Frequently asked questions

This section provides answers to frequently asked questions (FAQs) about MayoACCESS.

User setup, account numbers, and logging in

Q: Who can set up new MayoACCESS users?
A: Users who belong to the MayoACCESS Client Supervisor Security Group can set up new MayoACCESS users. Typically, within a facility, supervisors and shift leads belong to this Security Group. To learn who can set up new users, check with the supervisor at your facility.

Q: When adding a new user to MayoACCESS, do I need to preface the User ID with the three-letter prefix?
A: Yes. Each facility is assigned a unique three-letter prefix, which enables quick identification of the facility and ensures that every user across all Mayo Clinic Laboratories clients has a unique ID.

Q: I just set up a new user, but she is receiving a message that she has no location assigned to her and that she should contact the system administrator. Do I need to call Mayo Clinic Laboratories to fix this issue?
A: No. Setting up a user is a two-part process. The first part is to specify the user information, and the second part is to give the new user access to a location. To complete the second part of the process:

1. Log in to MayoACCESS.

2. From the **System** menu, select **Users.**

3. On the **Users** page, find and select the user.

4. In the SmartLinks Bar or on the **SmartMenu**, click the **Edit Locations** SmartLink.

5. From the **Site** drop-down menu, select the site for this user.

6. From the **Location** drop-down menu, select the location for this user. For detailed instructions, see "Adding a user," starting with step 15, in chapter 12, Administering MayoACCESS.

7. Click the **OK** button.

   The new user should now be able to log in to MayoACCESS.

Q: My facility has multiple locations under one site. Do I need to remember each of the account numbers when I log in to MayoACCESS?
A: No. Your MayoACCESS User ID is set up with access to specific accounts. If your site has only one location, when you log in, you immediately see your account. For multiple-location sites, when you log in, you are prompted to select the location you want to access.

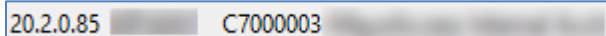**Q:** I work in a facility with multiple locations for our site. How do I switch between locations?
A: On MayoACCESS pages where switching locations is an option, such as the **Search Criteria** tab of the **Order Search** or **Reports** pages, a **Location** drop-down menu is available. Select the desired location from this menu.

Q: Do I need to log out to switch to a different site?
A: No. You can switch to a different site by selecting **Other Sites** from the **User** menu. This brings up the **Please Select a Site** window, which also appears when you log in.

Q: Is there a quick way to view my account number while I am logged in?
A: Yes. Your account number appears on the bottom of the MayoACCESS window.

Q: I have not logged in to MayoACCESS for some time, and now I cannot log in. Why?
A: For security reasons, MayoACCESS inactivates a user after a period of inactivity. Contact your supervisor, or anyone with at least Client Supervisor permissions, to reactivate your User ID. If no one with such permissions is available, contact Mayo Clinic Laboratories to request user activation.

Note: Once your User ID is activated, you must log in to MayoACCESS within 24 hours. After 24 hours, the ID is inactivated.
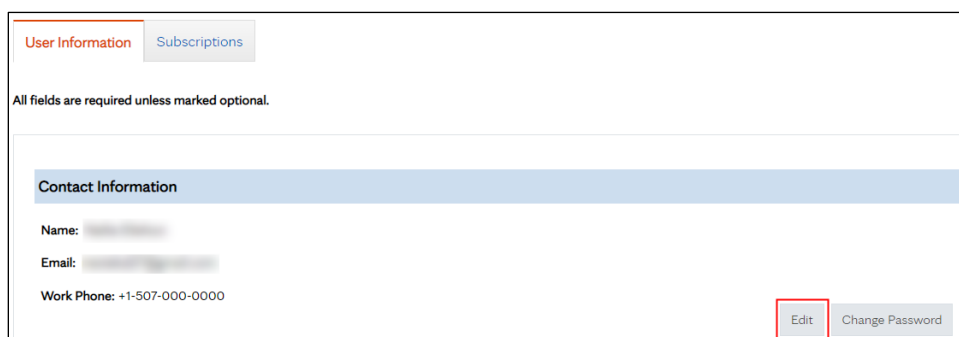
Q: How long will MayoACCESS remain open when I am inactive?
A: For security reasons, users are logged out of MayoACCESS after 30 minutes of inactivity.

Passwords

Q: Can I change my password whenever I choose?
A: Yes. To change your password, go to **My Dashboard** on MayoClinicLabs.com, click the **SETTINGS** icon , and, on the **User Information** tab, click the **Edit** button.

