft** lab orders are displayed with a slightly darker yellow background in the lab order list, have no **Submit Date**, and have an Order Status of "**Draft**".

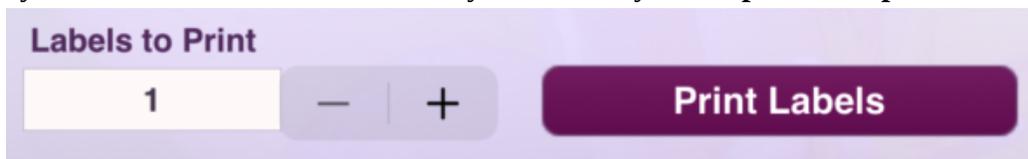
Created Date	Order ID	Ordering Provider *	Lab Company	Patient *	Test Name(s)	PSC Hold	Submit Date	Order Status
9/28/21		Re'lianne...	Labcorp -...		Kidney Profil...	No		Draft
9/28/21		Melody S...	Labcorp -...	Mom	CBC With Diff...	No	9/28/21	Submitted
9/24/20	83	Melody S...	Labcorp -...	Mom	VEGF, Plasma	No	9/24/20	Sent

Press **Submit Lab Order** when you are ready to send the lab order.



For more details about what happens after you submit a lab order, see [Lab Order Lifecycle](#).

After your lab order has been validated by our server, you can **print the specimen label(s)**.



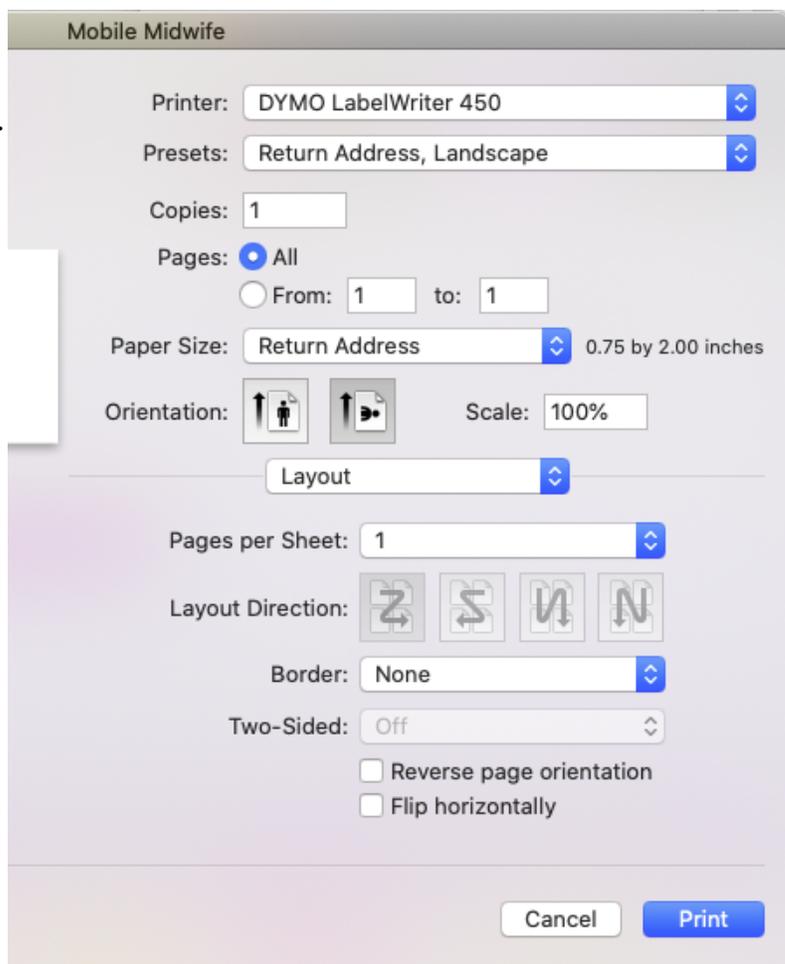
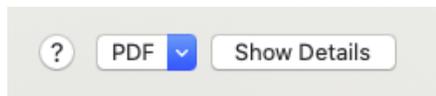
This is designed to work with a **DYMO LabelWriter 450** printer using specimen label stock provided by **Quest Diagnostics**.

