

Web Client Instructions – *Simplifying the Process*



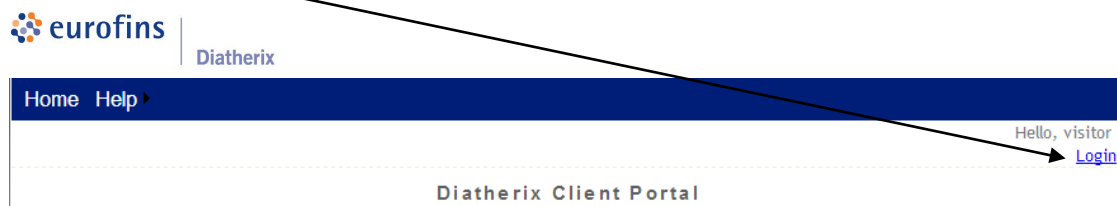
Logging In:

We suggest using Microsoft Edge, Google Chrome, or Firefox as your browser.

Go to **eurofins-diatherix.com** and click on **Client Login**.



Then click on **Login** at the top right of the screen.



Enter your **Username** and **Password** and click on **Log In**

The *FIRST* time you login, go to **Help** and change your password. The password must be at least 7 characters and contain at least one non-alphanumeric character (! or @, etc.).

A screenshot of the Diatherix Client Portal login form. The header shows the eurofins logo and "Diatherix". Below it is a dark blue navigation bar with "Home" and "Help" links. The main heading of the page is "Log In". The form contains two input fields: "User Name:" and "Password:". Below the "Password:" field is a checkbox labeled "Remember me next time." and a "Log In" button. A callout box with an arrow pointing to the input fields contains the text: "Enter your unique user name (assigned by Eurofins Diatherix) and your password (assigned by you)".

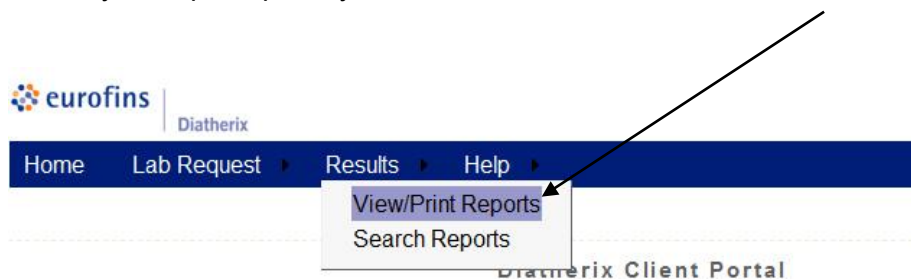
Helpful hints before you get started entering data:

- You can type in all lowercase letters and the system will capitalize for you.
- You move from field to field by using the TAB key.
- You may enter a date without “/” marks. For example, if the date is 8/24/2009 you can type 8 2 4 2 0 0 9 and the system will format it.
- You may enter a time without using the “:” by typing as follows: if the time collected is 8:23 AM, type 8 2 3 a and if the time is 12:54 PM, type 1 2 5 4 p.)

Viewing and Printing Reports:

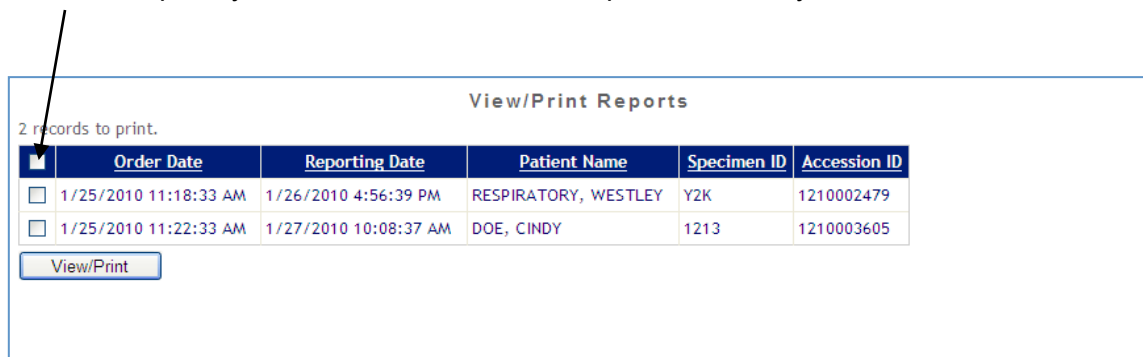
This is the first option you will use to view and/or print your reports. All of your new reports will be found on this screen. You can view and/or print reports individually or you can print all of the new reports at one time.

To View/ Print your reports place your cursor on **Results** and choose **View/Print Reports**.



A new screen will be displayed showing new reports that are available for printing.

Place a **check mark** in the box at the top to view or print all reports. Or you may place a check mark in the boxes beside the reports you would like to view and or print individually.



