

Frequently Asked Questions

The following topics contain answers to frequently asked questions (FAQ) about the MayoACCESS application.

User Setup, Account Number, and Login

Q: Who can set up new MayoACCESS users?

A: Users that 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 and can thus set up new MayoACCESS users. To learn who can set up new users, check with the supervisor at your facility.

Q: When adding up a user must I begin the user ID with the 3-letter prefix?

A: Yes. Each facility is assigned a unique 3-letter prefix to quickly identify the user and the facility and to ensure that every user has a unique ID.

Q: I just set up a new user, but she is receiving a message that she does not have a 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, follow these steps:

1. Log in to the MayoACCESS application.
2. On the **System** menu, click **Users**.
3. On the Users page, locate and select the user.
4. Click the **Edit Locations** link.
5. Select the location for this user from the **Location** drop-down list.
6. Click **OK**. The new user should now be able to log in to the MayoACCESS application.

Q: My facility has multiple locations under one site. Do I need to remember each of the account numbers when I log in to the MayoACCESS application?

A: No. Your MayoACCESS user ID is set up with access to specific accounts. For a single-site location setup, when you log in, you immediately see your account. For a multiple-site location setup, when you log in, you are prompted to select the location that you want to access.

Q: I work in a facility with multiple locations for our site. How I do I switch between locations?

A: On the MayoACCESS pages where switching locations is an option, such as the Search Criteria for the Order Search or Reports pages, a **Location** drop-down list is available. Select the location that you want from this drop-down list.

Q: Must I log out to switch to a different site?

A: No. You can select a different site by clicking **Other Sites** on the **User** menu.

Q: Is there a quick way to view my account number while I am logged in?

A: Yes. Your account number is shown on the bottom of the MayoACCESS window.



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Q: I have not logged in to the MayoACCESS application for some time and now I am unable to log in. Why?

A: For security reasons, the MayoACCESS application inactivates a user after 180 days of inactivity. Contact your supervisor or anyone who belongs to the Client Supervisor security group, or higher, to activate your user ID. If no one with this authority is available, you can contact Mayo Clinic Laboratories to request user activation.

Note: When your user ID is activated, you must log in to the MayoACCESS application within 24 hours or your user ID is inactivated.

Q: How long will the MayoACCESS application remain open with no activity?

A: For security reasons, users are logged out of the MayoACCESS application after 30 minutes of inactivity.

Passwords

Q: Can I change my password whenever I choose?

A: You can change your passwords whenever you want. To change your password, go to your [Settings](#) page on mayocliniclabs.com and click **Edit**.

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 the MayoACCESS application?

A: No. You must use the Mayo Clinic Laboratories test ID when you order a test. If you do not know the test ID, click **Add Tests** on the New Order page to look up a test, or 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 box?

A: No. The test names are not shown on the Rapid Order page. If you want to view the test names, click **Add Tests** or use the standard order entry option.

Q: Is it possible to access the short list and custom profiles when I use the rapid order function?

A: Yes. Complete only the required fields on the Rapid Order page, and then click **Continue**. The short list is shown, and you have the option to open the custom profile 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, click **Directory of Services** on the **Orders** menu or click **Directory of Services** in the extended frameset.

Q: Can I format the way the information that I enter in Performing Lab Notes or Report Notes is displayed on the batch sheet or on the reports?

A: No, these fields are simply text boxes for transmitting additional information. Using formatting, such as carriage returns, does not change the formatting on the batch sheets or reports.

Q: What is a Miscellaneous (ZW) Test?

A: A Miscellaneous Test is defined as a generic code that is used for a Mayo Clinic Laboratories test or for referral test that is performed outside of Mayo Clinic Laboratories.

Q: Can I order multiple Miscellaneous (ZW) tests on one accession?

A: Yes. If you have multiple Miscellaneous tests going to the *same* referral lab (such as Focus), you can order up to four Miscellaneous tests in the same accession.

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 want to change a patient name after I have sent an order, but when I go to the Patient Demographics page, the **Name** text box is dimmed. How can I change the name for that patient and for that order?

A: You cannot change the patient information if tests results are pending for that patient. If you want to change the patient information, contact Mayo Clinic Laboratories. Mayo Clinic Laboratories will update the Laboratory Information System (LIS) to ensure that the test results are correctly identified for that patient.

Q: How do I change the patient information prior to sending another order when test results are pending and the **Name** text box is dimmed?

A: In this case, put the correct patient name in the **Name** text box when you order the test to ensure that the test order and all future test orders are correct.

Q: What constitutes a batch in the MayoACCESS application and is it confined to one batch sheet?

A: A batch is a set of orders separated by Location, Performing Lab, Temperature, and Special Conditions. A batch consists of no more than six orders, and the batch sheet might be printed on multiple pages.

Q: Must I 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 that I just closed?

A: Separate the specimens and batch sheets according to transport temperature. If there are multiple sheets for the same temperature of the same batch, fold them together and place them in a transport bag with the bar code facing out.

Q: How many orders does the MayoACCESS application allow per batch?

A: The MayoACCESS application batches up to six orders in a set.

Q: How can I add a test to an order after the order has been batched?

A: You can add a test to an order, even after the batch is closed. Follow the appropriate steps for your situation.

If the specimen is still at your facility, follow these steps:

1. Order the test in the MayoACCESS application.
2. In the **Performing Lab** text box, specify that this is a test update.

