

http://lab.parkview.com

# Atlas LabWorks User Guide Table of Contents

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# **Support for Atlas LabWorks**

### Portal.Parkview.com and Atlas Password Issues:

Parkview Information Systems Department: 260-266-8500

### **Atlas LabWorks Issues/Support:**

Physician Offices, please call Parkview Health Laboratories I.S. Department: 260-266-1520

Long Term Care Facilities; please call Parkview Lab Phlebotomy

Department: 260-266-1500 option 3

Lab Phlebotomy Department fax: 260-266-1589

# Please report on-going or unresolved issues to:

Shauna Kelly, Lab Customer Service Representative

Phone: 260-266-1514, Cell: 260-441-6965

Email: Shauna.Kelly@parkview.com

-or-

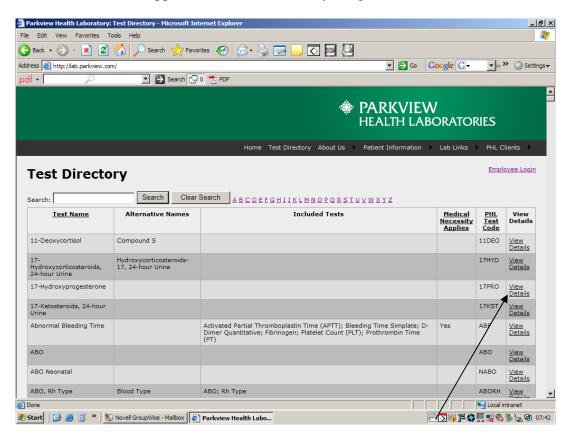
Brandon Stauffer, Marketing Representative Phone: 260-266-1513, Cell: 260-418-9275 Email: Brandon.Stauffer@parkview.com



### Online Directory of Services Log on to:

http://lab.parkview.com

- Most up to date testing information
- Quick search option to find the information you need
- Links to Approved Medical Necessity Diagnosis Codes



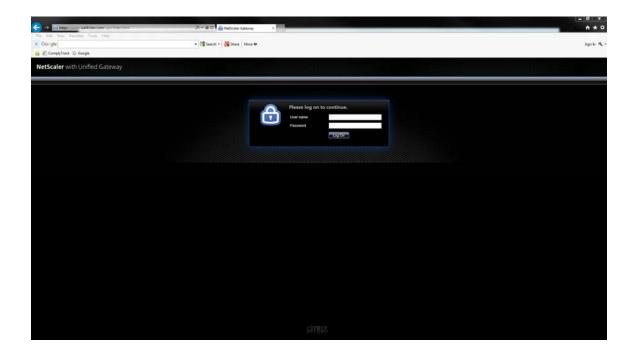
To locate the following detail testing information click on "View Details"

- Medical Necessity Documentation links to approved Diagnosis Codes \*See Addendum C link
- Specimen Requirements
- Collection Instructions
- Minimum Volume
- Temperature and Stability
- Reference Ranges
- Methodology
- Turn around Time
- Days Performed
- Sites Performed
- Ordering Codes
- Alternative Test Names
- CPT Coding

### Parkview Health Laboratories: Atlas LabWorks Web-based system

### Logging in to Portal.Parkview.com

### **First Time Users Log In Directions**



### **First Time Users Log-In Directions**

- 1. Type in your Username (your assigned A number)
- 2. Type in your temporary password Temp password is set to the following format:

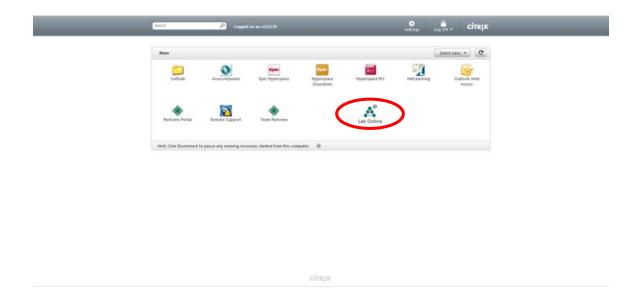
First two initials of your first name in capital letters, first two initial of your last name in lowercase letters, last 4 digits of your social security number followed by a \$. Example: SHke1234\$

\*PLEASE NOTE- From the date of your first successful log-in, your password for Portal.Parkview.com will expire in 90 days \*

\*\*You may reset your password at any time during the 90-day period by using <a href="mailto:pwreset.parkview.com">pwreset.parkview.com</a>. If your password has already expired, you must contact Parkview Health Information System's Help Desk. \*\*

Please call Parkview Health Information System's Help Desk at 260-266-8500, with any problems logging into *Portal.Parkview.com* 

# Portal.Parkview.com





- 1. Once you have logged in to Portal.Parkview.com, you see the <a href="LabOnline">LabOnline</a> icon
- 2. Double click on the icon to receive the Atlas LabWorks log in page

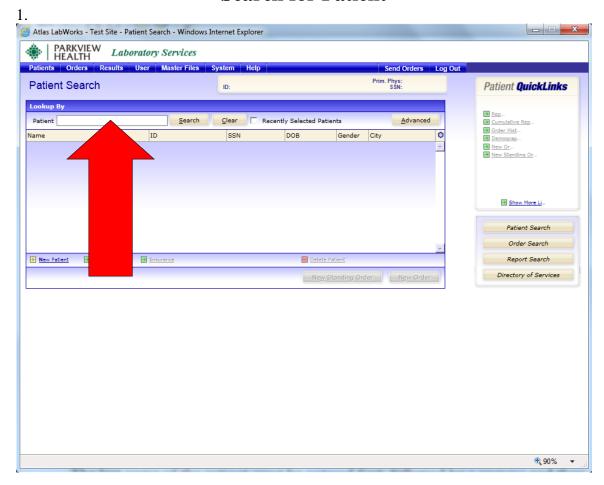
# Parkview Health Laboratories Atlas LabWorks Web-based system Log-In page



- 1. Type in User Name (your assigned A number)
- 2. Type in your temporary password of "welcome1"
- 3. You will be prompted to change your password

Note: For first time login, follow ActiveX installation instructions.

### **Search for Patient**

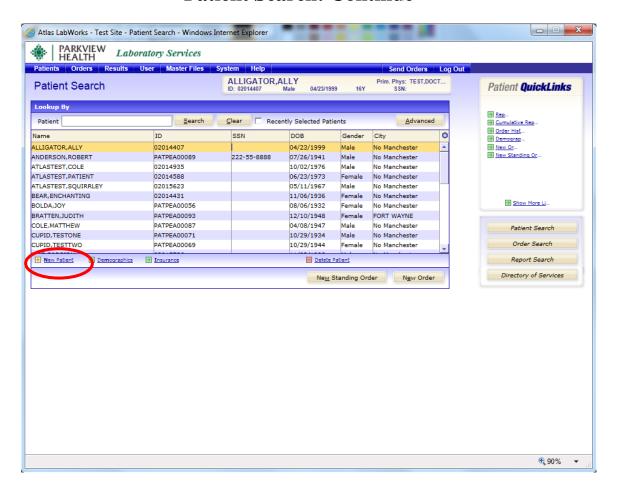




The patient search screen opens by default.

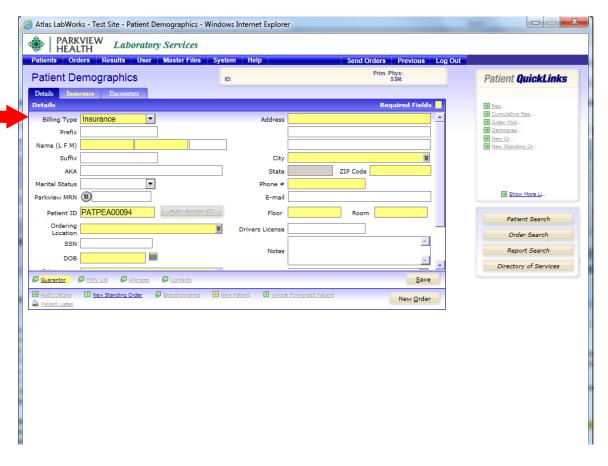
- 1. Type in the patient's last name, first name (full or partial) and click on the [Search] button.
- 2. You may also use a compound search using the last name and first name as well as the DOB.

### **Patient Search: Continue**



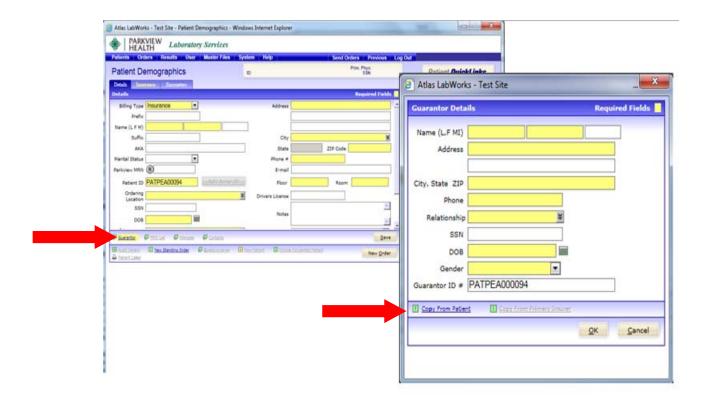
- 1. Click on the correct patient's name, which will highlight in yellow.
- 2. If the patient does not exist, click the "New Patient" link and continue to the next page..

### To Create a New Patient



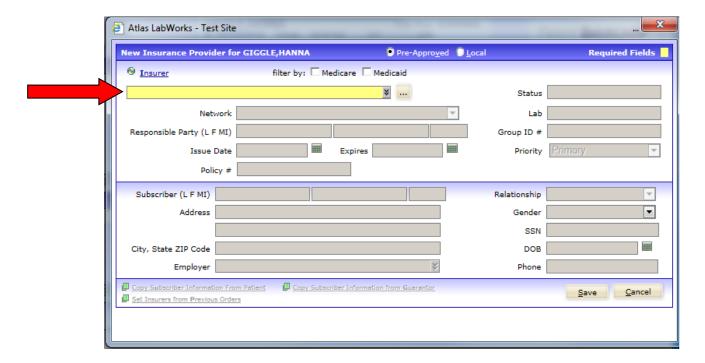
- 1. Select the appropriate Billing Type:
  - Account: Select this billing type if you wish the labs to be billed to the office
  - Insurance: Select this billing type if you wish for the patient's insurance to be billed for the lab services rendered
  - Medicaid: Select this insurance type if you want the lab to bill Medicaid for laboratory testing performed
  - Medicare: Select this insurance type if you want the lab to bill Medicare for laboratory testing
  - Patient: Select this insurance type if you want the lab to bill the patient directly for services rendered
- 2. Enter patient demographics, Highlighted fields are required.

### Create a New Patient Cont'd



3. Click on Guarantor. This information can be generated from the Patient Demographics by clicking on Copy from Patient in the Guarantor box. Highlighted fields are required.

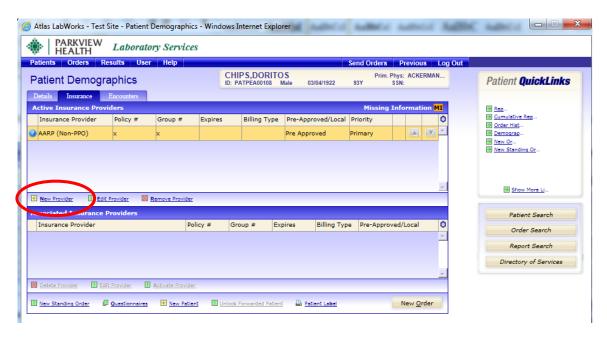
### **How to add New Insurance**



- 1. In the Insurance Tab type the insurance provider or select from the drop down menu.
- 2. You may also filter by Medicare or Medicaid and select the drop down menu.
- 3. All of the highlighted fields are required.
- 4. If employer is not listed select "employer" link and add new employer.

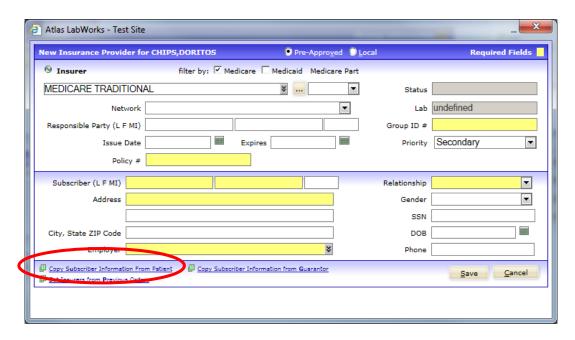
NOTE: IF UNSURE OF ANY REQUIRED INFORMATION PLEASE SEND COPY OF FRONT AND BACK OF INSURANCE CARD

### **Secondary Insurance Information**



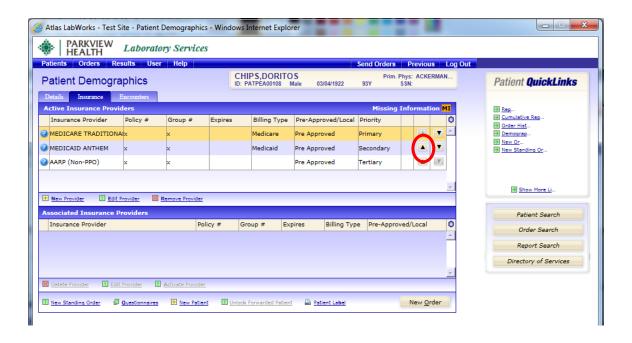
#### **To Enter Secondary Insurance:**

- 1. First complete the Primary insurance and click on the [Save] button.
- 2. Next, click on the [New Provider] link.



- 3. Complete required fields.
  Please provide as much information as possible, and click [Save].
  This will now show as the secondary insurance.
- 4. Repeat this step for a Tertiary insurance.

### **Rearranging the Primary Insurance**

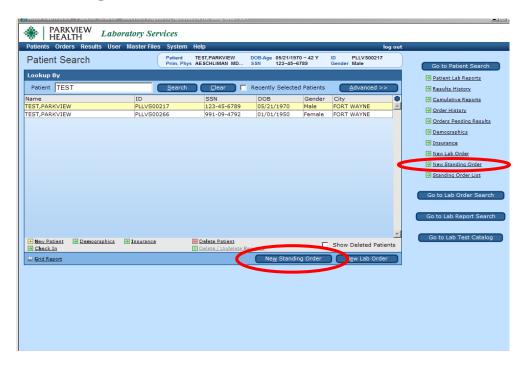


To rearrange the order of insurances, click on the up or down arrows to the right of the type of insurance you desire to move.

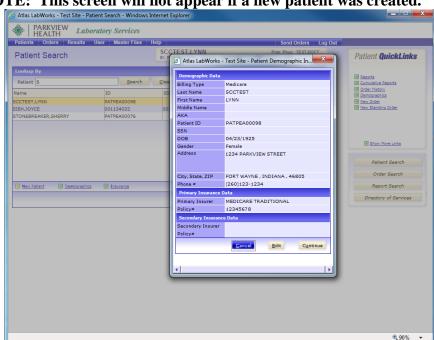
Ex. If you wish to move Medicaid Anthem, which is currently a secondary insurance, to be primary you will select the up arrow to move it to the primary location.