Q: What do I do if I have forgotten my password and need to have it reset?
A: Click the **Need help logging in?** link on the **MayoACCESS Sign In** page.

Orders, batching, and labels

Q: Can I use a test name, test code, or test mnemonic to order a test in MayoACCESS?
A: No. You must use the Mayo Clinic Laboratories Test ID when you order a test. If you do not know the Test ID, do one of the following:

- On the **New Order** page, click the **Add Tests…** button to look up the Test ID. For detailed instructions, see step 6 of "Ordering a test using Rapid Order Entry" in chapter 5, Ordering a test.

- Access the Directory of Services to look up the Test ID. You can search the Directory of Services by test name, test code, test mnemonic, or alias.

Q: While using the **Rapid Order** function, can I see the test name when I enter the test code in the **Tests** text field?
A: No. Test names are not shown on the **Rapid Order** page. To view test names, click the **Add Tests…** button, or use the **Standard Order Entry** option.

Q: Is it possible to access **Short Lists** and custom profiles when using the **Rapid Order** function?
A: Yes. Complete only the required fields on the **Rapid Order** tab of the **New Order** page, and then click **Continue**. The **Short List** appears, and you have the option to open the **Custom Profiles** page.

Q: Do I need to order a test to view the MayoACCESS Directory of Services?
A: No. To access the MayoACCESS Directory of Services, select **Directory of Services** from the **Orders** menu, or click the **Directory of Services** button in the extended frameset.

Q: Can I change the display format of the information I enter into the **Performing Lab Notes** or **Report Note** field on the batch sheet or on the reports?
A: No. Those fields are simple text fields for providing additional information. Adding formatting such as hard paragraph returns does not change the formatting on the batch sheets or reports.

Q: What is a **Miscellaneous (ZW) Test**?
A: Miscellaneous Referral Test codes (e.g., **ZW###**) are used for specialized or low-volume referral tests that are not uniquely defined in Mayo Clinic's laboratory system. Each lab is designated with a unique ZW code, and Mayo Clinic requires specific test details with each order from our Mayo Clinic Laboratories clients.

These tests can be ordered in the following ways:

- Manually, via MayoACCESS or MayoLINK (preferred)
- By interface: Generic Orderable (GO) (not recommended)
- By interfaced: client-built test (not recommended)

Q: Can I order multiple **Miscellaneous (ZW) Tests** on one accession?
A: It is recommended to order one **Miscellaneous Test** per order. However, it is possible to order multiple **Miscellaneous Tests** to different reference labs on the same order.

Q: Can I order the same **Miscellaneous (ZW) Test** code multiple times on the same accession?
A: No. You can order only one laboratory-specific **Miscellaneous Test** per order number. If you want to order additional tests from the same referral lab, you must use separate accessions.

Q: Sometimes I need to change a patient name after I have sent an order, but when I go to the **Patient Demographics** page, the **Name** text field is greyed out. How can I change the name for that patient and for that order?
A: You cannot change patient information if tests results are pending for the patient in question. In such an event, contact Mayo Clinic Laboratories. Mayo Clinic Laboratories will update the Laboratory Information System (LIS) to ensure that the patient is correctly identified in the test results.

Q: How do I change patient information before sending another order when test results are pending and the **Name** text field is greyed out?
A: In such an event, when you order the test, enter the correct patient name in the **Name** text field. This ensures that the test order and all future test orders have the correct name.

Q: What constitutes a batch in MayoACCESS, and is it confined to one batch sheet?
A: A batch is a set of orders grouped by **Location**, **Performing Lab**, **Temperature**, and **Special Conditions**. A batch consists of no more than six orders. The batch sheet might be printed on multiple pages.

Q: Do I need to use MayoACCESS batch sheets, or can I use my own LIS batch sheet?
A: Mayo Clinic Laboratories requires the use of MayoACCESS batch sheets for all specimens. This enables courier tracking and clear specimen identification when the specimen is received at Mayo Clinic Laboratories.

Q: When packing my specimens, what do I do if multiple sheets of paper are printed for the batch I just closed?
A: Group the specimens and batch sheets by transport temperature. If there are multiple sheets for the same temperature with exactly the same batch number (at top left), fold them together and place them in the appropriate transport bag with the bar code facing outward. For detailed instructions, see "Packaging specimens" in chapter 9, Handling specimens.

Q: How many orders does MayoACCESS allow per batch?
A: MayoACCESS can include up to six orders in a batch. Note, however, that you can simultaneously create multiple batches. For example, if you have 12 orders and you check all their boxes, MayoACCESS creates two batches.

