# 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 Enter Facility & Location information facility" if your facility is new to eOrder Click "Order New Test" on your Add your submitter with a valid Clinical dashboard PFI, NPI or Medical License Number \*New users will be added provisionally and can Is the ordering provider the same as the submitter? submit orders, but will need approval from your site administrator before you can access results Please contact: PHLeOrderSupport@health.nyc.gov No Phone: (212) 336-4644 (9am-5pm) (M-F) Phone: (212) 764-7667 (after 5pm) (M-F) Yes 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 If the specimen is ready to send to PHL, then click collected and ready to send to PHL. \*Once an order "Submit" is saved as a draft or submitted, you may only edit the Print test requisition & send to PHL with specimen patient's demographic information

### **Contact Us:**

E-Mail: <a href="mailto:pHLeOrderSupport@health.nyc.gov">pHLeOrderSupport@health.nyc.gov</a>
Phone: (212) 336-4644 (9am-5pm) (M-F)

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

### **Important eOrder Facts:**

1. Only fields in **red** are required for ordering a test.

- 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
  - 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.

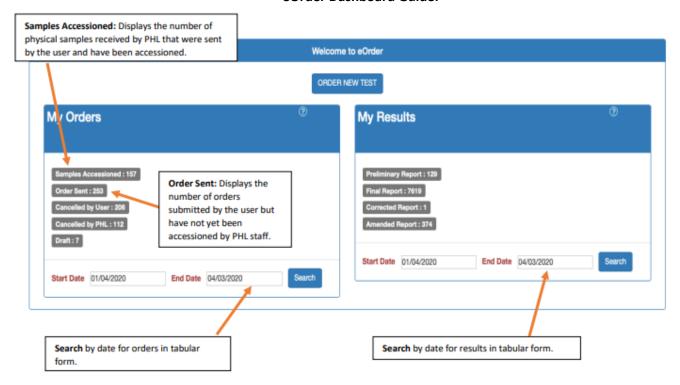
### Notes for creating a new facility

- 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.

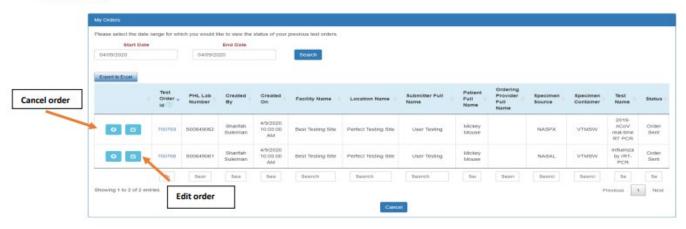
## **Obtaining Results**

\*\*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:



#### MY ORDERS:



## MY RESULTS:

