Lab Web Portal (LWP)

Quick Start Guide

ARIZONA DEPARTMENT OF HEALTH SERVICES

iConnect Consulting
This document provides a quick overview of the Lab Web Portal functionalities. Its goal is to guide you to perform basic portal tasks, like submitting test orders to the state lab, monitoring testing progress and accessing published reports.

All information provided here is subject to change without notice.

**Document Revision History**

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Welcome to Lab Web Portal (LWP)

The Production URL

Access the Portal login page by using the following URL:

https://lwp-web.aimsplatform.com/az/#/auth/login

- Click **Order Support** link at the bottom of the page to view lab contacts and information on where to send your specimens.
- Click **Technical Support** link at the bottom of the page for technical support contacts.
Create New Account

1. Click **New User Registration** link under the **Login** button.

   - **New User Registration** page is displayed.
     - Under the **Email** add an active email, it will be used as a username.
     - Complete the rest of the fields.
     - Start typing the name of your submitting facility into **Organization** field to see if it already exists in the portal. If a match is found, select your facility from the popup list.
     - Review “Term of Use” and “Privacy Policy” documents by clicking on the links. Check the boxes next to “Terms of Use”, “Privacy Policy” to agree. Agreement is required to request access.
     - Click on **Submit** to complete user registration process.
     - An email will automatically be sent to etor@azdhs.gov.
     - Once the request is approved, the user will be notified via email and will be able to login to the portal.

2. Once your registration is approved, navigate back to the login page, type in the username and password and click on Login button to access the Portal.
New User Registration

Account Details

* Email

* Password

* Confirm Password

* First Name   * Last Name

* Title

Contact Details

* Address

* City   * State   * ZIP

* Primary Phone   * Fax

Organization Details

* Organization

If you don't see your organization in the list, please email etor@azdhs.gov.

* Terms of Use
  □ I agree to the Terms of Use

* Privacy Policy
  □ I agree to the Privacy Policy

SUBMIT
Navigating the LWP

The Navigation Panel

- **Dashboard** is the first page you will see after logging into the Portal. It is the “control center” of the LWP where you can view key performance indicators and charts, track status of the existing test order, and view published patient reports. The Dashboard is editable: click on the button on the upper right corner, next to your name;
- **Incomplete Orders** – started, but not yet submitted orders;
- **In Transit** – orders that have been submitted but not yet received by the lab;
- **All Specimens** – all samples submitted by user organization regardless of status;
- **Published Reports** – orders with published reports. Shows all orders with published reports per user organization. Orders with unread (not viewed) reports are shown in bold; orders with read (viewed) reports are shown in normal font;
- **My Patients** – view your patients’ list;
- **Help** - view portal help.
- Collapse the Navigation Panel by clicking the button next to the logo in the upper left corner. This functionality applies to other pages in the portal as well.

**NOTE:** Not every user role has access to all of the options.

The Call-to-Action buttons

There are 3 blue buttons on the bottom left side of the Navigation Panel.

**Order Tests** – order tests using a preconfigured Test Requisition Form;
View Reports – view all “unread” reports published for user organization;  
Batch Uploads - upload multiple test orders at once.

The Tiles  
The tiles you see on your Dashboard are your counters and key performance indicators.  
Click to open relevant data grids.  
Number on top indicates total number of published reports for user organization  
Progress bar indicates percentage of the “viewed” reports vs. “not viewed”.

Orders Never Received by the Lab Tile  
One panel in the dashboard is labelled “Orders Never Received by the Lab.” This panel is particularly important as it allows submitters to delete specimens which they have logged, but decided not to send to the State Laboratory. Clicking on this panel will open a list of specimens which have not been received by the laboratory. Clicking on the X icon in a circle for a sample will delete that sample from ETOR/LWP. ASPHL requests that facilities delete any specimen which they log but do not send to the state laboratory.