Q: Can I add a test to an order after the order has been batched?
A: Yes, even after the batch is closed.

If the specimen is still at your facility:

1. Order the test in MayoACCESS.
2. In the **Performing Lab Note** text field on the **Order Details** page, specify that this is a test add-on.

   Note: If applicable, indicate whether Mayo Clinic Laboratories should use the same specimen for other tests on the order.
3. Close the batch.
4. Match the paperwork to the corresponding specimen.
5. Send the specimen to Mayo Clinic Laboratories.

   Note: The batch sheet indicates that the test is a rebatch. Rebatches contain only the test that was added after the initial batch.

If the specimen is en route to Mayo Clinic Laboratories:

1. Order the test in MayoACCESS.
2. In the **Performing Lab** text field, specify that this is a test add-on.

> **Note:** If applicable, indicate whether Mayo Clinic Laboratories should use the same specimen for other tests on the order.

3. Close the batch.

> **Note:** You do not need to send this rebatch paperwork to Mayo Clinic Laboratories.

If the specimen has a status of **Specimen Receipted**, contact Mayo Clinic Laboratories.

Q: Do I have to write a note about adding the test on the batch sheet?
A: No. If you submitted the Add Tests to an Order form to Mayo Clinic Laboratories, you need not write a note on the batch sheet. However, you can attach a copy of the form to the batch sheet to be sent along with the specimen.

Q: How can I cancel a test on an order after the order has been batched?
A: To cancel a test after the batch containing the order is closed but before Mayo Clinic Laboratories receives the specimen, follow the instructions in "Cancelling a Test" in chapter 6, Managing test orders.

You can also contact Mayo Clinic Laboratories or the other performing laboratory to request a test cancellation.

Note: If you do not cancel the test, Mayo Clinic Laboratories performs it and bills your facility.

Q: If I cancel a test, do I have to write a note about it on the batch sheet?
A: No. If you cancelled the test or contacted Mayo Clinic Laboratories to cancel the test, the test is electronically cancelled, and no note on the batch sheet is needed. In addition, if the cancelled test is the only test in the batch, you need not send the paperwork to Mayo Clinic Laboratories at all.

Q: The batch sheet and labels show a transport temperature of **R** for Refrigerate, but I know that Mayo Clinic Laboratories will accept a frozen specimen. How do I notify Mayo Clinic Laboratories that I am sending a specimen at a temperature different from that listed on the labels and batch sheet?
A: The preferred temperature for specimens is printed on the specimen labels and batch sheets, but Mayo Clinic Laboratories does recognize and accept other temperatures for some specimens. Because you cannot change the temperature in MayoACCESS, you must cross out the transport temperature on the batch sheet and write in the correct one in red ink. Be sure to package the specimen in the correct bag for that transport temperature.

Q: When I ordered a test, I did not have all the information I needed to answer the test questions, and now the laboratory is missing information needed for testing. Is it acceptable to write the missing answers on the batch sheet?
A: No. With close attention, you may be able to enter the missing information in MayoACCESS before the batch containing the order is closed: click the **Unanswered Questions** SmartLink and answer the questions. Otherwise, the Unresolved Issues form is printed. You can write the missing information on the form and fax it to Mayo Clinic Laboratories. Alternatively, you can call Mayo Clinic Laboratories and provide this information verbally.

Q: Is it acceptable to send additional paperwork with the Unresolved Issues Report to save rewriting time or to prevent an error that might result from misinterpretation?

A: Yes. The preferred method of sending missing information is on the Unresolved Issues Report. However, if you want to send additional paperwork, fax it along with the form to Mayo Clinic Laboratories.

Q: Sometimes I need to share additional information on a specimen, such as a shared or additional specimen or a difficult collection, with Mayo Clinic Laboratories. In those cases, is it acceptable to write that information on the batch sheet?

A: Although in unique circumstances it might be appropriate to make a note on the batch sheet, Mayo Clinic Laboratories prefers that you instead enter the additional information into the **Performing Lab Notes** text field on the **Order Details** page. Information in this text field is printed on the batch sheet and sent to Mayo Clinic Laboratories.