In the DYMO printer's settings, be sure to select **Return Address** for Paper Size.

It should be 0.75 by 2.00 inches.

And select **landscape** for Orientation.

If you don't see those options, look for a **Show Details** button.



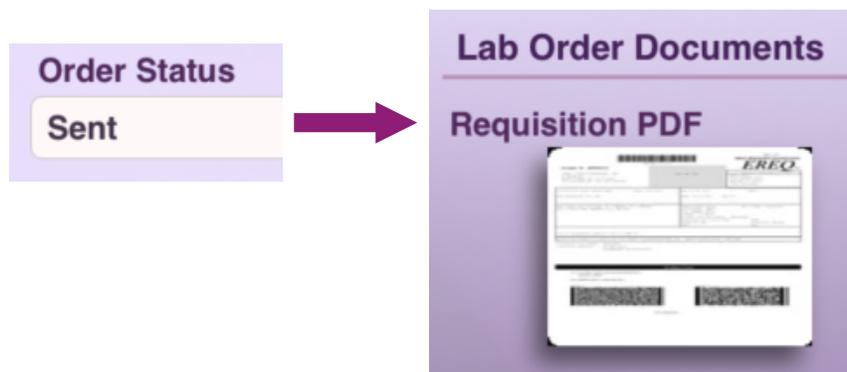
Limitations of the **DYMO LabelWriter 450** printer.

Although this is the printer model recommended by Quest Diagnostics, it is not AirPrint-compatible which means it will not be seen by iPads/iPhones, so you'll need to print from a Mac computer.

Secondly, this printer model does not have wireless capability, so it will need to be plugged into the USB port of your Mac.

NOTE: At least one practice has had success printing Quest specimen labels on a **Brother QL-810W** thermal label printer. That one is AirPrint-compatible, so can be used from iPads/iPhones.

After your lab order has been sent, you can **print the Requisition PDF**.

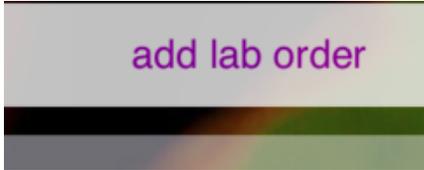


If your Quest lab order requires an **ABN form for Federal Medicare**, you'll find the ABN forms within the Requisition PDF.

How to create a Lab Order for LabCorp

Go to the [Lab Orders](#) screen in a client chart.

Press **add lab order** button in the upper right corner.

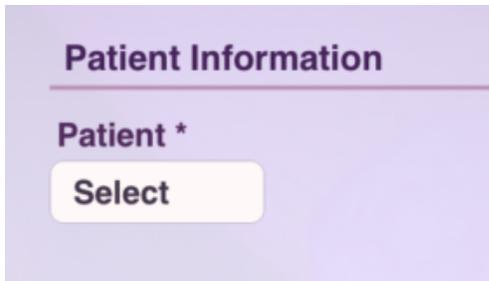


Select a **Lab Order Interface**.

If none are listed, make sure you are integrated with your lab company. See [Prerequisites](#).



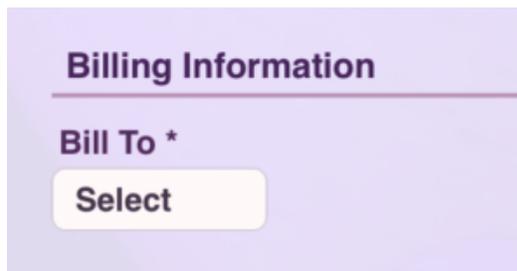
Select **Patient** type.



Fill in the **Patient Information** fields.

- If the app auto-populates some fields, verify that they are correct.

Select **Bill To** type.



If **Third Party** Bill To is chosen, fill in the **Billing Information** fields that appear.

- If the app auto-populates some fields, verify that they are correct.

Fill in the **Guarantor** section if it appears (depends on which Bill To was chosen).

