


InfoLink messages

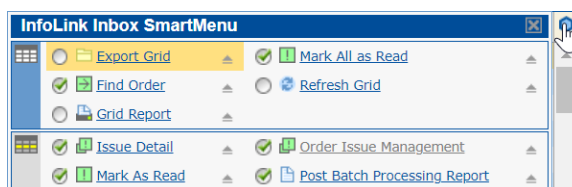
InfoLink messages address events in MayoACCESS. For example, if you request a callback when test results are available, an **InfoLink Callback** issue is generated. Generation of these messages occurs automatically due to a system event. The types of messages you see are determined by both the Security Group you belong to and the parameters of the events.

The screenshot shows the 'InfoLink Inbox' interface. It features a table with columns: Created, Issue ID, Crt'd By, Issue Type, Subject, Status, and New. The table lists several messages, including 'Unsolicited Test Received from Site ID' and 'Patient Demographics Updated'. A detailed description is shown for a selected message, mentioning 'Unsolicited test PLA2R, Immunofluorescence, S with test code PLA2I received for order # T0020655 with accession # ...'. Below the table are several action buttons: 'Issue Detail', 'Mark As Read', 'Order Issue Management', 'Post Batch Processing Report', 'Find Order', and 'Mark All as Read'.

An InfoLink message might not be related to an order. When a message is related to an order, you can use the [SmartLinks](#) on the **InfoLink Inbox** page to perform the following tasks:

SmartLink	Task
Issue Detail	View detailed information about the message and edit the message notes.
Mark As Read or Mark As Unread	Change the status of the selected message from Read to Unread or from Unread to Read .
Order Issue Management	Specify callback settings for the selected order.
Export Grid and Grid Report - Post Batch Processing Report	Generate the Post-batch Processing Report for the selected message.
Find Order	View the order associated with the selected message.
Mark All as Read or Mark All as Unread	Change the status of all messages shown on this page from Read to Unread or from Unread to Read .

 **Tip:** If a SmartLink does not appear in the SmartLinks Bar, it is available on the **InfoLink Inbox SmartMenu** (right).



InfoLink message types

The types of InfoLink messages are described below:

Message Type	Description
Callback	Generated when a Callback request is added after a user places a new order or batches an order.
ES Order Received – Duplicate Result Codes	Generated when an order containing duplicate result codes is received from an electronic system (ES).
Fax Report – Faxback	Generated when a user requests a Faxback of a report while placing a new order or batching an order.
Faxback Request	Generated when a Faxback request is added to an order. This message remains in New status unless it is removed from the order.
HL7 Test Cancel Rejected	Generated when a request to cancel a test is rejected.
Insurance Provider Priority Changed	Generated when an ADT or ORM HL7 file is processed into the system and the priority of an insurance provider is changed.
Insurance Provider Removed from Encounter	Generated when an ADT or ORM HL7 file is processed into the system and an insurance provider is removed from the encounter.
Insurance Provider Status Changed	Generated when an ADT or ORM HL7 file is processed into the system and an insurance provider is removed from the Associated Insurance Provider List.
Missing Required Information	Generated when an order is saved with missing information that does not delay the order. This message is generated for each unanswered question, such as Date of Birth (DOB) or Ask at Order Entry (AOE) questions.
Missing Required to Save	Generated when information is missing that is required before batching an order. This message is generated for each blank required field on the order.
Patient Demographics Updated	Generated when a patient’s ID, name, or DOB has been changed.


Message Type	Description
Supplemental Data Received	Generated when a digital image has been uploaded for an order.
Supplemental PDF Report Loaded	Generated when a supplemental PDF containing results has been attached to a report.
Test Manually Cancelled	Generated when a user cancels a test for an order using the Cancel Test SmartLink.
Unable to Create Order	Generated when MayoACCESS receives an order with errors.
Unbatchable Order	Generated when Mayo Clinic Laboratories receives an order with an associated message or an issue that makes it unbatchable, such as Invalid Test Code , Obsolete Test Ordered , or Unknown Test Received .
Unknown Test Received	Generated for results of a test that is not in the Mayo Clinic Laboratories Test Catalog.
Unsolicited Result Received	Generated when a result is sent from the performing laboratory to an ordering site and there is no association between the sent result and the test on the laboratory order in the Test Catalog.