Q: Many of the questions in MayoACCESS allow free-form text entry. Are there preferred answers for the following questions:

- **Duration**
- **Volume**
- **Source**
- **Dosage**
- **Time**
- **Date**

A: Yes. The preferred answers for these questions are shown in the following table:

Question	Answer
Duration	Enter one of the following values: - **12** - **24** - **Random** Do not add a unit of measure such as "hours" or "hrs."
Volume	Enter a numerical value such as "250" or "1200". Do not add a unit of measure such as "milliliters" or "ml".
Source	Be very specific when you enter a source. The more detailed, the better. Examples include "Left eye", "Right big toe", and "Left forearm".
Dosage	Enter the dosage as a numerical value such as "5". Do not add a unit of measure such as "mg".
Time	Using the calendar icon ▦, select the **Date** the specimen was collected. In the **Time** field, enter the time of day it was collected using 24-hour clock format (for example, "13:00" for "1 p.m.").

Question	Answer
	💡 **Tip:** You can enter "T" for today's date, or "T+*n*" for a future date where *n* is the number of days from today. For example, enter "T+1" for tomorrow's date.
Date	Enter the date in the following format: MM/DD/YYYY For example, "02/14/2023". 💡 **Tip:** You can enter "T" for today's date, or "T+*n*" for a future date where *n* is the number of days from today. For example, enter "T+1" for tomorrow's date.

Q: I have been a client of Mayo Clinic Laboratories for a long time and have special insurance needs that were previously handled by stamping the billing information on the batch sheet. Should I continue this practice as I move to MayoACCESS?

A: MayoACCESS can address some special billing circumstances. Contact Mayo Clinic Laboratories at 800-447-6424 to discuss the options available. Do not write or stamp the billing information on the batch sheet.

Q: Can I reprint labels, orders, batch sheets, and Unresolved Issues Reports from MayoACCESS?

A: Yes. See "Reprinting documents from MayoACCESS" in chapter 7, Batching test orders.

Q: Do I have to use MayoACCESS specimen labels, or can I use my LIS labels?

A: You need not use MayoACCESS specimen labels if you have labels from your LIS. However, you might find that using MayoACCESS labels simplifies the process for your sendout departments because MayoACCESS labels match the batch sheet and clearly indicate the specimen transport temperature.

Q: Does Mayo Clinic Laboratories ever require that specimen labels be taped onto specimen containers?

A: It is not required, but Mayo Clinic Laboratories strongly recommends you place a single piece of tape over labels for frozen specimens to prevent them from coming off in transit. Labels that come off in transit cause delays in turnaround times and require additional specimen collection because the existing specimen is no longer labeled for identification. When you tape the label to the specimen container, do not cover the bar code, and be sure to use only a single piece of tape per label.

Q: How should I fold the batch sheet to protect patient privacy during shipping?

A: Fold the batch sheet into quarters and place it in the outside pocket of the bag with the upper-right corner visible. The bar code on the batch sheet must be visible for the courier to scan, but the patient information should not be visible. For detailed instructions, see "Packaging specimens" in chapter 9, Handling specimens.

Q: Why does my batch sheet split the order onto different accessions when I order two tests on a single order, with one being a Microbiology test and the other a CoPath test?
A: The batch sheet indicates that tests are on different accessions if they are going to different performing laboratories at Mayo Clinic Laboratories. After testing, the results will merge back into a single order in MayoACCESS and on your interface.

Integrated orders

Q: My laboratory ordering system requires the reuse of accession numbers. What is the default time period that must pass before I can reuse an accession number?
A: The default MayoACCESS period for reusing accession numbers is 75 days. You can change this number to match the requirements of your Laboratory Information System (LIS).

Q: I ordered a test in my LIS, but when I logged into MayoACCESS to close the batch, the order was unbatchable. How do I fix the order so I can close the batch?
A: Use MayoACCESS to determine the reason for the unbatchable order (see step 4 of "Closing a batch" in chapter 7, Batching test orders), correct the order in your LIS, and retransmit it to MayoACCESS. If applicable, you might need to cancel the test in MayoACCESS as well as in your LIS.

Q: What if I cannot fix the order or retransmit it from my LIS?
A: If you are unable to fix the order and retransmit it from your LIS, change it in MayoACCESS to prepare it for batching, and then correct it in your LIS.

Multiple performing laboratories

Q: I am in the process of switching the majority of my sendout work from the Rochester laboratories to the Jacksonville laboratories. How long should I leave the Rochester tests active in my LIS to receive pending results?
A: Turnaround time is very test specific; therefore, you must monitor orders with pending results from your LIS to determine when you can inactivate the Rochester tests in your LIS.

Results

Q: How long are results stored and retrievable in MayoACCESS?
A: MayoACCESS permanently stores all records. You can view and print a result report at any time.

Note: The source system for all Mayo Clinic Laboratories test results is our LIS, not MayoACCESS. Per our record retention policy, Mayo Clinic Laboratories retains all test requisitions for 25 years and retains all patient test results indefinitely.