# How To Add a New Physician

### 1. Search for patient.

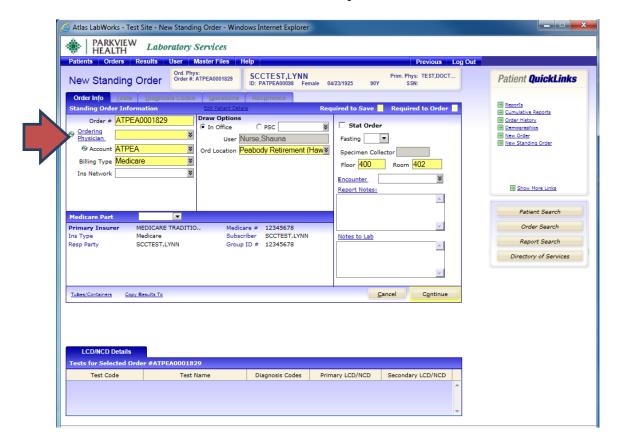


- 2. Click on desired patient.
- 3. Select the "New Standing Order" tab.
- 4. Patient Demographic Information box will pop up. You can "Edit" this information or select "Continue"

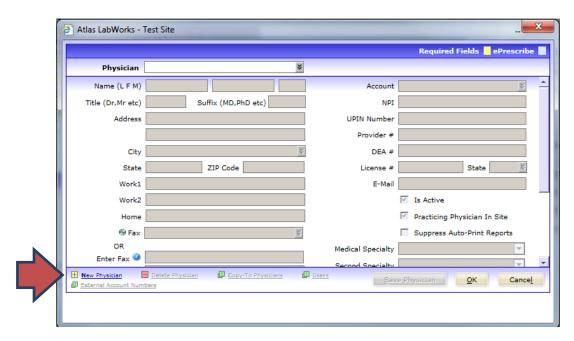


NOTE: This screen will not appear if a new patient was created.

# How To Add a New Physician: Continued

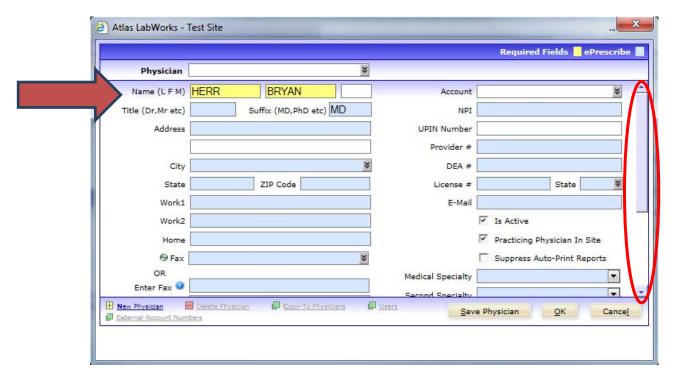


1. Click on the ordering physician link.

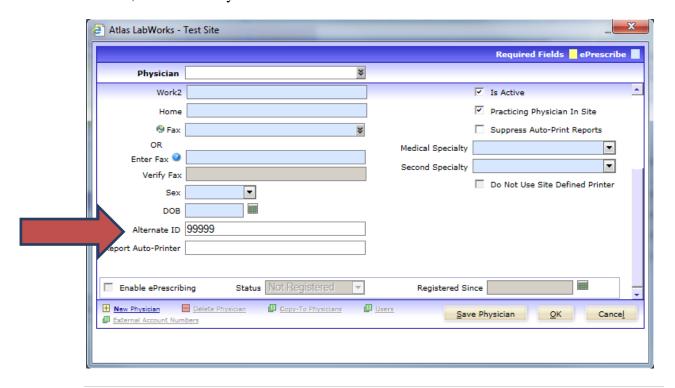


2. Click on New Physician Link

# How To Add a New Physician: Continued

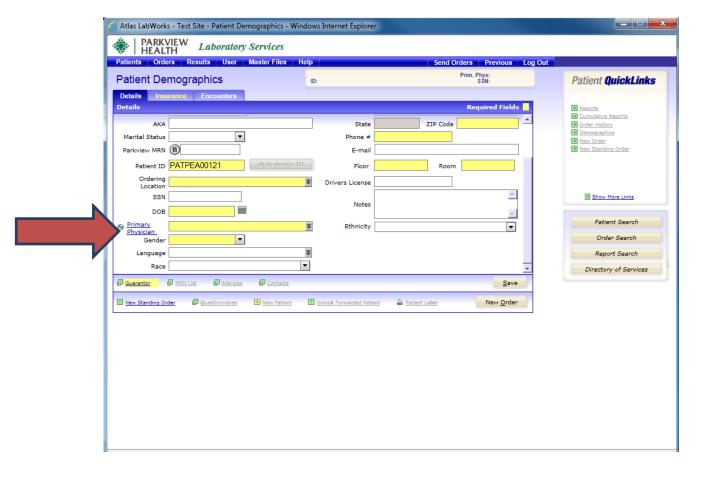


- 3. Enter the physician's information.
- A. First, enter the physician's Last Name, First Name
- B. Enter the physician's suffix
- C. Scroll down
- D. Next, Enter five nines in the Alternate ID field.
- E. Last, click Save Physician

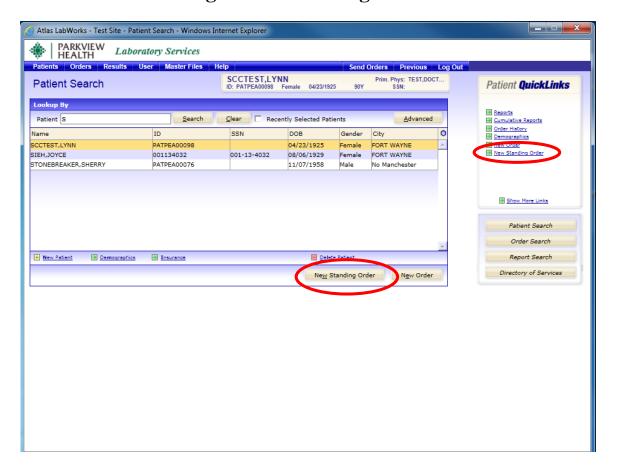


# \*\*\*Please Note\*\*\*

A new physician can also be created when entering a new patient.