User Drop-Down Menu -  
The drop-down menu on the upper right corner, accessed through clicking the username, offers additional resources.  
  • Profile  
  • Personal Info – view and edit your personal information;
• **Manage Notifications** - add personal preferences for Portal notification events;

- Profile

<table>
<thead>
<tr>
<th>#</th>
<th>Event</th>
<th>Type</th>
<th>Frequency</th>
<th>Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Report is available</td>
<td>Email</td>
<td>Immediately</td>
<td>no</td>
</tr>
</tbody>
</table>

  Enabled
  
  New Report is available - Email - Immediately

  ADD NOTIFICATION

• **Change Password** – use to change your password.

- Profile

  Current Password *

  New Password *

  Re-type New Password *

• **Batch Order** – go to batch order page
• **News** - view portal news/announcements.
• **Help** – go to FAQ
• **Log out** – to log out of Portal
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Order Tests

Test Requisition Form (TRF)

1. Click ORDER TESTS Call-to-Action button. **Note:** You may have access to one or multiple forms depending on your user role.

2. Find the test tiles to the right of the Navigation Panel. Click on AZ ADHS for the general clinical specimen submission form and AZ COVID 19 for the COVID specimen submission form. **Note:** the fields that are required are indicated in red with an asterisk.

3. **Submitter Information section of TRF:** Health Care Facility Name will be based on your facility affiliation. If you are affiliated with a single facility the name will automatically be displayed. If you are associated with multiple facilities, you can choose one associated with the test order by clicking the **magnifying glass** button, selecting a facility in the lookup and clicking **Apply**.
4. **Patient Information section of TRF:** type the patient’s name in “Last name” and select from the drop-down options. **Note:** Confirm the DOB match to your patient’s information. To conduct a detailed search, click on the magnifying glass icon. If you confirmed that the patient is not in the system by using the detailed lookup, add a new patient with the + icon. This will open the “Add new patient form.” Use the “Add new patient” form to enter all the necessary patient information and click **Submit.** New patient will be added to the system and related information propagated to the main form. Edit Patient information by clicking the space to be edited.

**PATIENT INFORMATION**

* **Last Name**

Add new patient

<table>
<thead>
<tr>
<th>* Last Name</th>
<th>Middle Initial</th>
<th>* First Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient ID</td>
<td>* Date Of Birth</td>
<td>Phone Number</td>
</tr>
<tr>
<td>Street Address</td>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>* County</td>
<td>* Zip Code</td>
</tr>
<tr>
<td>AZ</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Sex</td>
<td>* Race</td>
<td></td>
</tr>
<tr>
<td>* Ethnicity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CLOSE  CLEAR  SUBMIT
5. **Test selection** is accomplished by clicking the appropriate test in the list following the patient information section.

### BACTERIOLOGY

- Bacillus anthracis
- Brucella spp.
- Clostridium botulinum toxin
- Coxiella, Q-Fever (PCR)
- Enteric culture
- Haemophilus influenzae
- Leptospira spp.
- Neisseria meningitidis
- Shigatoxin producing E. coli
- Vibrio spp.
- Yersinia pestis
- Other Bacteriology

### MYCOBACTERIOLOGY

- AFB Testing

### MYCOLOGY

- Candida species
- Other Mycology

### PARASITOLOGY

- Blood/Tissue Parasites
- Giardia/Cryptosporidium
- Other Parasitology

### SEROLOGY

- Chikungunya virus (IgM EIA/PCR)
- Hantavirus (IgG & IgM EIA)
- Mumps (IgG & IgM EIA)
- Rubella (IgG & IgM EIA)
- Spotted Fever Group (IgG IFA/PCR)
- Other Serology

### VIROLOGY

- Avian Influenza (PCR)
- Influenza (PCR)
- MERS-CoV-2
- Norovirus (PCR)
- Respiratory (PCR)
- SARS-CoV-2 (PCR)
- Other Virology
- COVID Lineage using MassARRAY
- Measles (PCR)
- Mumps (PCR)
- Orthopox
- Rubella (PCR)
- Zika virus (PCR)
6. **Specimen Information section of TRF:**
Select **Specimen Type** from the list of available values; Choose the Collection Date from Calendar icon or type the desired date and time.

   SPECIMEN INFORMATION

   * Collection Date

   Date of First Symptoms

   * Sample Type
     - Direct Patient Specimen
     - Reference

   * Specimen Type

7. For COVID specimens only, answer the **patient specific questions** by making selections from the drop-down menus. These questions are not required for specimens other than COVID.