Guarantor

Guarantor's Relationship to Patient * **Guarantor's First Name *** **Guarantor's Middle Initial**

2-Spouse first name of guarantor middle initial of guarantor

Guarantor's Address *

Add **diagnoses codes** if needed by pressing the first **add code** button.

Codes

diagnoses codes **add code** ←

Lab Test Codes **add code**

Add **Lab Test Codes** by pressing the second **add code** button.

Codes

diagnoses codes **add code**

Lab Test Codes **add code** ←

(1) Lab Test Codes **add code**

Code	Description
001032	Glucose

← (i)

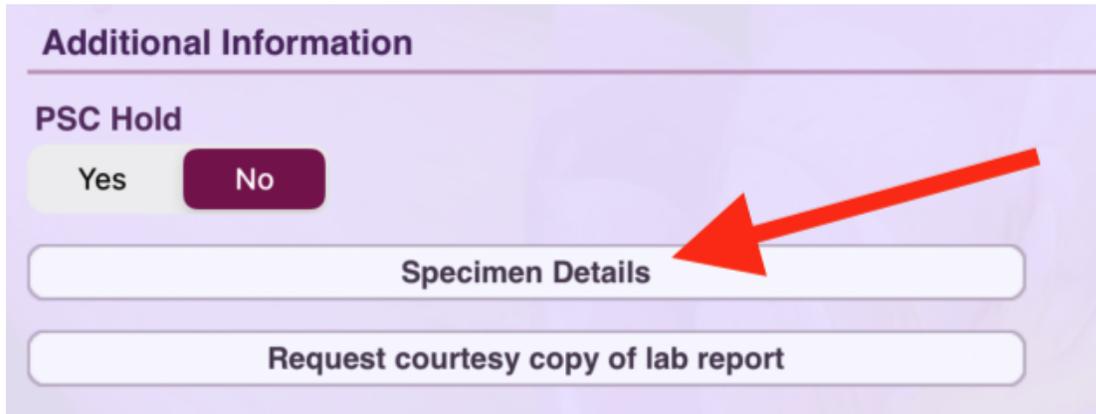
Use the **(i)** information button to see details about the lab test such as specimen collection instructions.

Fill out any **Ask at Order Entry Questions (AOEs)** that appear. Some lab tests have AOEs and other have none.

Ask at Order Entry Questions (AOEs)

Fill out the **Additional Information** section.

Press the **Specimen Details** button to enter the collection date/time and other details for one or more specimens.



Additional Information

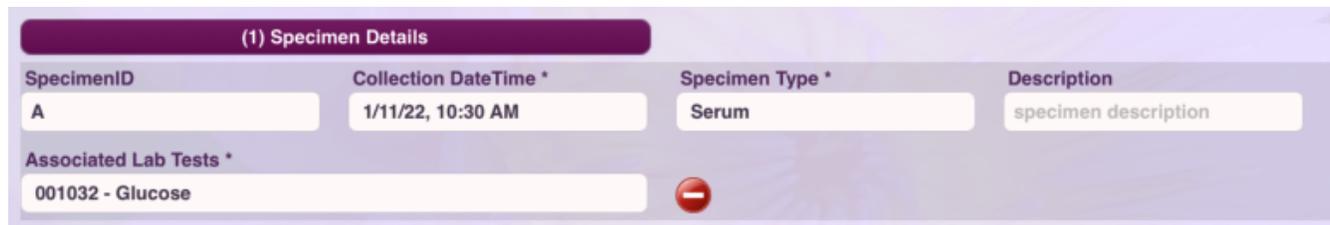
PSC Hold

Yes No

Specimen Details

Request courtesy copy of lab report

A red arrow points to the 'Specimen Details' button.