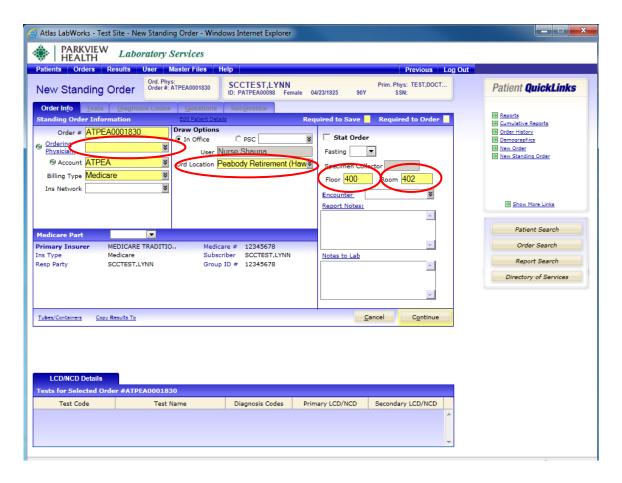


# **Creating A New Standing Order**



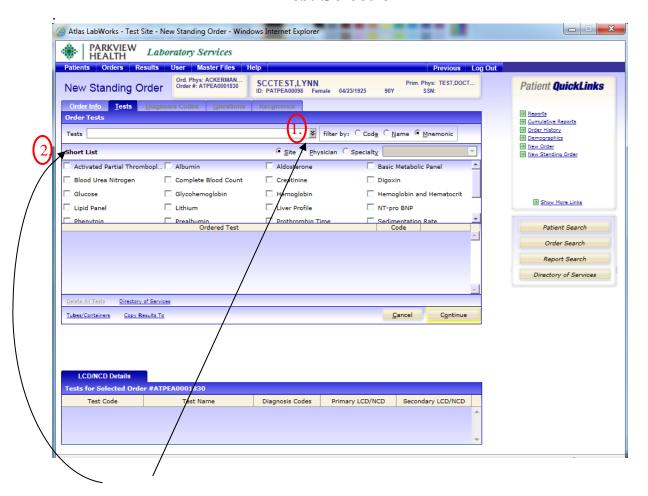
- 1. Select required patient. If patient not found click "New Patient" to create a new Patient record.
- 2. Click on new standing order.
- 3. Verify Patient demographics, with the pop-up window and click [Continue].
- 4. Follow the steps for placing a basic lab order and click continue through each tab.

### **Order Info**



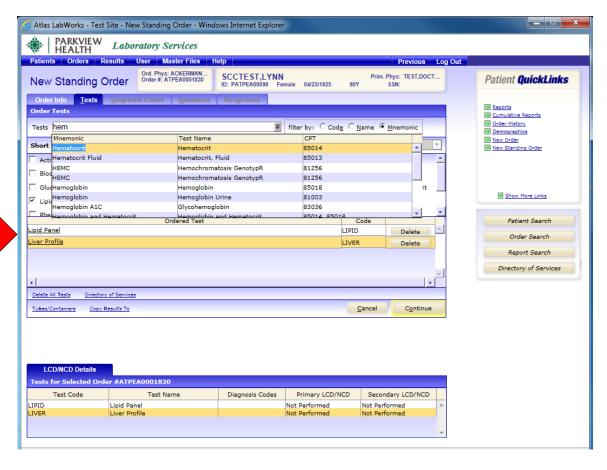
- 1. Select a physician from the drop down menu or start typing the physician's last name to help sort.
- 2. Choose the patients location.
- \*\* This is the area they are in at the facility such as the hall\*\*
  - 3. Type in the floor or hall they are in, such as hall 400
  - 4. Type in the room number, such as room 402
- \*\* You can also be more specific and include which bed. For example Room 402 Bed B would be Room 402-2\*\*
  - 5. Select Continue when finished.

### **Test Selection**



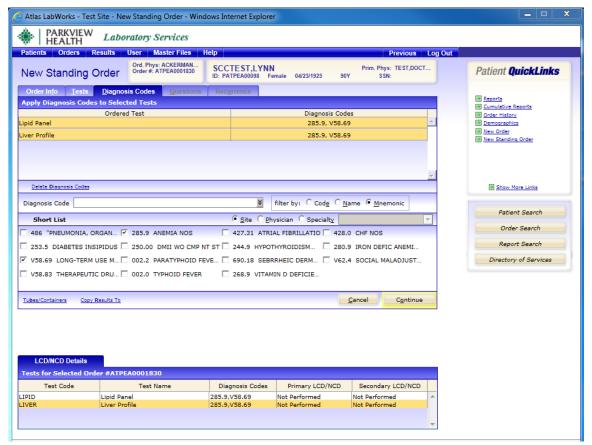
- There are two methods to select tests:
  - 1. drop down menu
  - 2. short list
- The short list is displayed on the page. To select one of these tests, check the box next to the test name.
- In the drop down field you can enter a partial name and click enter and a drop down list will appear. As seen on the next page.

### **Test Selection: Continued**



- After choosing the desired tests, tests will appear at the bottom of the screen under Ordered Test.
- Enter all requested tests.
- Click [Continue >>]

### **Select a Diagnosis Code(s)**



A diagnosis MUST be entered, up to 4 per test.

The short list, drop down menu, or a diagnosis code may simply be entered.

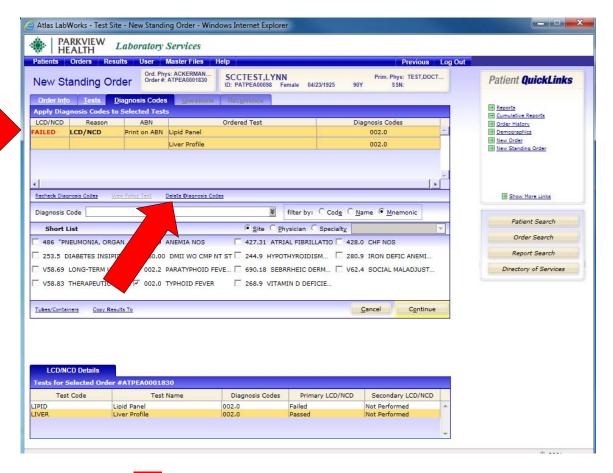
Choose appropriate diagnoses assigned by the physician or ordering practitioner.

- Choose from the short list or
- Type a diagnosis, then click enter or on the drop down arrow to the right. Select the appropriate diagnosis
- Click on [Continue>>]

The Medical Necessity Checker will automatically check the diagnoses to determine if it meets CMS medical necessity guidelines.

- If the ABN passes, it will automatically continue with the order
- If the ABN fails, the LCD/NCD field will be flagged as FAILED. Further diagnosis is needed to meet the medically necessity requirement mandate by CMS. Proceed to next page for directions on entering and rechecking additional diagnoses.

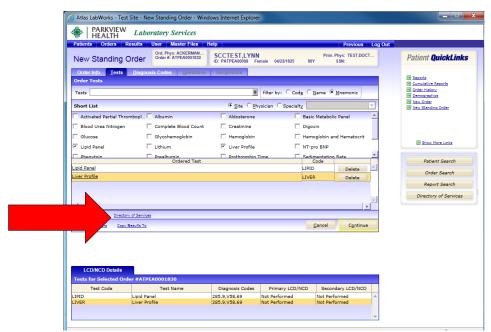
### **Entering new Diagnosis Codes**



### If the Diagnoses fails:

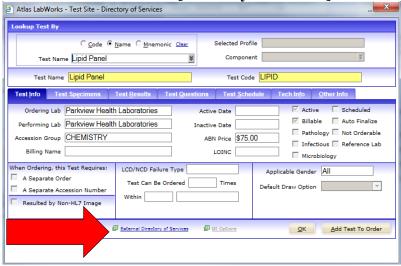
- Highlight the test in Question,
- Click on [Delete DIAGNOSIS CODES] link
- Highlight unwanted ICD10 code and click on [Delete] then [Close]

# Look up approved Diagnosis Codes that meet medical necessity



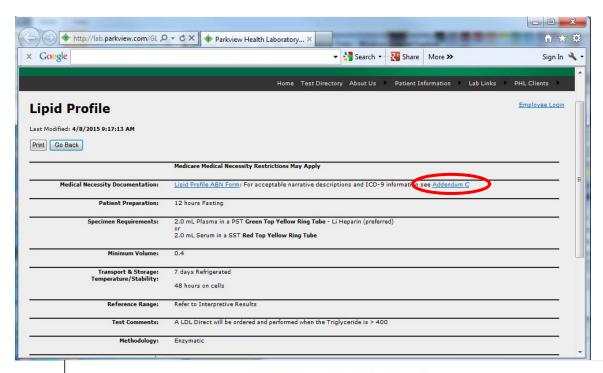
1. Click on the Tests Tab

2. Click on the [Directory of Services] link



- 3. Enter name of test in question
- 4. Click on the [External Catalog] link
- 5. Page will be redirected to the test information page on Parkview Lab's online test directory.
- 6. Click on [Addendum C] link to review approved Diagnosis Codes, which will cover medical necessity. (see next page for an example)
- 7. Close the Windows Explorer page when finished
- 8. Click on [OK] in Atlas when finished
- 9. Click on [Continue>>] to return to Diagnosis Codes tab to enter new diagnosis if applicable.

