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### **1.1 Sign-In Instructions:**

1. Visit [www.ccllabs.com](http://www.ccllabs.com)
2. Click on “CLIENT PORTAL LOGIN”
3. Select appropriate CCL region
4. Enter User ID
5. Enter Password
6. Click on Sign-In

Note: Computer must have MS Silverlight installed, Internet Explorer and/or Firefox is required to run the system




## 1.2 New Lab Order Instructions:

1. Click on “**Patients**” tab
2. Lookup Patient by Last Name
  - a. If “New” Patient, follow Instructions in Section 1.4.
  - b. If Patient exists, Click on  Icon with description “Click for more options” on top-right
  - c. Click “**Patient Orders**” from the drop-down menu
  - d. Utilizing same icon, Click “**New Order**” option from the drop-down menu
3. **Bill To:** Choose appropriate Insurance
4. **Physician:** Enter Physician Name utilizing NPI or Last Name
5. **Client OrderID:** Enter Ordering MA/Individual Name
6. **Schedule:** Select “Pickup” or “Draw” from the dropdown menu
  - a. **Note:** Pickup for Urine Only. Draw for Blood Order
7. **Scheduled On:** Select appropriate date CCL needs to draw this patient
  - a. **Note:** If patient needs to be collected Same-Day, a call must be followed-up after ordering in the CCL Lab Portal
  - b. If patient needs to be collected any other day, no call needs to be followed.
8. **Time:** Always enter 8:00 AM
9. **Diag:** Enter correct Diagnosis codes or description. Select from description by clicking on “+” sign. Unlimited number of Diagnosis codes can be entered
10. **Tests:** Search for Test Codes and Enter them
11. **Notes:** Alternative Phone Number or POA Contact or notify Phleb of “Fasting” patient
12. **Extra Reports:** Click “+” sign
  - a. **Purpose:** CCL System shall automatically fax this result report, to any faxes you input here.
  - b. Type appropriate Physician/Clinic/Other Name.
  - c. Click on Fax
  - d. Enter Fax number
  - e. Click Save
13. Save (F8): Save Order. You can print Order to Save to Patient Chart in EMR system and/or follow your Organization Procedures.



### 1.3 New Standing Order Instructions:


1. Start from Section 1.2, #1
2. Lookup Patient by Last Name
  - a. If Patient exists, Click on  Icon with description “Click for more options” on top-right
  - b. Click “**New Recurring Order**” from the drop-down menu
3. **Bill To:** Choose appropriate Insurance
4. **Physician:** Enter Physician Name utilizing NPI or Last Name
5. **Schedule:** Select “Draw” from the dropdown menu; Click on Next ICON
  - a. **Order Reoccurrence:** Click on ICON next to Schedule Drop-down menu
    - i. **Pattern Section:**
      1. Click Weekly
      2. Enter Number of weeks under “Recur every -----“
        - a. i.e: For Weekly Draw = 1
        - b. i.e. For Bi-weekly Draw = 2
        - c. i.e. For Monthly Draw = 4
      3. Click on the Day of Week
    - ii. Range:
      1. Select “Start Date”
      2. Time = “8:00 AM” always
      3. Select between:
        - a. End after “Number” of occurrences
        - b. Select a Date CCL needs to end S/O
6. Save (F8): Click on Save on “Order Reoccurrence” Page

The screenshot shows a software window titled "Order Recurrence". At the top left is a "Back" button and at the top right is a "Save (F8)" button. The form is divided into three main sections: "Pattern", "Range", and "Other Info".  
- The "Pattern" section has radio buttons for "Daily", "Weekly" (selected), "Monthly", and "Yearly". To the right, it says "Recur every 1 week(s) on:" followed by checkboxes for "Sunday", "Monday" (checked), "Tuesday", "Wednesday", "Thursday", "Friday", and "Saturday".  
- The "Range" section has a "Start Date" field with the value "05/25/2017" and a calendar icon. To the right are radio buttons for "No end date", "End after: [ ] occurrences", and "End Date: 05/25/2017" (selected) with a calendar icon.  
- The "Other Info" section has a checked checkbox labeled "Do not merge with other recurring orders".

7. Follow Procedures from Section 1.2 #9



## 1.4 Enter New Patient Demographics


1. Start from Section 1.2, #1
2. Lookup Patient by Last Name
3. If Not an Existing Patient, Click on  ICON
4. **New Order Screen:**
  - a. **Personal Section**
    - i. Enter Patients Last Name
    - ii. Enter Patients First Name
    - iii. Enter Patients Date of Birth
    - iv. Enter Patients Gender
  - b. **General Section**
    - i. Street1: Enter Patients Address
    - ii. Stree2: Enter Facility Name or Secondary Phone #
    - iii. Zip: Enter Patients Zip Code
    - iv. Phone: Enter Patients Primary Phone Number
  - c. **Primary Insurance:**
    - i. Name: Enter Insurance Name, select from the list
    - ii. Policy No: Enter Policy Number including all letters & numbers
    - iii. Group#: Enter Group Number, if necessary

The screenshot shows a web-based form for entering patient demographics. It is organized into three main sections, each with a vertical label on the left: 'Personal', 'General', and 'Primary Insurance'.  
- **Personal Section:** Contains fields for Prefix, Suffix, Last, First, Middle, Date of Birth (with a calendar icon), Age (set to 'Unspecified'), Time of Birth (with a clock icon), SSN, Gender (dropdown), Race (dropdown), and Marital Status (dropdown, set to 'Other').  
- **General Section:** Contains fields for Street1, Street2, Zip, City, State, Country, and Phone.  
- **Primary Insurance Section:** Contains fields for Name, Policy No., Group, Service Code, and Relation (dropdown, set to 'Self').

5. Save (F8): Click Save to Save Patient Demographics



## 1.5 Retrieve Patient Results

1. Click on **“Patients”** tab
2. Lookup Patient by Last Name
3. Select Patient that requires results
4. Once Patient is Selected, Click on  Icon with description **“Click for more options”** on top-right
5. Click **“Patient Orders”** from the drop-down menu
  - a. System shall display all Orders done in past 12 months for the patient
  - b. Select appropriate Date of Service, and then Click **“Preview Results”**

### 1.5.1 Alternative Method to Retrieve Patient Results

1. From Home Page, Click on **“New Reports”**
2. In the search box, type Last Name or Requisition Number/Lab Number
3. Click on Blue Arrow to preview Results



## 1.6. Miscellaneous Items

### 1. Change Password

- a. Click on “**User Preferences**” tab
- b. Click on Key Icon:
  - i. Enter Current Password
  - ii. Enter New Password
  - iii. Re-enter New Password to confirm it.
- c. User Password has been changed

### 2. Cancel Existing Lab Order

- a. Should there be a need to Cancel an existing Lab Order:
  - i. Only CCL Admin Staff can Cancel existing Orders
  - ii. Call CCL Office and submit Cancellation Documents to cancel an existing Lab Order

### 3. Disclaimer

Central Clinical Labs does not represent or warrant that the Central Clinical Labs service will be uninterrupted or error-free, that defects will be corrected, or that the Central Clinical Labs service or the server that makes it available, are free of viruses or other harmful components.

You specifically agree that Central Clinical Labs shall not be responsible for unauthorized access to or alteration of your transmissions or data, any material or data sent or received or not sent or received, or any transactions entered into through the Central Clinical Labs service.