Please Note: Once a report is viewed or printed, it will be removed from this list. You may still access that report by going to **Search Reports/Reported/** and search by using available data. (See page 6)

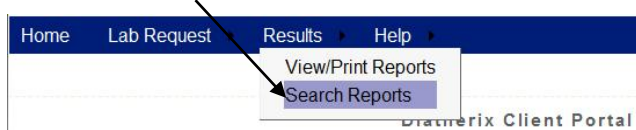
A PDF will be created for each of the test(s) chosen. Just click on  to print if you desire. If a print icon is not visible, hover your mouse over the upper left portion of the PDF and a menu bar with a print icon should appear. *It is recommended to choose all reports as shown above so that all available reports will print.*



Search Reports:

Use this option as a tool to check status of your reports.

Choose **Results/Search Reports**



You may now search by the status of your reports:

- Choose: **Ordered** – the request has been submitted and a laboratory request has been generated
- In Process** – the specimen has been received by Eurofins Diatherix and is being processed
- Reported** – the results are available and stored in the system
- Delayed** – there is an issue with testing the sample in the lab and results will be delayed

To view requests that have been submitted to Eurofins Diatherix, choose the status of **ordered** from the drop down menu options.

Wib ID	Patient Name	Specimen ID	Ordered	Status
1410002113	DIATHERIX, SALLY	ABC1	1/25/2010	Ordered
1410002115	DIATHERIX, STEVEN	ZEB1	1/25/2010	Ordered
1410002123	DOE, JAMIE	9365	1/25/2010	Ordered
1410002125	PANEL, REBECCA	5623	1/25/2010	Ordered
1410002127	REQUEST, KEITH	7777	1/25/2010	Ordered
1410003430	DIATHERIX, SALLY	ABC1	2/10/2010	Ordered
1410006137	CREEKMORE, KYM		3/22/2010	Ordered
1410007693	JAMES, WARD		5/24/2010	Ordered

After clicking on **search** your qualifying data will populate. You may click on the **Wib ID** to view the request in its entirety. (You may limit your responses by entering more criteria for the search.)

To view requests that are in process at Eurofins Diatherix, choose the status of **In Process** from the status drop down menu options.

The screenshot shows the 'Search Reports' page. At the top is a navigation bar with 'Home', 'Lab Request', 'Results', and 'Help'. On the right, it says 'Hi, wb2134' and has a 'Logout' link. The 'Status' dropdown menu is set to 'In Process'. The search criteria fields are: Start Date (1/1/2010), End Date (1/21/2011), Patient ID, Last Name, Spec. ID, Physician (ALL), and Accession. A 'Search' button is at the bottom of the form. The results table shows four entries, all with a status of 'Received'.

Patient Name	Specimen ID	Ordered	Status	Accession ID
DIATHERIX, STEVEN	ZEB1	1/25/2010	Received	1210003602
DIATHERIX, KAREN	8796	1/25/2010	Received	1210003601
PANEL, RANDY	8541	1/25/2010	Received	1210003603
REQUEST, HOLLY	2589	1/25/2010	Received	1210003604

After clicking on **search** your requested data will appear.

You may view any of these orders by clicking on the **Wib ID** numbers.

Once a patient's results have been reported, the patient will be shown under the **Reported** status. To view requests that have been reported by Eurofins Diatherix, choose the status of reported from the status drop down menu options.

The screenshot shows the 'Search Reports' page with the 'Status' dropdown menu set to 'Reported'. The search criteria fields are: Start Date (1/1/2010), End Date (1/21/2011), Patient ID, Last Name, Spec. ID, Physician (ALL), and Accession. A 'Search' button is at the bottom of the form. The results table shows five entries, all with a status of 'Reported'.

Patient Name	Specimen ID	Ordered	Status	Accession ID
RESPIRATORY, JANE		1/23/2010	Reported	1210003195
RESPIRATORY, WESTLEY	Y2K	1/25/2010	Reported	1210002479
DOE, CINDY	1213	1/25/2010	Reported	1210003605
DOE, JOHNNIE	8722	1/25/2010	Reported	1210002827
MILLER, DAVID	4356	10/4/2010	Reported	1210017290

You may view and print an individual patient's results by clicking on the **Accession ID**. This option will assist you in re-printing a test that has previously been reported.

Creating a Lab Request:

Under the **Lab Request** tab; click on **Submit Lab Request**.



STEP 1: Fill in the appropriate fields; note that some fields are required.

STEP 1 of 3

First Name		Middle Initial	
Last Name		Patient ID #	
Gender		Date of Birth	
Date Collected	2/18/2021	Time Collected	
Ordering Physician		Specimen ID#	
Race	Unknown	Ethnicity	Unknown
Comments			
Test		Specimen Source	
Pregnant?			