### **Example of Addendum C**



### **NCD** for Lipids Testing

#### Applicable CPT Code(s):

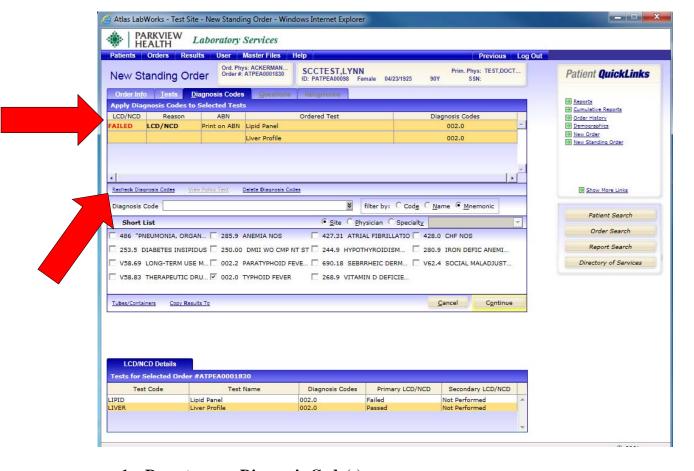
84478 - Triglycerides

80061 - Lipid panel
82465 - Cholesterol, serum or whole blood, total
83700 - Lipoprotein, blood; electrophoretic separation and
quantitation
83701 - Lipoprotein blood; high resolution fractionation and
quantitation of lipoproteins including lipoprotein subclasses when
performed (e.g., electrophoresis, ultracentrifugation)
83704 - Lipoprotein, blood; quantitation of lipoprotein particle
numbers and lipoprotein particle subclasses
83718 - Lipoprotein, direct measurement; high density cholesterol
(HDL cholesterol)
83721 - Lipoprotein, direct measurement, LDL cholesterol

ICD-9 Codes that Support Medical Necessity:

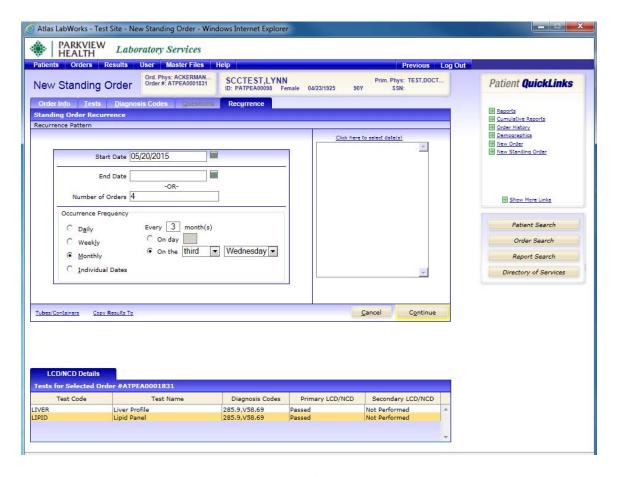
\*Note: All diagnosis must be present in patient's chart. Selection of approved diagnosis <u>not</u> supported by documentation is illegal and must be avoided.

# **Entering new Diagnosis Codes, continue**



- 1. Re-enter new Diagnosis Code(s)
- 2. Click on [Recheck DIAGNOSIS CODES] link.
- 3. When continue is clicked.....requisition and specimen labels will automatically print.

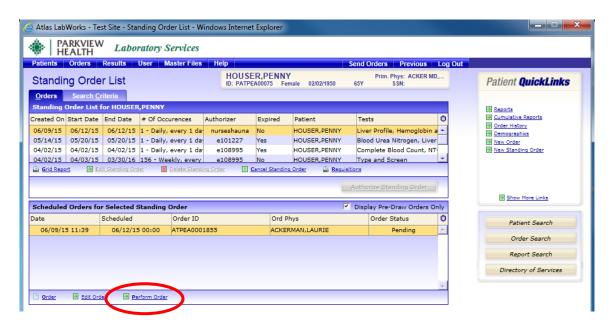
#### **Recurrence Tab**



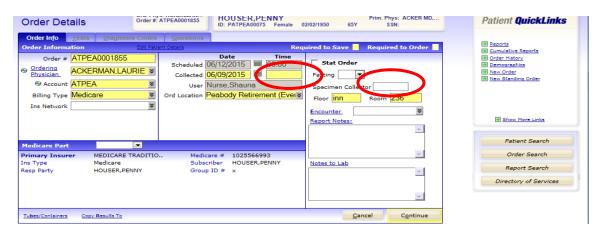
- 1. Enter the date the tests are to begin.
- 2. Enter the date the tests will end OR the number of orders.
- \*\* Standing Orders are only good for 364 days. \*
- 3. Select how frequent the tests will be performed. The Weekly and Monthly options each require specific information.
- Weekly: Choose routine lab day for each week (Example: Choose the day of the week with frequency every 2, 4, 6 weeks)
- Monthly: Choose routine lab day for the monthly frequency (Example: Every 3, 6 or 9 months, choosing which week and day of the month)
- 4. Click [Continue>>] when finished

The Standing order list will automatically be displayed.

### Performing an Order

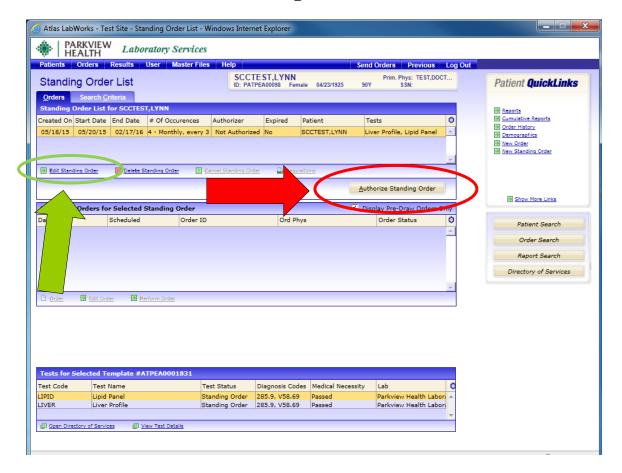


- 1. Create a New Standing Order
- 2. Once the order is complete and is authorized, select the [Perform Oder] button
- 3. Insert the collection time and Specimen Collector's Initials.
- 4. [Continue] through the next pages, confirming order is correct
  - 5. A requisition will print to include with the specimen
- 6. The screen will return to Patient Search. Click the [Send Orders] button next to Log Out, Orders will be sent to the lab for tracking





### **Standing Order List**



On the Standing Order List Screen, Standing orders are displayed for the current patient.