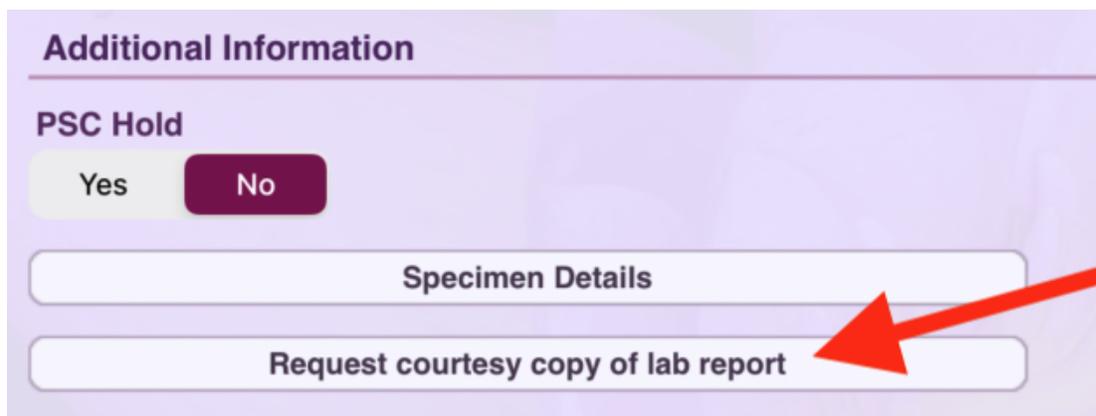
(1) Specimen Details

SpecimenID	Collection DateTime *	Specimen Type *	Description
A	1/11/22, 10:30 AM	Serum	specimen description

Associated Lab Tests *

001032 - Glucose 

Press **Request courtesy copy of lab report** to request additional copies of the lab report to be sent to various recipients. This is in addition to what will automatically flow into your client's chart.



Additional Information

PSC Hold

Yes No

Specimen Details

Request courtesy copy of lab report

A red arrow points to the 'Request courtesy copy of lab report' button.

Enter **comments** if desired.

Report Comments are seen by the lab company and returned in the lab results.

Internal Comments are seen by the lab company but NOT returned in the lab results.

Local Comments are just for your reference. They are not transmitted to the lab company.

Up to this point the lab order is considered a **Draft** lab order since it hasn't been submitted yet.

Draft lab orders are displayed with a slightly darker yellow background in the lab order list, have no **Submit Date**, and have an Order Status of **"Draft"**.

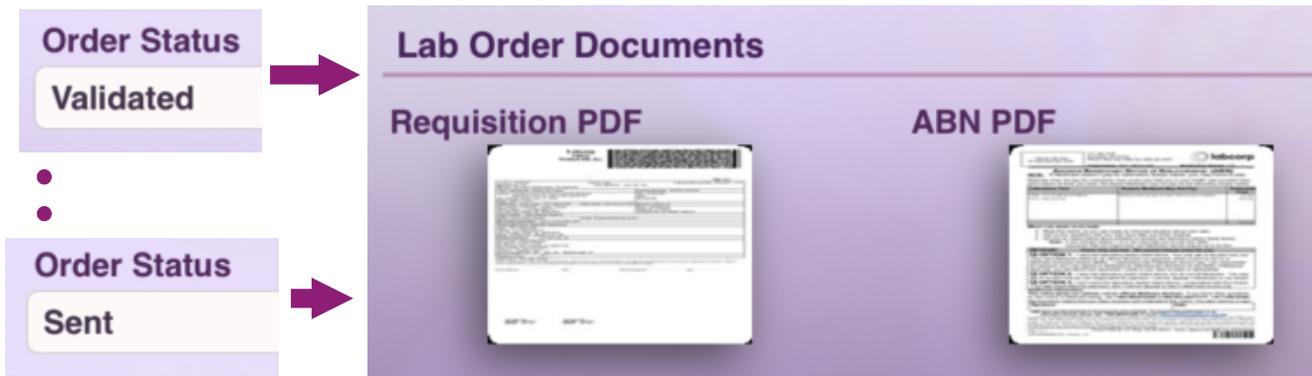
Lab Order									History	Show Details
Created Date	Order ID	Ordering Provider *	Lab Company	Patient *	Test Name(s)	PSC Hold	Submit Date	Order Status		
9/28/21		DOCTOR...	Labcorp -...	Other	DONOR HBs...	No		Draft		
9/28/21		Melody S...	Labcorp -...	FOB	(2) Genetic Pl...	No	9/28/21	Submitted		
9/2/21	255	Melody S...	Labcorp -...	Baby	(3) Bile Acids,...	No	9/8/21	Sent		

Press **Submit Lab Order** when you are ready to send the lab order.