Viewing InfoLink messages

You can view all InfoLink messages on the **InfoLink Inbox** page, or you can view messages associated with specific orders on the following pages:

- **Orders**
- **Reports**
- **Batch Processing**

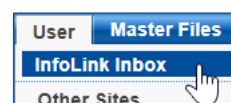
To view all messages or search for specific messages, use the **InfoLink Inbox**. To view messages associated with a specific order, use the **Order Search**, **Reports**, or **Batch Processing** page. Following are instructions on how to view messages.

 **Tip:** You can also view messages for a specific order on the **Reports** page or the **Batch Processing** page.

Viewing messages in the InfoLink Inbox

To view InfoLink messages:

1. From the **User** menu, select **InfoLink Inbox** (right).



The **InfoLink Inbox** page appears, showing the **Issues** tab by default.

The screenshot shows the 'InfoLink Inbox' interface with the 'Issues' tab selected. A table lists several messages with columns for Created, Issue ID, Crt'd By, Issue Type, Subject, Status, and New. The most recent message is selected, and its details are shown in the 'Description' field below the table. The description includes a result for a laboratory test and notes that the test was cancelled.

Created	Issue ID	Crt'd By	Issue Type	Subject	Status	New
02/06/2023 13:53	C70288460009084	SYSTEM	Unsolicited Order Received	Site ID: C7028846 Unsolicite	New	X
02/06/2023 12:10	C70288460009084	SYSTEM	Fax Report - Manual	Fax Report - Manual - Site ID	Resolv	X
02/06/2023 11:42	C70288460009084	SYSTEM	Unsolicited Test Received from	Site ID: C7028846 Unsolicite	New	X
02/06/2023 11:42	C70288460009084	SYSTEM	Unsolicited Order Received	Site ID: C7028846 Unsolicite	New	X
02/06/2023 09:21	C70288460009084	SYSTEM	Unsolicited Test Received from	Site ID: C7028846 Unsolicite	New	X
02/06/2023 09:21	C70288460009084	SYSTEM	Unsolicited Order Received	Site ID: C7028846 Unsolicite	New	X
02/04/2023 17:51	C70288460009084	SYSTEM	Fax Report - Manual	Fax Report - Manual - Site ID	Error	X
02/04/2023 16:44	C70288460009083	SYSTEM	Fax Report - Manual	Fax Report - Manual - Site ID	Error	X
02/04/2023 16:40	C70288460009083	SYSTEM	Order Edited	Site ID: C7028846 Order M18	New	X

Description:
 Result Submitting Laboratory Phone-LABP8 with value TNP was returned for test Patient Demographics with test code DEM08 for order # SA01054132 with accession # SA01054132 at site C7028846-C7028846-DLMP Rochester for patient, TESTINGRNV,TEST (patient ID: SA01054132). Test was received on 02/06/2023 at 15:52 from Medical Laboratory lab.
 Result notes for Submitting Laboratory Phone-LABP8:
 Lead, Venous, w/Demographics, B was cancelled on 02/06/2023

The tab lists messages created or updated over the previous 7 days, with the most recent at the top of the list. When a message is selected, its details appear in the **Description** text field.

From the **InfoLink Inbox** page, you can view or print message information, change message details, mark messages as read, and find the order that is associated with a message.

- To search for specific messages, click the **Search Criteria** tab.


The screenshot shows the 'InfoLink Inbox' interface with the 'Search Criteria' tab selected. It features a search query field, a 'Where Recipients Include' field, and various filters for 'Created Date Sort Order', 'Issue Type', 'Issue Status', 'PDF Type', and 'Source'. There are also checkboxes for 'Show Issues Which Are: New (No one has read)' and 'Unread by Me'.