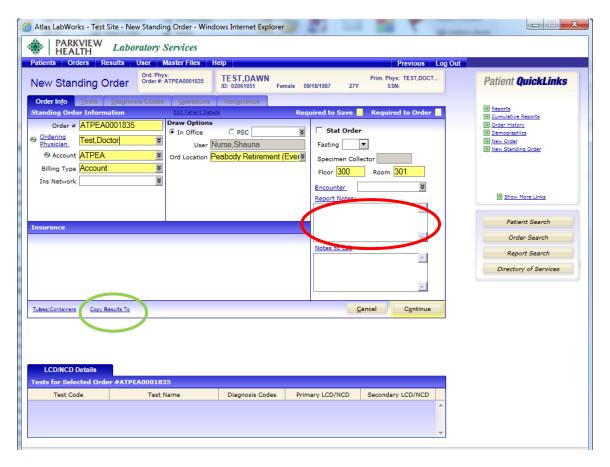
\*\*All Standing orders must be authorized in order to complete the request.

To Review an Order that is unauthorized:

- 1. Click on an order that is Unauthorized. Hover over [#of Occurrences] to review criteria of order.
- 2. If order is not correct, click on the **[Edit Standing Order]** link and make appropriate changes.
- 3. If order is correct, click on [Authorize Standing Order] link.
- 4. Enter your password into the authorization window

Individual orders will be generated, and displayed in middle section of screen.

### Order /Test/Diagnosis Code Info

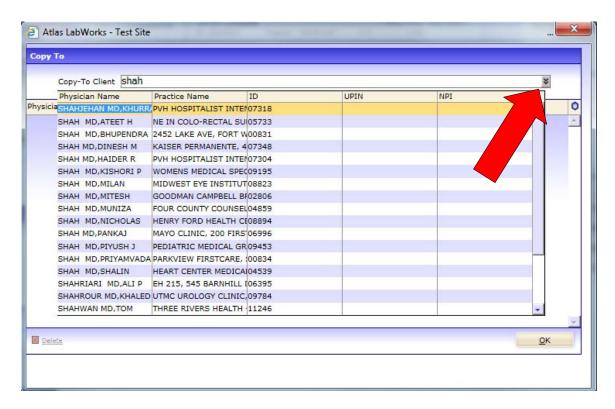


- 1. Verify or enter the ordering physician
- 2. Verify billing type
- 3. Verify ordering location, floor, and room number.
- 4. Click on the **Copy Results To** link to request a copy of results to be sent to a physician or non-physician practitioner.
- 5. Report Notes: These notes will print on the lab report, example: Fasting or Non-fasting.
- 6. Lab Notes: Enter any pertinent notes to Lab i.e., "Patient on antibiotics."
- 7. Select [Continue>>]
- 8. Complete the "Tests" tab
  \*\*If there are multiple tests with different frequencies, enter each test as
  separate Standing Order.

Example: TSH q- 6months, Chem6 q-3months, CBC weekly Enter as three separate Standing Orders.

- 9. Complete "Diagnosis Codes" tab
- 10. Complete "Questions" tab if applicable

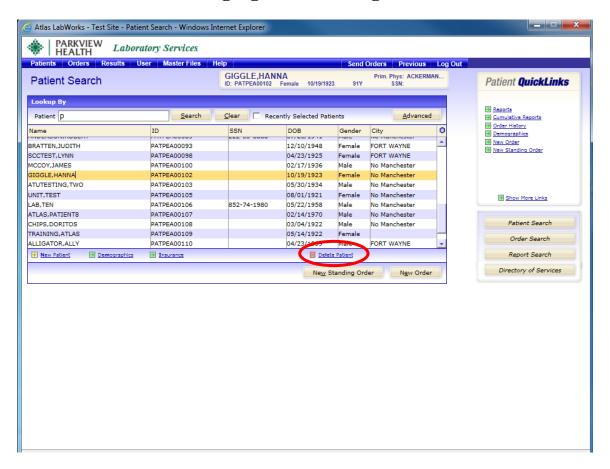
# **Copy Results To: Physician or Non-Physician Practitioner**



- 1. Type in the practitioner's last name and drop down the menu using the down arrow (or drop down the menu and scroll through the list)
- 2. Click on the correct practitioner's name and they will appear below the free text window
- 3. Selecting the correct practitioner will ensure they will receive a copy of the results. No need to enter copy 2 requests and/or fax numbers of physicians in the "notes to lab" section of the patient's order, unless they cannot be found in the drop down menu.
- 4. Click [OK] when finished.

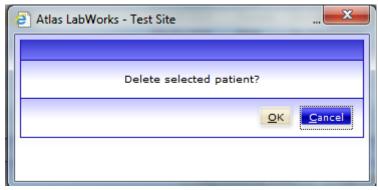
If a practitioner's name was entered by mistake, return to the Copy To window and click on the name to highlight it, and then click on the [Delete] link

### **Discharging and Deleting Patients**

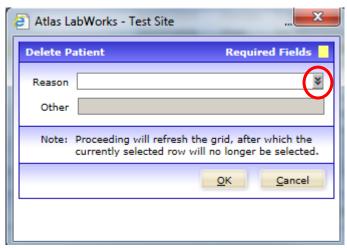


- 1. Search by patient name
- 2. Choose correct patient
- 3. Patient name will be highlighted in yellow
- 4. Click on Delete Patient

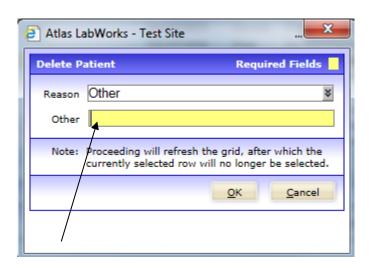
# **Discharging and Deleting Patients: Continued**



5. Click on [OK]

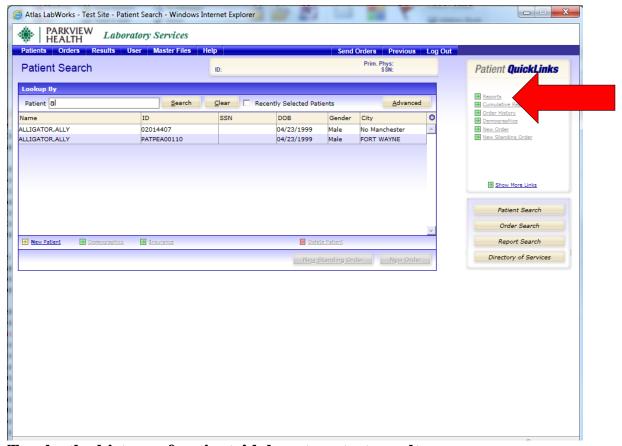


**6.** On the Reason Section [Select Other]



- 7. Click on the line that says [Other]
- 8. Type reason for discharge. Example: patient discharged 12/13/10 or patient Deceased 12/13/10
- 9. Click on [OK]

# **Reports Screen**

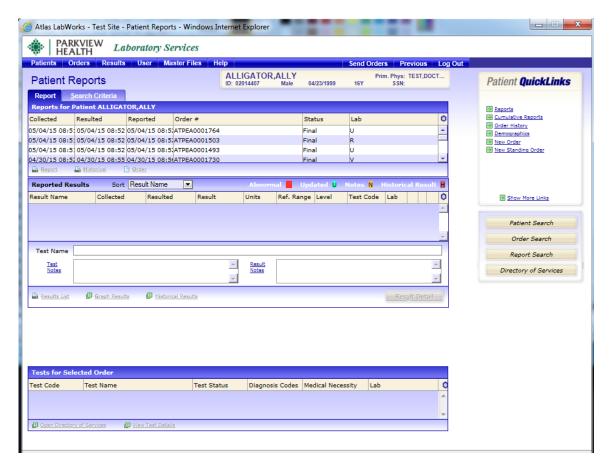


Tracks the history of patients' laboratory test results.