For more details about what happens after you submit a lab order, see [Lab Order Lifecycle](#).

After your lab order has been validated, you can **print the Requisition PDF**, and the **ABN PDF** if one is required for Federal Medicare.



Specimen labels are included at the bottom of each Requisition page.

The Requisition is designed to be printed on **"Labcorp 8"** label paper, which is a full-size sheet of printer paper with labels on the lower part of the sheet.

Contact your LabCorp sales rep. to order the "Labcorp 8" label paper.

Lab Order Lifecycle

When you submit a lab order it is **uploaded** to our server, **validated**, and then **sent** to the lab company.

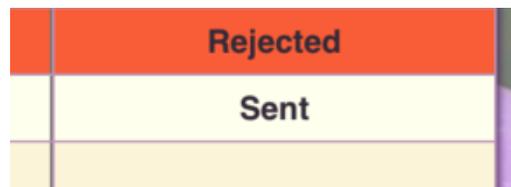
A successful lab order will progress through these Order Statuses:

- **Validating**
- **Validated**
- **Sending to {lab company name}** (example: **Sending to Quest**)
- **Sent**
- **(#) Lab Results: ...** (example: **(1) Lab Results: Final-09/27/2021 08:38 PM**)

Other possible Order Statuses:

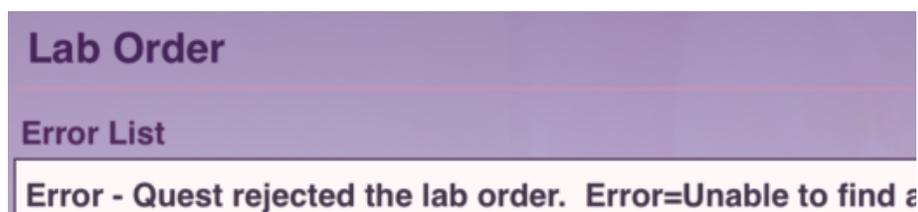
- **Retry Pending** (our server will retry several times if there are transmission errors)
- **Send Failed** (due to continued transmission errors, our server will no longer attempt to send this order)
- **Rejected** (lab company rejected the order due to invalid or missing data)
- **Error – {error message}**

If an **error** occurs during validation or a lab order is **rejected**, it will display with an **orange** background in the lab order list.



Rejected
Sent

Open the lab order to see the full error message or rejection reason.



For a **Quest Diagnostics** lab order, the **Requisition PDF** becomes available after the lab order is successfully sent, because Quest generates the Requisition for us.

For a **LabCorp** lab order, the **Requisition PDF** becomes available after the lab order is validated by our server, because our server generates the Requisition PDF.

You can **edit and resubmit** a lab order if needed (for example if there is missing or incorrect data on original lab order). See [How to Edit and Resubmit a Lab Order](#) for details.

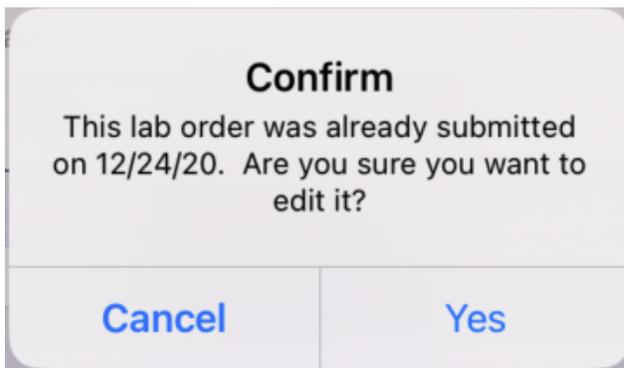
How to Edit and Resubmit a Lab Order

NOTE: Lab orders cannot be resubmitted unless they are in an **error** status. So editing a lab order that is not in an error status should only be done if you are in communication with the lab company and they are making the same changes to the lab order on their side. **Local Comments** are the exception to that rule.

