Ordering a Test

To order a test, you need the following information:

- The patient name that the test is for
- The physician who is ordering the test
- The test name or test code

Use one of the following methods to order a test:

- Rapid Order Entry
  Use this method if you do not use a short list or a custom profile.

- Standard Order Entry
  Use this method if you want to select a test from a short list or select a custom profile.
  For information about short lists, see Creating a Short List of Frequently Ordered Tests on page 125.
  For information about custom profiles, see Creating a Custom Profile on page 123.

You can also order a test when the MayoACCESS application is not available. The following topics describe how to use these methods for ordering a test.

Ordering a Test by Using Rapid Order Entry

Use this method for ordering a test if you are not selecting a test from a short list or ordering a custom profile. To order a test, follow these steps:

1. On the Orders menu, click New Order.
   Tip: Alternatively, you can click the New Order link in the extended frameset.

2. In the Patient ID text box on the New Order page, enter the ID number for the patient and press Enter to display the information for that patient.

   Notes:
   - If you are ordering a test for a new patient, you must enter all the required information for the new patient. The highlighted fields indicate information that is required. For detailed information about the fields, see Creating a Patient Record on page 27.
Alternatively, you can search for a patient name or ID, and then click **New Order** on the Patients page. For information about searching, see Searching for a Patient Record on page 31.

3. Verify that the patient information is correct.
   
   If necessary, you can update the information on this page. The information will be updated for this patient when you save the order.

   For information about changing the patient information, see Changing Patient Information on page 32.

4. In the **Ordering Location** text box, verify that the ordering location is correct.

5. Specify the following information for this order. Required information is indicated with highlighted fields on the page.

<table>
<thead>
<tr>
<th>Field</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ordering Physician</td>
<td>Specify the name of the physician who ordered the test.</td>
</tr>
<tr>
<td>NPI</td>
<td>Specify the National Provider Identifier for the physician who ordered the test.</td>
</tr>
<tr>
<td>Set Callbacks</td>
<td>Request a phone call with the test results.</td>
</tr>
<tr>
<td>Set Faxbacks</td>
<td>Request a fax with the test results.</td>
</tr>
</tbody>
</table>
### Field Instructions

<table>
<thead>
<tr>
<th>Field</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order #</td>
<td>Specify your order number or Laboratory Information System (LIS) accession number. This number is used to track the status of the order.</td>
</tr>
<tr>
<td>Collected Date</td>
<td>Specify the date that the specimen was collected.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> You can enter $T$ for today’s date, or $T-n$ for a past date where $n$ is the number of days before today. For example, enter $T-1$ for yesterday’s date.</td>
</tr>
<tr>
<td>Collected Time</td>
<td>Specify the time, in military form, that the specimen was collected.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> You can enter $N$ for the current time.</td>
</tr>
<tr>
<td>Report Notes</td>
<td>Specify any notes that you want to display on the laboratory service report.</td>
</tr>
<tr>
<td>Performing Lab Notes</td>
<td>Specify any notes that you want to send to Mayo Medical Laboratories. These notes are stored with the order.</td>
</tr>
</tbody>
</table>

6. Use one of the following methods to specify the test that you want to order.
   - Enter a test ID in the **Tests** text box.
     
     **Note:** You can enter more than one test ID by separating the test IDs with commas. For example, enter the following:
     
     ACE,HISTO,PBBD
   - Click **Add Tests** to select the test from the Directory of Services.
     
     For information about selecting a test from the Directory of Services, see [Searching for a Test](#) on page 22.

7. Click **Continue**.
   
   A message is shown that contains the order number and accession number.

8. Click **OK**.

9. If you clicked the **Set Callbacks** check box, the Callback settings dialog box is shown. Specify the callback settings for this test. For information, see [Specifying Callbacks](#) on page 43.

10. If you clicked the **Set Faxbacks** check box, the Faxback settings dialog box is shown. Specify the faxback settings for this order. For information, see [Specifying Faxbacks](#) on page 45.

11. To specify another order at this time, go to step 2. Otherwise, click **Cancel**.
This order must be placed in a batch and the batch must be closed before the order is submitted to Mayo Medical Laboratories. For instructions, see Batching Test Orders on page 63.

**Ordering a Test by Using Standard Order Entry**

Use this method for ordering a test if you want to select a test from a short list or select a custom profile. For information about short lists, see Creating a Short List of Frequently Ordered Tests on page 125. For information about custom profiles, see Creating a Custom Profile on page 123.

To order a test, follow these steps:

1. On the **Orders** menu, click **New Order**.
   
   **Tip:** Alternatively, you can click the **New Order** link in the extended frameset.

2. In the **Patient ID** text box on the New Order page, enter the ID number for the patient and press Enter to display the information for that patient.

   **Notes:**
   
   - If you are ordering a test for a new patient, you must enter all the information for the new patient. For detailed instructions, see Creating a Patient Record on page 27.
Alternatively, you can search for a patient name or ID, and then click **New Order** on the Patients page. For instructions, see [Searching for a Patient Record](#) on page 31.

3. Verify that the patient information is correct. For instructions, see [Changing Patient Information](#) on page 32.

4. In the **Ordering Location** text box, verify that the ordering location is correct.

5. Specify the following information for this order. Required information is indicated with highlighted fields on the page.