### To open the Patient Lab Reports screen:

- 1. Search for and select a patient record from the Patient Search Screen.
- 2. Then click Reports on the Patient QuickLinks.

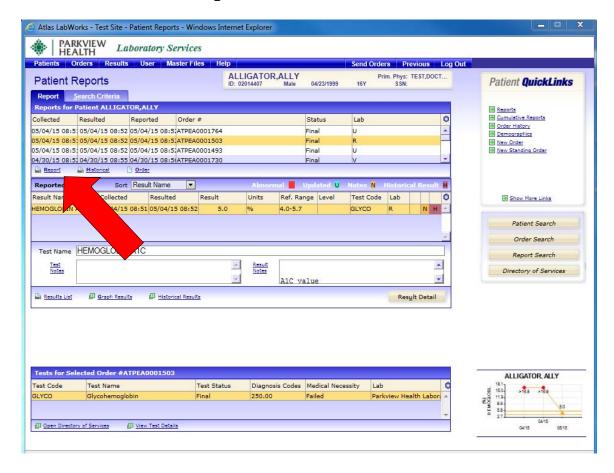
# **Report Screen: Continued**



Select (highlight) the lab order to preview results.

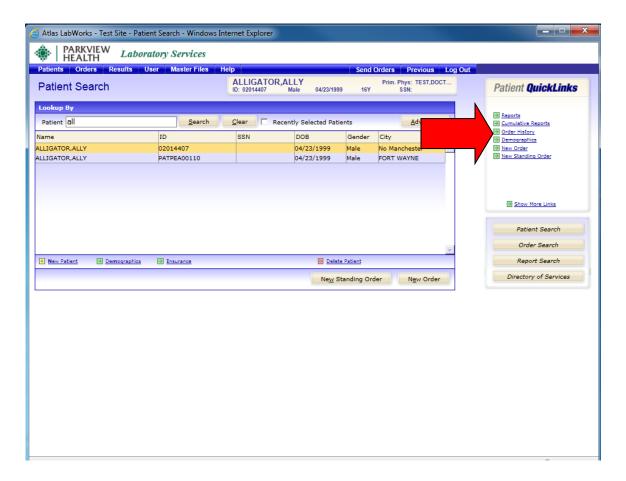
All abnormal test results are highlighted in red to call the users attention to deviations that may require immediate action.

# **Report Screen: Continued**



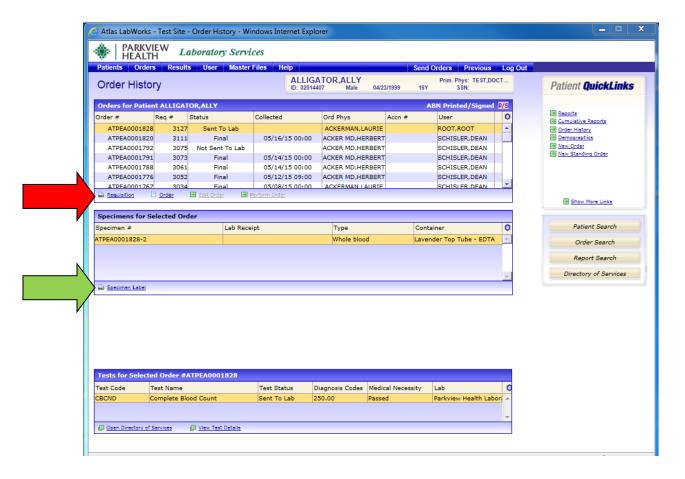
To Print the Lab Result click the [Report] link.

# **Reprinting Requisitions and Labels**



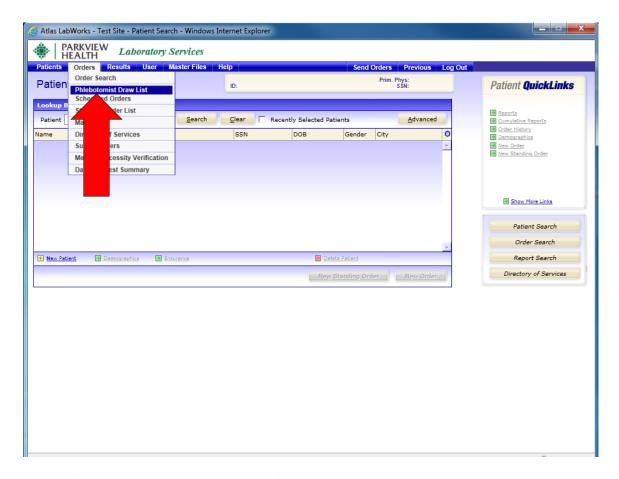
- 1. Go to the Patient Search Screen and select a patient (patient should be highlighted in yellow)
- 2. Click on [Order History] in the menu on the right

### **Reprinting Requisitions and Labels: Continued**

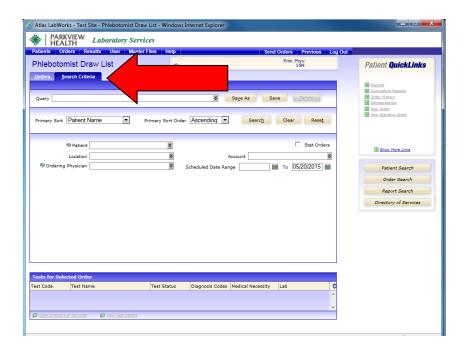


- 3. Select the appropriate Order# by highlighting it yellow
- 4. Click on the [Requisition] link to reprint order form
- 5. Click on [Specimen Label] to reprint labels

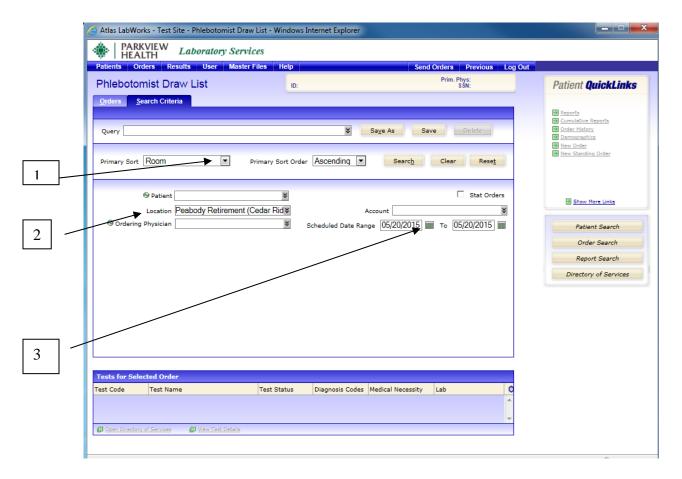
### **Phlebotomist Draw List**



- 1. On the top tool bar, click on [Orders] and then [Phlebotomy Draw List]
- 2. Click on the search criteria tab



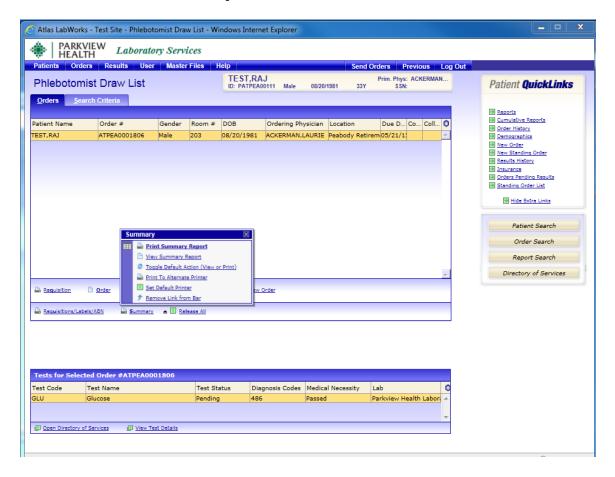
### **Phlebotomist Draw List: Continued**