Press the **Edit Lab Order** button (where **Submit Lab Order** used to be).



As a precaution it will ask you to **confirm** that you want to edit a lab order that was already sent.



If you answer **Yes**, the lab order is switched from read-only mode to **edit mode**.

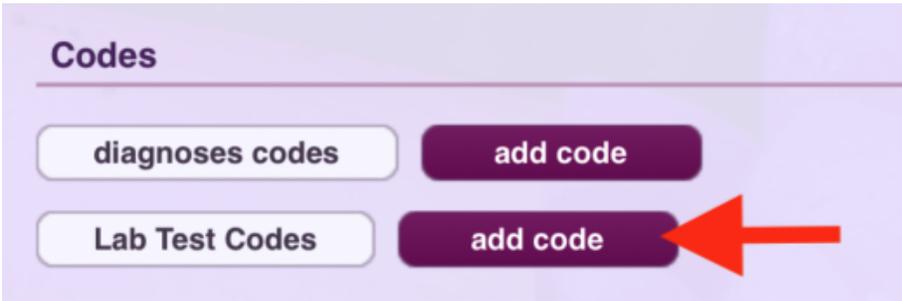
You may now make changes to the lab order, and resubmit it if its in an error status.

To resubmit the lab order, press **Resubmit Lab Order** (where **Edit Lab Order** used to be).



How to Add and Edit Lab Test Groups (Pick-lists)

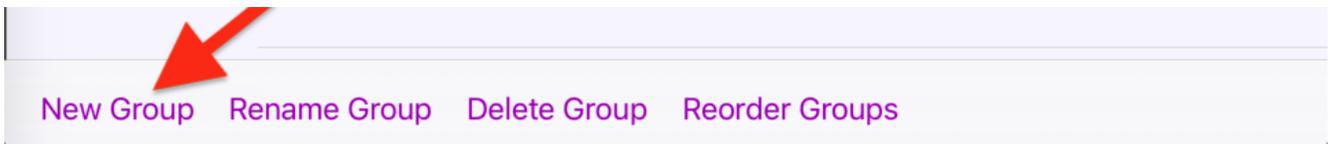
In a draft lab order, press “**add code**” to display the popover for adding Lab Test Codes.



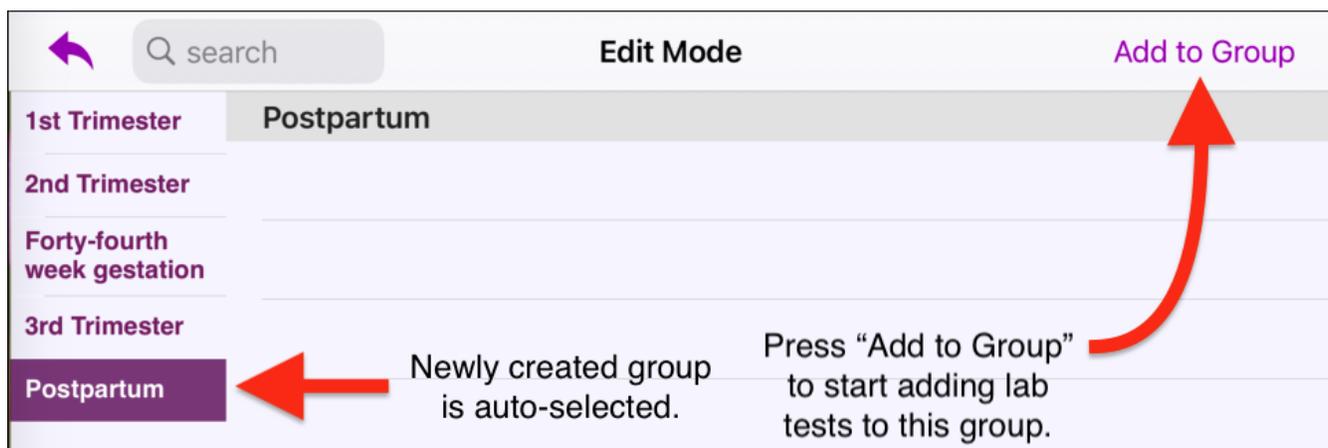
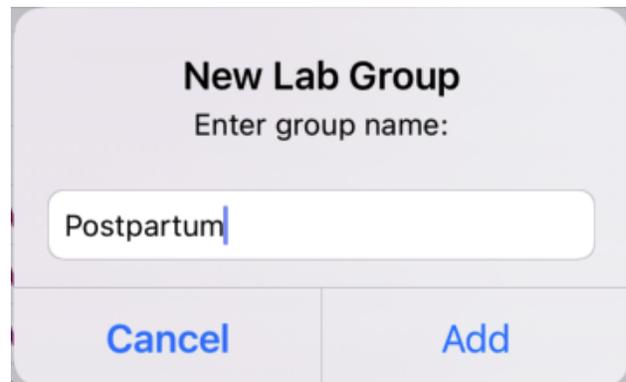
Press the **settings button** (Gear icon) in the top-left of the popover to go into **Edit Mode**.