8. Click **Submit** button upon the completion to submit your order.

**Note:** If any of the required fields are not populated or populated incorrectly, an error will appear to show the missing fields. User can click on any field in the dialog and get navigated to the exact place where field is located on the form to correct the issue.

Once test order is ready to be submitted, “Certification of Test Order” message is displayed. User needs to click AGREE to move forward.
Once test order has been submitted, confirmation message is displayed. **Note:** the Portal Order ID (in bold below) uniquely identifies the test order in the system.

**Order Placed**

Your test order **OIDAZ2200000077** has been successfully submitted. Please check All Specimens section of your Dashboard for status updates.

Click Print button below to view/print the completed submission form.

Click Copy Order button to apply current order information to the new order.

- Click **Copy Order** to continue adding more orders for your facility. It will copy all the information from the current order except patient and insurance information.
- Click **Print** button to print the Order manifest in a pdf format.

**Note:** the barcode in the upper right corner represents the Portal Order ID. **A printed copy of the manifest must always accompany the specimen.** The Order manifest can be accessed at any point by clicking on the value under Portal Id column in the **All Specimens** data grid.
# Bureau of Laboratory Services

**250 N. 17th Avenue, Phoenix, Arizona**

**85007-3231**

**Tel:** (602) 542-1188 **Fax:** (602) 364-0758

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**Novel Coronavirus 2019 Molecular Test Requisition**

**Date Submitted:** 1/1/2022 12:39:07 PM

**Submitted By:** Doctor McCoy

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## Patient Demographics

<table>
<thead>
<tr>
<th>Last Name: Kirk</th>
<th>First Name: Captain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth: 01/01/2022</td>
<td>City:</td>
</tr>
<tr>
<td>Address:</td>
<td>County: Maricopa</td>
</tr>
<tr>
<td>State: AZ</td>
<td>Zip Code: 85007</td>
</tr>
<tr>
<td>Gender: Male</td>
<td>Ethnicity: NON-HISPANIC</td>
</tr>
<tr>
<td>Race: Unknown</td>
<td>Phone Number: 0000000000</td>
</tr>
<tr>
<td>MRN: 1111-1111</td>
<td></td>
</tr>
</tbody>
</table>

## Submitter Information

<table>
<thead>
<tr>
<th>Facility Name: Generic Medical Examiner's Office</th>
<th>Fax Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number: 1111111-1111</td>
<td></td>
</tr>
<tr>
<td>Address: 701 W. Avenue St</td>
<td>City: Phoenix</td>
</tr>
<tr>
<td>State: AZ</td>
<td>Zip Code: 22222</td>
</tr>
</tbody>
</table>

## Ordering Physician

<table>
<thead>
<tr>
<th>Ordering Physician: McCoy, Doctor</th>
<th>NPI:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>City:</td>
</tr>
<tr>
<td>State: AZ</td>
<td>Zip Code: 22222</td>
</tr>
</tbody>
</table>

## Specimen Information

<table>
<thead>
<tr>
<th>Test: Novel Coronavirus 2019 Molecular Test</th>
<th>Specimen Type: Nasopharyngeal Swab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Description:</td>
<td></td>
</tr>
<tr>
<td>Collection Date: 1/1/2022 8:30:00 AM</td>
<td>Onset Date:</td>
</tr>
</tbody>
</table>

## Additional Comments/Information

**PLEASE RUN BIOFIRE BY PCR PER FORENSIC PATHOLOGIST**

## Q&A

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>First test?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient employed in healthcare?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient symptomatic?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient admitted to a hospital?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient in the ICU?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient a resident in a congregate care setting?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient employed as a food handler?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient employed in child care?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Does the patient attend child care?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Is the patient employed in a congregate care setting?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Has the patient recently traveled?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Travel details (when, where)</td>
<td></td>
</tr>
</tbody>
</table>

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**LWP QUICK START GUIDE**

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**Saving Test Orders**

Incomplete test orders can be saved to be completed and submitted later.
- Click the **Save Order** button in the bottom right corner of the Test Order form.
- Click **Yes** in the dialog below.