Note: If applicable, indicate whether Mayo Clinic Laboratories should share this specimen with other testing.

3. Close the batch.
4. Match the paperwork to the corresponding specimen, and send the specimen to Mayo Clinic Laboratories.

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

If the specimen is en route to Mayo Clinic Laboratories, follow these steps:

1. Order the test in the MayoACCESS application.
2. In the **Performing Lab** text box, specify that this is a test update.

Note: If applicable, indicate whether Mayo Clinic Laboratories should share this specimen with other testing.

3. Close the batch.

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

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

Q: Must I 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 on the batch sheet. However, you can optionally attach a copy of the Add Tests to an Order form to the batch sheet and send the form 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 that contains the order is closed, but before Mayo Clinic Laboratories receives the specimen, follow the instructions in [Cancelling a Test](#) on page 57.

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 the test and bills your facility.

Q: Must I write a note about cancelling a test 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 it is not necessary to write a note on the batch sheet. In addition, if the cancelled test is the only test in the batch, you need not send that paperwork to Mayo Clinic Laboratories.

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 that is 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. You cannot change the temperature in the MayoACCESS application, so you must cross out the temperature on the batch sheet and write in the correct shipping temperature in red ink. Be sure to package the specimen in the correct shipping temperature bag.

Q: When I ordered a test, I did not have all the information to answer the test questions and now the laboratory is missing information that is needed for testing. Is it acceptable to write the missing answers on the batch sheet?

A: No. You can enter the missing information in the MayoACCESS application before you close the batch that contains the order. If the information is missing when the batch that contains the order is closed, a missing information form is printed. Complete and fax the missing information form to Mayo Clinic Laboratories.

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

A: Yes. The preferred method for sending missing information is by using the missing information form. However, if you want to send additional paperwork, fax the information along with the missing information form to Mayo Clinic Laboratories.

Q: Sometimes additional information relates to a specimen, such as a shared specimen, an additional specimen, or a difficult collection, that I want to share 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, it is preferred that you instead use the **Performing Lab Notes** text box on the Order Details page. The information in this text box is printed on the batch sheet and sent to Mayo Clinic Laboratories.

Q: Many of the questions in the MayoACCESS application allow free-form text entry. Is there a preferred answer 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	<p>Enter the duration as one of the following values:</p> <ul style="list-style-type: none"> • 12 • 24 • Random <p>Do not add other text, such as <code>hours</code> or <code>hrs</code>.</p>
Volume	<p>Enter the volume as a number, such as 250 or 1200.</p> <p>Do not add text, such as <code>milliliters</code> or <code>ml</code>.</p>
Source	<p>Be very specific when you enter a source. The more detailed, the better. Examples include <code>Left Eye</code>, <code>Right Big Toe</code>, <code>Left Forearm</code>.</p>
Dosage	<p>Enter the dosage as a number, such as 5. Do not enter text, such as <code>mg</code>.</p>
Time	<p>Enter the time in military format. For example, enter <code>0200</code> for 2:00 a.m. or <code>1400</code> for 2:00 p.m.</p> <p>Tip: You can enter <code>N</code> for the current time.</p>
Date	<p>Enter the date in the following format:</p> <p><code>MM/DD/YYYY</code></p> <p>For example: <code>02/14/2014</code></p> <p>Tip: You can enter <code>T</code> for today's date, or you can enter <code>T+n</code> for a future date, where <i>n</i> is the number of days from today. For example, enter <code>T+1</code> for tomorrow's date.</p>

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

A: The MayoACCESS application can address some special billing circumstances. Contact the Mayo Clinic Laboratories billing office at 800-447-6424 for options of how demographics should be delivered. Do not write or stamp billing information on the batch sheet.

Q: Can I reprint labels, orders, batch sheets, and missing information forms in the MayoACCESS application?

A: Yes. On the **Orders** menu, click **Order Search**. You can view and print any of these items from that page.

Tip: You can access the functions to print specimen labels, orders, missing information forms, and batch sheets from the SmartMenu.

Q: Must I 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 the 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 on specimen containers?

A: It is not required, but Mayo Clinic Laboratories strongly recommends that you place a single piece of tape over the labels on frozen specimens to prevent the labels from coming off in transit. Labels that come off in transit cause delayed turnaround time and require another specimen collection because the 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: When shipping, how should I fold the batch sheet to protect patient privacy?

A: Fold the batch sheet in 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.

Q: Why does my batch sheet split the order onto different accessions, when I order two tests on a single order, where one test was for a Microbiology test and the other for 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. The test results will return to a single order in the MayoACCESS application and to 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 accession numbers?

A: The default MayoACCESS setting for reusing accession numbers is 75 days. You can change this number to match for your Laboratory Information System (LIS).

Q: I ordered a test in my LIS, but when I logged into the MayoACCESS application to close the batch, the order was unbatchable. How do I fix the order so I can close the batch?

A: Use the MayoACCESS application to determine the reason for the unbatchable order, and then correct the order in your LIS and retransmit the order to the MayoACCESS application. If applicable, you might need to cancel the test in the MayoACCESS application as well as in your LIS.

Q: What if I cannot fix the problem and retransmit the order from my LIS?

A: If you are unable to fix and retransmit the order from your LIS, change the order in the MayoACCESS application to get it ready for batching, and then correct the order 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 need monitor the orders that are 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 the MayoACCESS application?

A: The MayoACCESS application permanently stores all records. That means that you can view and print a result report at any time.

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