Press “**New Group**” button at bottom of popover to create a custom group of lab tests.



Enter a name for your new group in the popup that appears and press “**Add**”.



The popover's header turns green when you are in **Add to Group** mode.

The group you are editing is also identified with a green background.

And the **Directory** group is auto-selected for you.

	Directory	
1st Trimester	<input type="radio"/>	790638 1,3 Dichlorobenzene, Serum (i)
2nd Trimester	<input type="radio"/>	791000 1,3-Dimethylamylamine, Urine (i)
Forty-fourth week gestation	<input type="radio"/>	761490 10+Oxycodone-Scr, Oral Fluid (i)
3rd Trimester	<input type="radio"/>	501620 11-dehydro TXB2/Creat Ratio (i)
Postpartum	<input type="radio"/>	500171 11-Desoxycortisol (i)
	<input type="radio"/>	500550 11-Desoxycortisol (i)
Recently used by Current Client	<input type="radio"/>	500560 11-Desoxycortisol, 2 Specs (i)
	<input type="radio"/>	504677 11-Hydroxyandrostenedione (i)
Recently used by Other	<input type="radio"/>	504680 11-Hydroxytestosterone (i)
	<input type="radio"/>	504674 11-Ketotestosterone (i)
Directory	<input type="radio"/>	504683 11-oxo-Androgens Panel (i)
	<input type="radio"/>	768561 11+Oxyco+Crt-Bund+1-Confirm (i)
	<input type="radio"/>	504550 14.3.3 ETA, Rheum. Arthritis (i)

Use **search** field to filter the list, select one or more tests, and press “**Add to Group**” to add them.

	Directory	
1st Trimester	<input type="radio"/>	520117 Anti-Mitochondrial M2 Ab (RDL) (i)
2nd Trimester	<input type="radio"/>	015040 Antithrombin Activity (i)
Forty-fourth week gestation	<input type="radio"/>	502343 AT3 Funct+FIIDNA+FVDNA+Prt ... (i)
3rd Trimester	<input type="radio"/>	485010 FLT3 Mutation Analysis (i)
Postpartum	<input type="radio"/>	550603 HCV GT3 NS5A Drug Resist Assay (i)
	<input type="radio"/>	252449 HIES: STAT3 (i)
Recently used by Current Client	<input type="radio"/>	252680 HIES: STAT3 Family (i)
	<input type="radio"/>	823959 Leukostrat(R)CDx FLT3 Mutation (i)
Recently used by Other	<input checked="" type="radio"/>	070104 Reverse T3, Serum (i)
	<input type="radio"/>	001156 T3 Uptake (i)
Directory	<input checked="" type="radio"/>	503600 T3, Free, Dialysis, LC/MS-MS (i)
	<input type="radio"/>	000455 Thyroid Panel (i)
	<input type="radio"/>	002188 Triiodothyronine (T3) (i)

After adding the test(s), you are switched back to **Edit Mode** with your custom group still selected.