![Save order dialog]

Confirmation message is displayed.
**Note:** the Portal Order ID uniquely identifies test order in the system.

![Order saved dialog]

The saved order will be placed in the **Incomplete Orders**. A navigation link will be accessible on the **Dashboard**.
To retrieve the saved order, go to the **Incomplete Orders** navigation link, locate the order record and click on it. To discard saved order, click on ✖ icon.
Batch Upload

Upload multiple test orders at once. Download the Import Template that has all the required fields and response options required for the Batch Upload prior to specimen collection and submission. This is important in order to correctly gather the required order fields and patient information.

To Download the Excel Spreadsheet

1. Click BATCH UPLOAD button on the Dashboard.

2. Click the 3-button link on the upper corner of the tile.

3. Select Download Import Template from the two menu options.

4. Open the saved Excel Spreadsheet and fill the required details in the fields. Note: the dropdown menus for some of the required values.

5. Enter one line for each specimen that is being submitted.
6. Requirements of the Batch Upload template:
   - All fields in red are required
   - ALWAYS download it for every use

   ![Batch Upload Template Example]

Accessing Orders, Reports and Patients

Tracking Order Status

To see a status of your test order, open All Specimens grid, locate your order and look for a value in the Status column. It can be one of the following:

- **InTransit** – order has been submitted but not yet received by the lab
- **ReceivedInLab** – order has been received in lab but not yet tested
- **InProcess** – order is being tested by the lab
- **Released** – testing is done, order is released, results reports published
- **Canceled** – order is canceled

To view order related events across time, open All Specimens grid, locate your order and hover over ✉️ icon:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collected</td>
<td>Nov 15 2019</td>
</tr>
<tr>
<td>Submitted</td>
<td>Nov 18 2019</td>
</tr>
<tr>
<td>Received</td>
<td>Nov 18 2019</td>
</tr>
<tr>
<td>In Process</td>
<td>Nov 18 2019</td>
</tr>
<tr>
<td>Published Report</td>
<td>Nov 18 2019</td>
</tr>
<tr>
<td>Viewed Report</td>
<td>Nov 18 2019</td>
</tr>
</tbody>
</table>
Viewing Reports

To view new (i.e. unread) published reports, click **VIEW REPORTS** button in the navigation bar.

The **Unread Reports** grid is displayed.
- Not viewed orders are displayed in bold.
- Once report has been viewed, the order disappears from the Unread Reports grid and moves to the Published Reports grid.

Click on **PDF** icon to view all published patient reports associated with an order.

**Note:** Latest report always appears on top.
Unopened report will have a “NEW” tag in red and no checkmark inside the green circle.
The type of the report (Final, etc.) will be displayed as a part of the PDF name.
Use ⌚️ to open report history which provides an audit trail of all the actions taken on the report (viewing, sharing, etc.)

Click on ➤ icon to share published patient report with a 3rd party.
Populate Subject, Email addresses, Message and click Submit.

**Note:** recipient will get temporary access to the portal to download shared reports. To download or share multiple patient reports at once, select multiple orders and then click on PDF to download a single PDF with multiple patient reports or ➤ to share multiple patient reports at once. Results Reports can also be viewed in the **All Specimens** data grid.

### Data grids

Click on any column in the grid to order by it. To order by multiple columns, click and hold Shift and click on the columns to order.

Click on ▼ to pin one or multiple columns to the left side of the grid.
Quick Search
Use “Quick Search” box at the top to search across all columns in the grid:

Click on button to open filter panel for advance search options like searching on multiple fields at the same time, use date ranges, etc.

Use the SAVE button to save filters for repeated searches.

Patient Information
To access your patients at any time, click on My Patients link in the navigation bar. Search and click on the patient record to open patient information page.
Note: Patient page can also be accessed from All Specimens grid by clicking on a Patient Name link.

The Patient Demographics page is accessed by clicking on a patient’s name and displays patient demographic information. Information can be edited and saved. The Orders tab on the demographics page displays all submitted orders for the patient. In addition to being patient specific, orders are also filtered by organizations user has access to.