Billing Section:

Bill To: ☐ Client ☐ Insurance ☐ Patient

Please enter Patient's billing address

Guarantor Name

Address Line 1

Address Line 2 (optional)

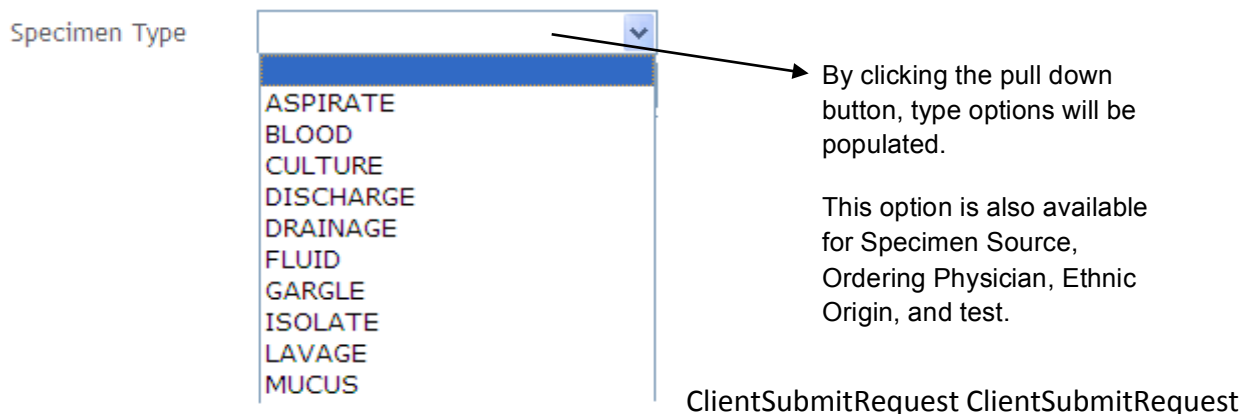
City: State Zip

Phone (optional)

Please enter 1 to 4 ICD codes (required if insurance billing)

ICD Code	Validate Code	ICD Short Description
	Validate Code	
	Validate Code	
	Validate Code	
	Validate Code	

Choose a **Specimen Source** from the pull-down menu. (HINT: You may also type the first letter, such as S and Sputum will be chosen. You can scroll up and down this list.)



Choose a **Specimen Source** from the pull-down menu. (HINT: You may also type the first letter, such as W and Wound will be chosen. You can scroll up and down this list.)

Choose the **Ordering Physician**. (All of the physicians at your location should be on the list. If the Ordering Physician is not on the list, choose any physician on the list and enter the Ordering Physician's name in the Comment field or write the Ordering Physician's name on the printed Lab Request. It will be added at the lab.)

You can enter a **Specimen ID** if you assign a unique number to the specimen. This is not the catalog number on the tube, but rather a unique number assigned by you. This will appear on the report.

You can add any **Comment** you wish in the Comments field.

Select a **test** by clicking next to the test you want to order. (Only one test can be ordered per request.)

In the **Billing Section**, the patient/insurance option is preselected. However, if your facility is set up as client bill, please select the client button and do not enter any diagnosis codes. If patient/insurance is correct you will need to enter at least one valid ICD code, or more, depending on the diagnoses assigned by your physician. Click the validate code button to verify that your code is valid. If it is invalid you will be notified in the adjacent box and need to correct it. To lookup current ICD codes at any time, click on the binocular icon to the left of the desired field. A search engine will appear where you can enter the type of condition and or symptoms to search for an appropriate diagnosis code. Click the Add button beside the desired diagnosis code to enter it on the "Submit a Lab Request" page. We suggest using Microsoft Edge, Google Chrome, or Firefox as your browser.

Click **Continue** and you will be taken to the verification screen where you can look at the data you have entered.

STEP 2: Verify the information you have entered. From the verification screen, you can: Choose **Edit** and change any of the information you have entered, or Choose **Submit** and be taken to a Step 3 to print the Laboratory Request.

Note: Please make sure all information is correct before submitting Lab request.

Submit

Edit

Cancel

You must print the Request either by clicking on the  at the top left hand corner of the Request window. If a print icon is not visible, hover your mouse over the upper left portion of the PDF and a menu bar with a print icon should appear.

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 **Diatherix** **LABORATORY REPORT** Diatherix Laboratories, LLC
601 Genome Way, Suite 2100 / Huntsville, AL 35806
Phone: 866.979.4242 / Fax: 256.327.0984 / CLIA ID: 01D1085737

PATIENT:		ORDERING PHYSICIAN:	
The Flash	ID: flash1	Name: Presley, Elvis	
Gender: M	Age: 0	DOB: 02/02/40	Phone: 800-867-5309
SPECIMEN:		CLIENT:	
Source: Bronchial	Collected: 12/15/20	Name: SALES REP TEST CLIENT	
Specimen ID: s123	Received: 12/15/20	Code: 2500000508	
Accession ID: 2290000006	Reported:	Address: 601 GENOME WAY STE 4208 HUNTSVILLE, AL 35806	

After printing, you have the option to **Create Another** request or return **Home** by clicking **Finished**.

*If you need to reprint a Request that is already complete, go to the **Results** tab and select **Search Reports**. Click on **Search** (at the bottom) and under **Ordered** status you will see a list of the patients that have orders. Click on the **WIB ID** by the patient's name and you will see the Request. Click on the printer icon to reprint the Request.

If you have any questions or need additional assistance on our Web Client service please contact the Eurofins Diatherix Client Services Department at 866.979.4242.