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Ordering Physician</td>
<td>Specify the name of the physician who ordered the test.</td>
</tr>
<tr>
<td>Set Callbacks</td>
<td>Request a phone call with the test results.</td>
</tr>
<tr>
<td>Set Faxbacks</td>
<td>Request a fax with the test results.</td>
</tr>
<tr>
<td>Order #</td>
<td>Specify your order number or Laboratory Information System (LIS) accession number. This number is used to track the status of the order.</td>
</tr>
<tr>
<td>Collected Date</td>
<td>Specify the date that the specimen was collected.</td>
</tr>
</tbody>
</table>

**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.
### Field Instructions

<table>
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<tr>
<th>Field</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collected Time</td>
<td>Specify the time, in military format, that the specimen was collected.</td>
</tr>
<tr>
<td>Tip:</td>
<td>You can enter N for the current time.</td>
</tr>
<tr>
<td>Report Notes</td>
<td>Specify any notes that you want to display on the laboratory service report.</td>
</tr>
<tr>
<td>Performing Lab</td>
<td>Specify any notes that you want to send to Mayo Medical Laboratories. These notes are stored with the order.</td>
</tr>
</tbody>
</table>

6. Click Standard Order Entry.
The Order Information page is shown.

**Tip:** To change patient information, click the **Edit Patient Details** link. For information about changing the patient information, see **Changing Patient Information** on page 32.

7. From the **Billing Type** drop-down list, select from the following options:
   - To bill the test to the client, select **Account**.
   - To bill the test to Medicare or Medicaid, select **Medicare**.
   - To bill the test to the patient’s insurance company, select **Insurance**.

8. Enter additional information as needed.

9. Click **Continue**.
10. On the Tests page, to specify the test that you want to order, use one of the following methods:

- In the **Keyword** text box, enter a test name, test code, or test mnemonic, and click the arrow next to the text box to display the tests that match the keyword.

- Click the **Directory of Services** link to select the test from the Directory of Services. For information about selecting a test from the Directory of Services, see **Searching for a Test** on page 22.

- Select one or more tests in the **Short List** group box. **Note:** The short list contains the 25 most recent tests.

- Click **Custom Profiles**, and then select one or more profiles in the **Short List (Custom Profiles)** group box.

11. Click **Continue**.

   A message is shown that contains the order number and accession number.

12. Click **OK**.

13. If you selected the **Set Callbacks** check box, specify the callback settings for this order. For instructions, see **Specifying Callbacks** on page 43.

14. If you selected the **Set Faxbacks** check box, specify the faxback settings for this order. For instructions, see **Specifying Faxbacks** on page 45.

15. To specify another order at this time, go to step 2. Otherwise, click **Cancel**.

This order must be placed in a batch and the batch must be closed before the order is submitted to Mayo Medical Laboratories. For instructions, see **Batching Test Orders** on page 63.
Ordering a Test When MayoACCESS Is Unavailable

Mayo Medical Laboratories provides a Downtime Form so that you can order tests if the MayoACCESS application is not available. It is a good practice to print and store copies of the form.

To access the Downtime Form, follow these steps:

1. Access the [Downtime Form](MayoMedicalLaboratories.com/customer-service/forms/downtime.html) on the Mayo Medical Laboratories website.
2. On the MayoACCESS Downtime Form page, click the MayoACCESS Downtime Form link.
3. Print the form.
4. Complete the form.
5. Send the form with the specimen to Mayo Medical Laboratories.

Answering Test Questions

If additional information is required for the test you ordered, or if the test must be performed under specific conditions, the Test Questions page is shown. To specify this additional information, follow these steps:

1. Enter the required information, and then click Continue.

A message is shown that contains the order number and the accession number.
2. Click OK.
Specifying Callbacks

If you specified that you want a phone call when test results are available, the Callback settings dialog box is shown. To specify the callback information, follow these steps:

1. In the **Phone Number** text box, enter the number that you want to use for receiving the test results. The following examples show a United States phone number and an International phone number:
   - **United States**: 5072842118
   - **International**: 01161294375420

2. **Optional**: Enter information about the callback number in the **Description** text box. This information is shown in the InfoLink message.

3. In the Set Callback column, click the check box next to each test for which you want a phone call when test results are available.

4. Click **OK**.

For information about specifying callbacks when you order a test, see [Ordering a Test by Using Standard Order Entry](#) on page 38.

To add callback information to a completed or integrated test order, follow the steps in [Changing an Order before Closing the Batch](#) on page 57, and then click the **Set Callbacks** check box on the Order Information page.
Specifying Faxbacks

If you specified that you want a fax when test results are available, the Faxback Settings dialog box is shown. To specify the faxback information, follow these steps:

1. Click the **New Fax Number** link.
   
   The fields are filled with the values defined for your account.

2. Confirm that the fax information is correct.
   
   **Note:** The fax number must include a country code, if applicable, and the area code.

3. If necessary, change the fax information or add a new fax number, and then click **Save Fax Number**.

4. **Optional:** Enter a message in the **Message** text box. This message is shown on the fax cover sheet.

5. Click **Close**.

For information about specifying faxbacks when you order a test, see **Ordering a Test by Using Standard Order Entry** on page 38.

To add faxback information to a completed test order, follow the steps in **Changing an Order before Closing the Batch** on page 57, and then click the **Set Faxbacks** check box on the Order Information page.