#### **SEARCH OPTIONS**

- 1. Primary Sort: Room
- 2. Location: Choose site location- Choose individual location within the site and print each area separate.
- 3. Schedule Date Range: Choose Date of Draw List and place in both windows
- 4. Click on [Search]

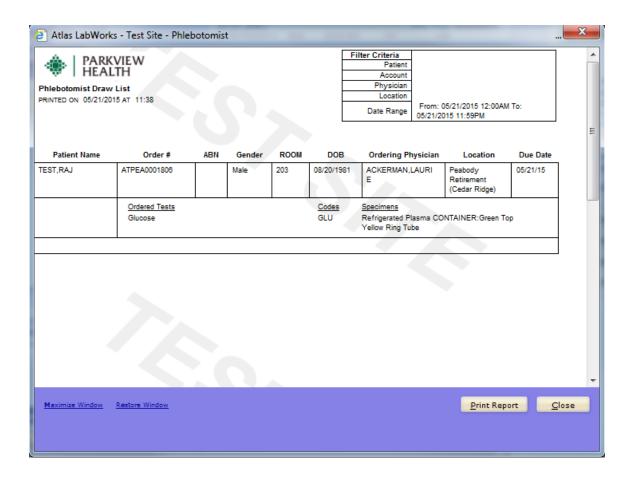
### **Phlebotomy Draw List: Continued**



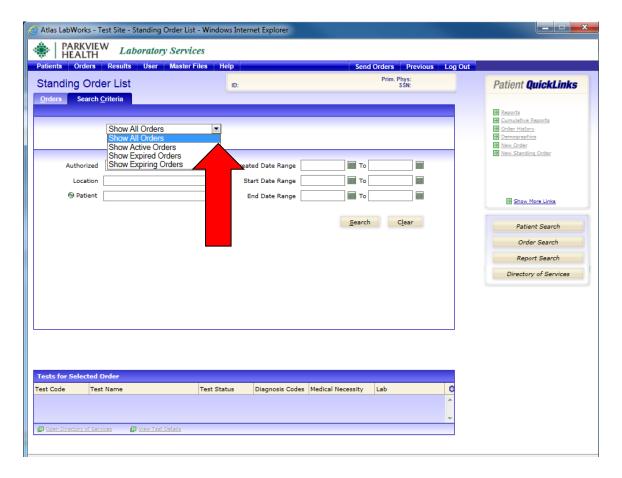
- 1. Click on the button to the right of Summary. The Summary box will open.
  - 2. Select [Print Summary Report] or [View Summary Report] to view Phlebotomy Draw List

See next page for an example of report.

# **Example of Phlebotomy Draw List**

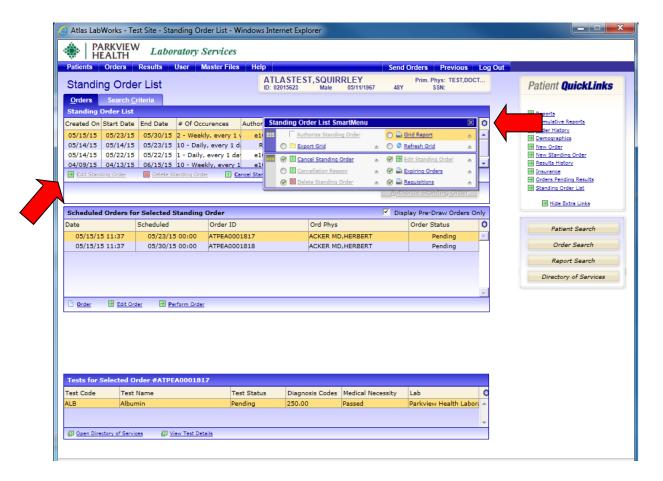


# **Standing Order List Review of Standing Orders**



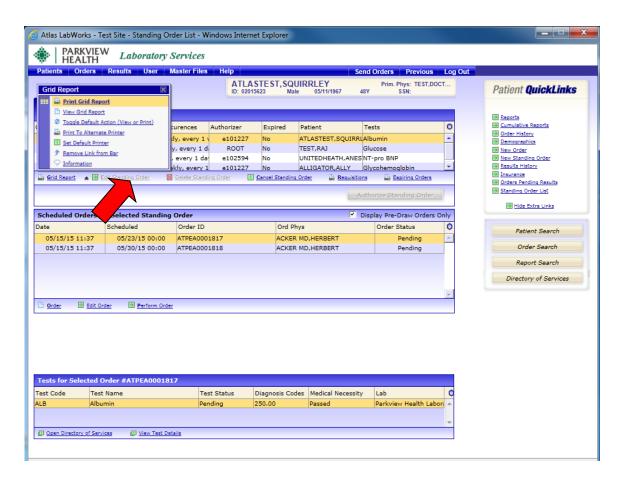
- 3. Click on [Orders] from the top tool bar
- 4. Click on [Standing Order List]
- 5. Click on the [Search Criteria] tab
- 6. Click on one of the following from the drop down menu: [Show Expiring Orders] Report will show orders to be expired by criteria [Show Expired Orders] Report will show orders that are expired [Show Active Orders] Report will show all active standing orders [Show All Orders] Report will show all orders
- 7. Click on [Show Expiring Orders]
- 8. Type in the number of days which orders will be expired. 30 days is preferred
- 9. Click on the [Search] button when finished

# **Standing Order List Review of Standing Orders: Continued**



10. If the [Grid Report] link does not show. Click on the smart menu icon on and select the Grid Report. This will place the link in the area indicated by the arrow.

### **Standing Order List Review of Standing Orders: Continued**



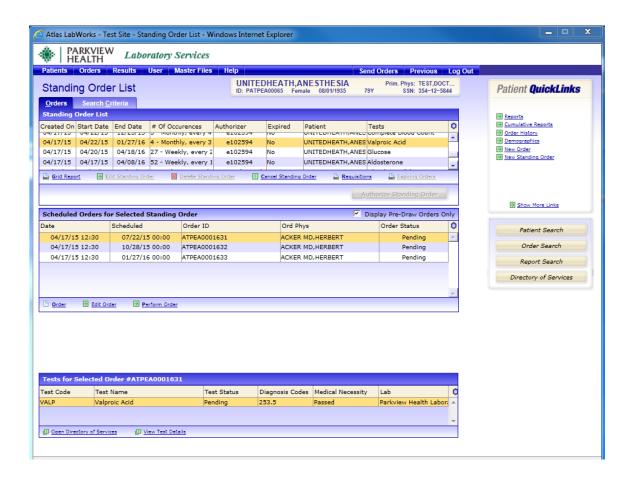
- 11. Click on the button to the right of Grid Report. The Grid Report box will open.
- 12. Select [Print Grid Report] or [View Grid Report] to view expiring orders

See next page for an example of report.

# **Example of Expiring Orders Report**



# **Standing Order List: Review of Standing Orders**



Valproic Acid order written on 4/17/17 for every 3 months to start on 4/22/17. Request will be order as every 3 months on the 4th Wednesday of each month. The last order will be drawn 1/27/18.

\*\*\* Therefore, it is important to run Standing Order Reviews monthly to capture all expiring orders in a timely manner.\*\*\*

If you position the mouse over the # of occurrences a text box will extend to view the full order. Ex. 4 - Monthly, every 3 months on 4th Wednesday