

PHL EORDER QUICK USER GUIDE

To use eOrder, users must create an NYC.ID account. Visit <https://a816-phleorder.nyc.gov/PHLeOrder>
NYC & Health & Hospital Corporation employees can click on "NYC Employees" and log in using NYC HHC credentials

Register your eOrder account: log in to eOrder & fill out your information, contact your facility site administrator (if your facility uses eOrder already), or contact eOrder support staff

Select your Facility & Location using the search function

Click "Create a new facility" if your facility is new to eOrder

Enter Facility & Location information

Click "Order New Test" on your dashboard

Add your submitter with a valid Clinical PFI, NPI or Medical License Number

Is the ordering provider the same as the submitter?

**New users will be added provisionally and can submit orders, but will need approval from your site administrator before you can access results*

Please contact:

PHLeOrderSupport@health.nyc.gov

Phone: (212) 336-4644 (9am-5pm) (M-F)

Phone: (212) 764-7667 (after 5pm) (M-F)

Yes

No

Enter ordering provider information

Proceed to eOrder dashboard to order tests

Click "Continue"

Search for your test by typing in the first 3 letters of test name. Note: click "send out tests" to see tests not done at PHL & sent to other labs (NYS/CDC)

If indicated by a pop-up, call the NYC Health Department to obtain pre-approval for testing
Note: This will not prevent you from moving forward to the next step

Enter collection date & use drop-down menus to select specimen container & source

Click "Add Test" and "Continue"

If you need to order multiple tests (or the same test with multiple specimen types or sources) for the **same patient**, fill out the test information as above and then click add test

Enter patient information

Save orders as DRAFT if the specimen is not collected and ready to send to PHL. *Once an order is saved as a draft or submitted, you may only edit the patient's demographic information

If the specimen is ready to send to PHL, then click "Submit"

Print test requisition & send to PHL with specimen

Contact Us:

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Important eOrder Facts:

1. Only fields in **red** are required for ordering a test.
2. Once your order is saved and/or submitted you can only edit the patient's demographic information (name, DOB, MRN). If you want to make other changes to your test, you will need to create and submit a new requisition form. PHL MUST be notified of all modifications after order submission/specimen receipt.
 - a. If an order is saved as a draft, it can be stored and edited indefinitely until the user decides to submit the order, after which it can be edited subject to the criteria below
 - b. After submitting an order, the user will have up until the moment the submitted sample is accessioned by PHL staff to edit their order for any submitter or patient information (test information cannot be edited after the sample is accessioned).
 - c. If changes are required after PHL has received the sample, a corrected test order must be edited (by hand or electronically in eOrder) and faxed to 212-447-6170. **PHL must be notified of the corrections via telephone in these scenarios.**
3. If you need to order multiple tests for the same patient, click "add new test" after ordering the first test and repeat the steps for adding a test as outlined in the flow chart.
4. If ordering tests for different patients please place a separate eOrder for each patient.
5. Some tests may require a mandatory survey.

Notes for creating a new facility

1. New facilities are subject to approval by your Site Admin. If your site is not approved, you will not receive results for any orders placed.
2. Always check if your facility already exists in eOrder before attempting to create a new one. Existing sites will not be approved.

Obtaining Results

**Please note staff placing eOrders are responsible for communicating results back to the Ordering Provider or any other personnel authorized to review results within your facility. Results are released back to the eOrder system as they were ordered and can be printed by users who have access to that site

eOrder Dashboard Guide:

Samples Accessioned: Displays the number of physical samples received by PHL that were sent by the user and have been accessioned.

Welcome to eOrder

ORDER NEW TEST

My Orders

- Samples Accessioned : 157
- Order Sent : 253
- Cancelled by User : 206
- Cancelled by PHL : 112
- Draft : 7

Order Sent: Displays the number of orders submitted by the user but have not yet been accessioned by PHL staff.

Start Date: 01/04/2020 End Date: 04/03/2020 Search

My Results

- Preliminary Report : 129
- Final Report : 7619
- Corrected Report : 1
- Amended Report : 374

Start Date: 01/04/2020 End Date: 04/03/2020 Search

Search by date for orders in tabular form.

Search by date for results in tabular form.

MY ORDERS:

My Orders

Please select the date range for which you would like to view the status of your previous test orders.

Start Date: 04/09/2020 End Date: 04/09/2020 Search

Export to Excel

Test Order Id	PHL Lab Number	Created By	Created On	Facility Name	Location Name	Submitter Full Name	Patient Full Name	Ordering Provider Full Name	Specimen Source	Specimen Container	Test Name	Status
700769	S00649062	Shanfah Suliman	4/9/2020 10:03:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASPX	VTMSW	2019-nCoV real-time RT-PCR	Order Sent
700768	S00649061	Shanfah Suliman	4/9/2020 10:03:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASAL	VTMSW	Influenza by (RT-PCR)	Order Sent

Showing 1 to 2 of 2 entries

Cancel order

Edit order

Cancel

MY RESULTS:

Result History

Please select the date range for which you would like to view the status of your previous test orders.

Start Date: 04/08/2020 End Date: 04/09/2020 Search

Export to Excel

Test Order Id	PHL Lab Number	Created On	Facility Name	Location Name	Submitter Full Name	Patient Full Name	Ordering Provider Full Name	Specimen Source	Specimen Container	Test Name	Status	Last Report seen
700767	S00649054-01	4/8/2020 9:52:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASPX	VTMSW	Influenza by (RT-PCR)	Final Report	

Showing 1 to 1 of 1 entries

Select Test Order ID to retrieve order requisition form.

Select PHL Lab Number to view test results.

Cancel