NOTE: If you used the **search** field in **Add to Group** mode, the last search value may still be in effect.

From here you can press **Add to Group** again if you want to add more lab tests to this group.

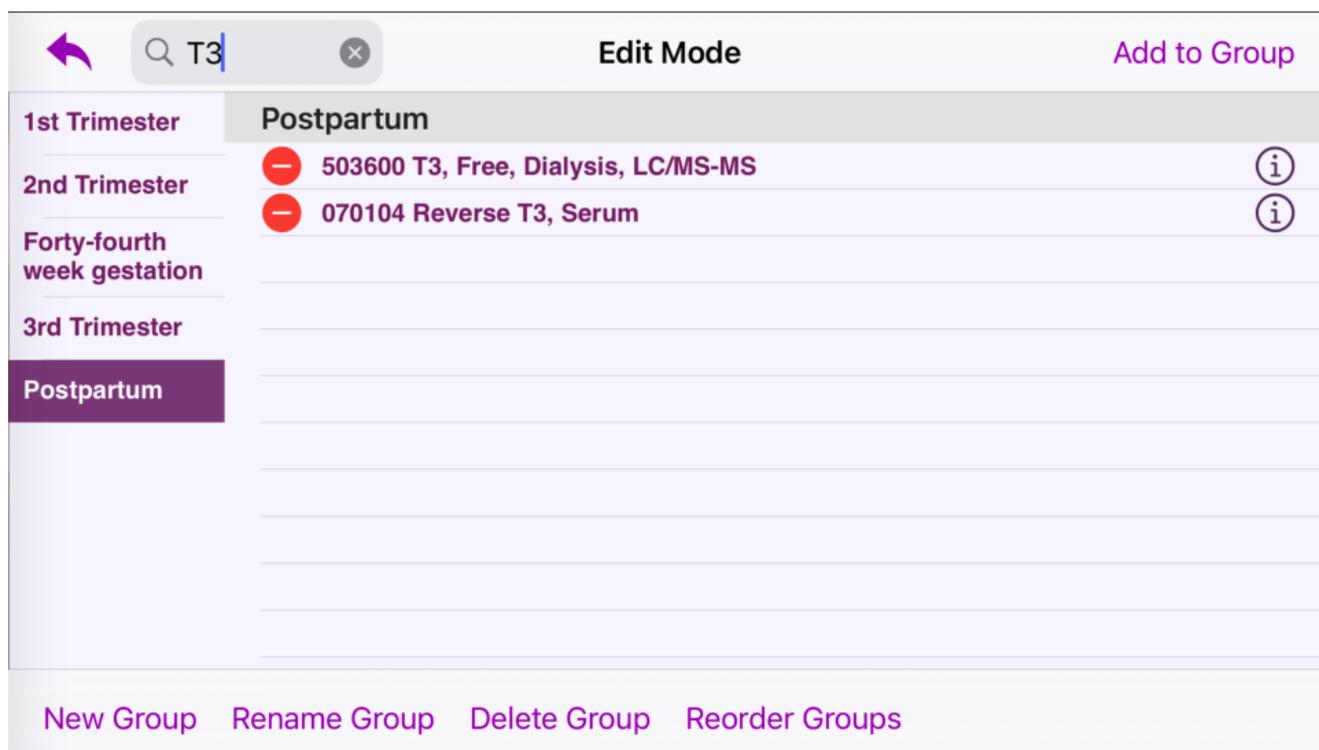
Press the **red delete button** next to a lab test to delete it from this group.

Select a different custom group in the left panel.

Perform any of the Group actions via the buttons at the bottom of the popover.

“**New Group**”, “**Rename Group**”, “**Delete Group**”, “**Reorder Groups**”

Or press the **back arrow** to exit Edit Mode.





search

Edit Mode

Add to Group

1st Trimester

Forty-fourth week gestation

2nd Trimester

504440 Anti-PS/PT Abs IgM



3rd Trimester

Forty-fourth week gestation

Postpartum

Confirm Delete

Are you sure you want to delete lab group "Forty-fourth week gestation"?

Cancel

Delete