

EORDER TEST ORDERING FLOWCHART

All non-City of New York employees must create a NYC.ID account by clicking <https://a816-phl.nyc.gov/PHLeOrder/> Health and Hospital Corporation employees can use the same link and click "NYC Employees" on the right-hand side of the screen and login using their NYC HHC credentials.

Did an eOrder support staff already create your credentials (name and site) into the system?

YES

Login and begin using the application.

NO

Select your facility and a location associated with your site and wait for approval.

Ready to use eOrder? Click "Order New Test" on your dashboard.

Your facility and location information should auto populate.

Is the ordering provider's location different than the submitter?

YES

Enter the information for the ordering provider

NO

Click "Continue"

Search for your test by typing in the first three letters of the test names. NOTE: click "send out" to see a list of tests that are not performed at PHL and sent out to other sites for testing

If indicated by a pop-up, call the NYC Health Department to obtain pre-approval for testing. NOTE: This step won't prevent you from moving to the next window.

Click "Add Test" and "Continue"

Enter required patient demographic information in red (first name, last name, DOB, sex, patient medical record number), and other non-required information if given.

Review order on the "Preview Data" page.

NOTE: Make sure to save your orders in **DRAFT** status until you are ready to send the specimen to PHL.

When you are ready, click "Submit Order". Download and print the PDF requisition and send it to PHL with the specimen.

Important eOrder Facts:

1. Only fields in red are required for ordering.
2. Some tests may require a mandatory survey.
3. Results are reported back to eOrder, please ensure reports are distributed to appropriate parties within your organization.

Contact Us:

eOrder Support E-Mail
PHLeOrderSupport@health.nyc.gov
 Phone: (212) 336-4644 (9am-5pm) (M-F)
 Phone: (212) 764-7667 (after 5pm) (M-F)