

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 123.

For information about custom profiles, see [Creating a Custom Profile](#) on page 121.

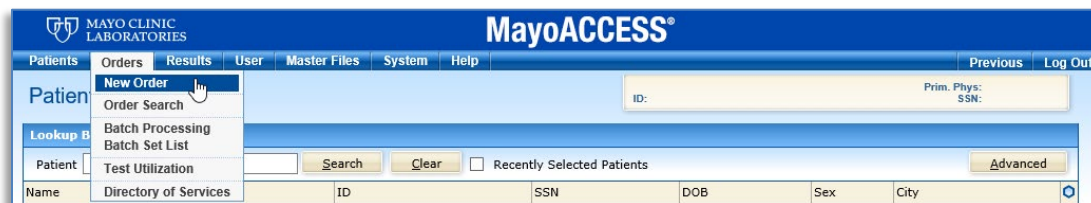
You can also order a test when the MayoACCESS application is not available. The following topics describe how to use these methods for ordering a test.

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 25.

- 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 30.

- 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 31.

- In the **Ordering Location** text box, verify that the ordering location is correct.
- Specify the following information for this order. Required information is indicated with highlighted fields on the page.

Field	Instructions
Ordering Physician	Specify the name of the physician who ordered the test.
NPI	Specify the National Provider Identifier for the physician who ordered the test.
Set Callbacks	Request a phone call with the test results.
Set Faxbacks	Request a fax with the test results.
Order #	Specify your order number or Laboratory Information System (LIS) accession number. This number is used to track the status of the order.
Collected Date	Specify the date that the specimen was collected.

Field	Instructions
	Tip: You can enter T for today's date, or T-n for a past date where <i>n</i> is the number of days before today. For example, enter T-1 for yesterday's date.
Collected Time	Specify the time, in military form, that the specimen was collected. Tip: You can enter N for the current time.
Report Notes	Specify any notes that you want to display on the laboratory service report.
Performing Lab Notes	Specify any notes that you want to send to Mayo Clinic Laboratories. These notes are stored with the order.

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 20.

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 42.

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 44.

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 Clinic Laboratories. For instructions, see [Batching Test Orders](#) on page 61.

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 123. For information about custom profiles, see [Creating a Custom Profile](#) on page 121.

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.

The screenshot shows the MayoACCESS web application interface. The top navigation bar includes 'Patients', 'Orders', 'Results', 'User', 'Master Files', 'System', and 'Help'. The 'Orders' menu is open, and 'New Order' is highlighted. Below the menu, there are search fields for 'Patient ID' and 'Patient Name', and a 'Search' button. The interface also shows fields for 'ID', 'Prim. Phys.', and 'SSN'.

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 25.
- 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 30.

The screenshot shows the 'New Order' form in the MayoACCESS interface. The form is divided into several sections: 'Patient Information' (Patient ID, Prefix, Patient (L,F,M), Suffix, DOB, Sex), 'Ordering Information' (Ordering Location, Ordering Physician, NPI, Set Callbacks, Set Faxbacks), and 'Order Details' (Order #, Date, Time, Tests, Report Note, Perf Lab Note). The 'Patient ID' field is highlighted in yellow. The form also includes buttons for 'Cancel', 'Clear', 'Standard Order Entry', and 'Continue'.

3. Verify that the patient information is correct.
For instructions, see [Changing Patient Information](#) on page 31.
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.

Field	Instructions
Ordering Physician	Specify the name of the physician who ordered the test.
Set Callbacks	Request a phone call with the test results.
Set Faxbacks	Request a fax with the test results.
Order #	Specify your order number or Laboratory Information System (LIS) accession number. This number is used to track the status of the order.
Collected Date	Specify the date that the specimen was collected. Tip: You can enter T for today's date, or T+n for a future date where <i>n</i> is the number of days from today. For example, enter T+1 for tomorrow's date.
Collected Time	Specify the time, in military format, that the specimen was collected. Tip: You can enter N for the current time.
Report Notes	Specify any notes that you want to display on the laboratory service report.
Performing Lab	Specify any notes that you want to send to Mayo Clinic Laboratories. These notes are stored with the order.

6. Click Standard Order Entry.

The Order Information page is shown.