- Specify any of the following criteria in the table below.

Tip: You can select a previously saved search from the **Query** drop-down menu.

Search Criteria	Description
Contains	Any text that occurs in the subject, description, or notes of the message.

Search Criteria	Description
Order #	The order number from your Laboratory Information System (LIS) if this field was sent on the original order. If this order number was not submitted, the order number is the same as the accession number.
Accn #	The accession number that MayoACCESS assigned to the order.
Issue ID	The ID number assigned to the message.
Issue Type	The type of message, such as Unsolicited Test or Unknown Result .
Issue Status	The status of the message. For example, you can search for messages that are New , In Progress , or Resolved .
Source	The source of the order associated with a message. Integrated orders originate from a Laboratory Information System (LIS), while manual orders originate from MayoACCESS.
Show Issues Which Are	<ul style="list-style-type: none"> • New: Messages that no one has viewed. These messages are marked with an X. • Unread by Me: Messages that you have not viewed. These messages are in bold.
Where Recipients Include	The specified recipients of a private message.
Created By	The creator of the message.
Last Activity Date Range	The range of dates during which the message was last changed. 💡 Tip: Use the calendar icons 📅 to specify the dates.
Created Date Range	The range of dates during which the message was created. 💡 Tip: Use the calendar icons 📅 to specify the dates.
Distribution	Whether the message is classified as public or private. Private messages are those that specify a certain user as the recipient of the message.
Order Related	Whether the message is related to an order.

💡 **Tip:** To save your set of search criteria for future use, at the top of the **Search Criteria** tab, click the **Save** button. 

4. In the second row of the tab, click the **Search** button. 

The **Issues** tab reappears, displaying messages matching the search criteria you specified. The **Description** text field shows the details of the messages associated with the selected order or result. Use the scroll bar on the right side of the text field to view all details.

The screenshot below reflects the search criterion of “allergy” in the **Contains** field.

The screenshot shows the 'InfoLink Inbox' interface. At the top, there are tabs for 'Issues' and 'Search Criteria'. Below this is a table with columns: Created, Issue ID, Crt'd By, Issue Type, Subject, Status, and New. The table contains several rows of data, with the first row highlighted in yellow. Below the table, there is a 'Description' field with a scroll bar, containing text about a test result for Egg White, IgE-EGG. At the bottom of the interface, there are several buttons: 'Issue Detail', 'Mark As Unread', 'Order Issue Management', 'Post Batch Processing Report', 'Find Order', and 'Mark All as Read'.

Created	Issue ID	Crt'd By	Issue Type	Subject	Status	New
07/06/2022 09:31:44	C702884600086898	SYSTEM	TNP	Site ID: C7028846 Test Egg WhiNew	X	X
07/06/2022 09:31:44	C702884600086896	SYSTEM	TNP	Site ID: C7028846 Test Milk, IgENew	X	X
07/06/2022 09:31:44	C702884600086895	SYSTEM	TNP	Site ID: C7028846 Test Cashew,New	X	X
07/06/2022 09:31:44	C702884600086894	SYSTEM	TNP	Site ID: C7028846 Test Wheat, INew	X	X
07/06/2022 09:31:44	C702884600086893	SYSTEM	TNP	Site ID: C7028846 Test SoybeanNew	X	X
07/06/2022 09:31:44	C702884600086892	SYSTEM	TNP	Site ID: C7028846 Test HazelnutNew	X	X
07/06/2022 09:31:44	C702884600086891	SYSTEM	TNP	Site ID: C7028846 Test Codfish,New	X	X
07/06/2022 09:31:44	C702884600086890	SYSTEM	TNP	Site ID: C7028846 Test Walnut-#New	X	X
07/06/2022 09:31:44	C702884600086889	SYSTEM	TNP	Site ID: C7028846 Test Scallion, New	X	X

Description

Result Egg White, IgE-EGG with value TNP was returned for test Egg White, IgE with test code EGG for order # SA00981043 with accession # SA00981043 at site C7028846-C7028846-DLMP Rochester for patient, TESTING,PR01A (patient ID: SA00981043). Test was received on 07/06/2022 at 09:31 from Medical Laboratory lab.