New Order

Ord. Phys: Test Physi...
Order #: 8675309-3
Accn #:

TEST, BRIAN
ID: C7000003-0... Male 04/04/1924 96Y Prim. Phys: SSN:

Order Information [Edit Patient Details](#)

Order # 8675309-3
Accession #
Ordering Physician **Test Physician**
Billing Type **Account**

Date 03/29/2021 Time 10:30
User
Ordering Location **C7000003-MayoAccess In**

Specimen Collector
Encounter
 Set Callbacks Set Faxbacks

Report Note
Perf Lab Note

Cancel Continue

Tip: To change patient information, click the **Edit Patient Details** link. For information about changing the patient information, see [Changing Patient Information](#) on page 31.

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 20.

- 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.

The screenshot shows the 'New Order' interface. At the top, there are tabs for 'Order Info', 'Tests', 'Diagnosis Codes', and 'Questions'. The 'Tests' tab is active. Below the tabs, there is a 'Keyword' search box and a checked 'Include Obsolete Tests' checkbox. The 'Short List' section displays a grid of test options, each with a checkbox and a label. The tests listed include AAT Alpha-1-Antitrypsin, S; CATU Catecholamine Fract,...; HPV HPV with Genotyping,...; HODGE [OBSOLETE]...; 5468 [OBSOLETE]...; FRBC [OBSOLETE] Folate,...; 5434 [OBSOLETE]...; SDEL [OBSOLETE]...; P53KM [OBSOLETE] TP53...; and TCGRV T Cell Receptor... Below the list is an empty table with columns for 'Ordered Test' and 'Code'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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 42.

14. If you selected the **Set Faxbacks** check box, specify the faxback settings for this order.

For instructions, see [Specifying Faxbacks](#) on page 44.

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 Clinic Laboratories. For instructions, see [Batching Test Orders](#) on page 61.

Ordering a Test When MayoACCESS Is Unavailable

Mayo Clinic 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](#) on the Mayo Clinic Laboratories website (Mayocliniclabs.com/customer-service/forms/downtime.html).
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 Clinic 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**.

The screenshot shows the 'Order Details' page in the MayoACCESS system. At the top, there are tabs for 'Order Info', 'Tests', 'Diagnosis Codes', and 'Questions'. The 'Questions' tab is active. Below the tabs, there is a section for 'Test Questions' with a yellow background. The test name is 'Catecholamine Fract, Free, U (Rochester Campus) / CATU'. There are two input fields: 'Collection Duration' and 'Urine Volume', each with an information icon (i) to its left. At the bottom of the form, there are two buttons: 'Cancel' and '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

Test Name	Test Status	Set Callback
Alpha-1-Antitrypsin, S	Not Sent To Lab	<input type="checkbox"/>
Angiotensin Converting Enzyme, S	Not Sent To Lab	<input type="checkbox"/>
Catecholamine Fract, Free, U	Not Sent To Lab	<input type="checkbox"/>
Ibuprofen (Motrin, Advil, Nuprin)	Not Sent To Lab	<input type="checkbox"/>

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.

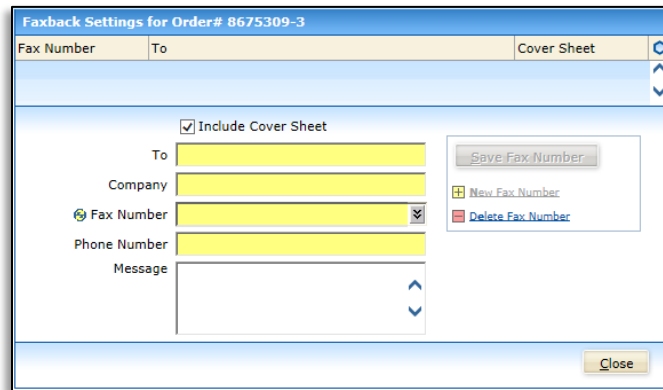
To add callback information to a completed or integrated test order, follow the steps in [Changing an Order before Closing the Batch](#) on page 55, and then click the **Set Callbacks** check box on the Order Information page.

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 55, and then click the **Set Faxbacks** check box on the Order Information page.