Result notes for Egg White, IgE-EGG:
Food Allergy Profile was cancelled on 07/06/2022 at 09:28;

Issue Detail Mark As Unread Order Issue Management Post Batch Processing Report


Find Order Mark All as Read

Viewing messages for a specific order

To view messages associated with a specific order:

1. From the **Orders** menu, select **Order Search** (right).

The screenshot shows a vertical menu with the following items: 'Orders', 'Results', 'New Order', 'Order Search', 'Batch Processing', 'Batch Set List', 'Test Utilization', and 'Directory of Services'. The 'Order Search' item is highlighted with a blue background and a mouse cursor pointing to it.

 **Tip:** You can also view messages for a specific order on the **Reports** page or the **Batch Processing** page.

The **Order Search** page appears, displaying the **Orders** tab by default in the top section.

The screenshot shows the 'Order Search' interface. At the top, there is a header with 'TESTING, NONAME' and patient information: ID: SA01033337, Female, 03/03/2003, 19Y, Prim. Phys: SSN: [redacted]. Below the header are two tabs: 'Orders' (selected) and 'Search Criteria'. The main area contains a table of orders with columns: Collected, Order, Order Status, Name, ID, Acct, Phys, Type, and SO. The table lists various tests such as 'TEST, FJCQP', 'TEST, FADNA', 'TESTINGRNV, HPVP', etc. Below the table are buttons for 'Order', 'Exit Order', 'Perform Order', and 'Specimen Labels'. At the bottom, there is a 'Tests' section with a sub-tab 'Issues' and a table titled 'Tests for Selected Order' with columns: Test Code, Test Name, Test Status, Diagnosis Codes, Medical Necessity, and Service Provider. The table is currently empty.

2. From the Orders List, select the order or patient you want to view.

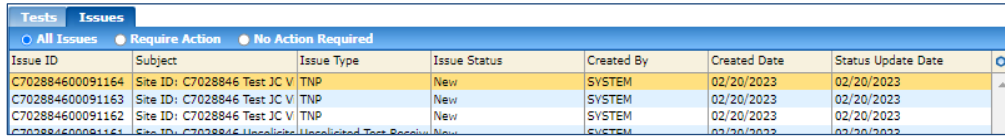
Collected	Order	Order Status	Name	ID	Acct	Phys	Type					
02/19/23 14:	SA01059231	Final	TEST, FJCQP	SA01059231	C7028846		Account					

In the bottom section, on the **Tests** tab, the details of the test appear.

Test Code	Test Name	Test Status	Diagnosis Codes	Medical Necessity	Service Provider
FJCQP	JC Virus DNA, QN PCR	Final		Not Performed	Rochester Campus

Note: To view this section, you must have the extended frameset enabled.

3. To view messages for this test, click the **Issues** tab.



Issue ID	Subject	Issue Type	Issue Status	Created By	Created Date	Status Update Date
C702884600091164	Site ID: C7028846 Test JC V	TNP	New	SYSTEM	02/20/2023	02/20/2023
C702884600091163	Site ID: C7028846 Test JC V	TNP	New	SYSTEM	02/20/2023	02/20/2023
C702884600091162	Site ID: C7028846 Test JC V	TNP	New	SYSTEM	02/20/2023	02/20/2023
C702884600091161	Site ID: C7028846 Unspecified Test Result	Unspecified Test Result	New	SYSTEM	02/20/2023	02/20/2023

4. If desired, filter the list of messages using the radio buttons above the list: **All Issues**, **Require Action**, or **No Action Required** (right).



All Issues Require Action No Action Required