

Mississippi Public Health Laboratory Clinical Services Result Portal User Guide

I. Results Portal Access:

Two ways exist to access the MPHL Clinical Services Result Portal Home Page:

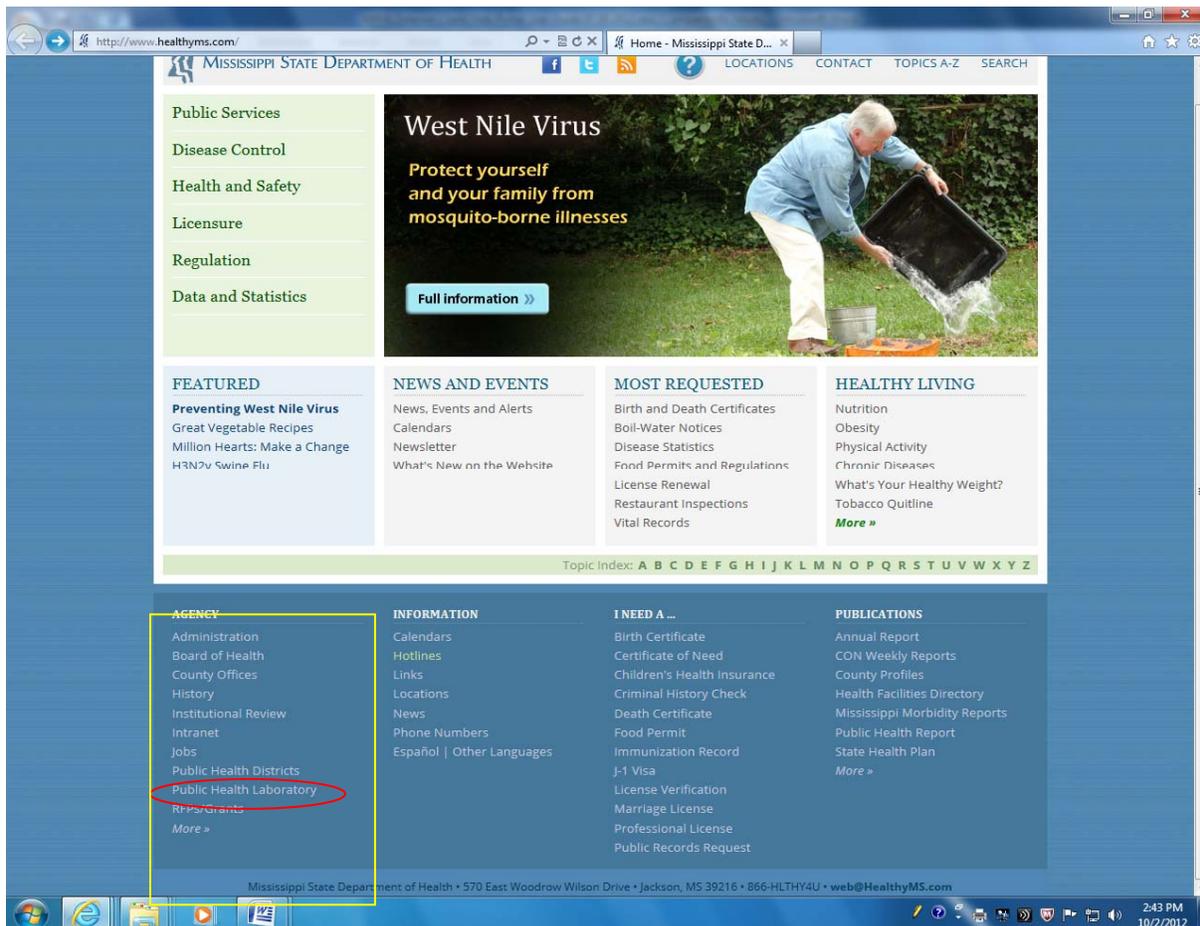
1. Open your internet browser and enter the below URL:

<https://apps.msdh.ms.gov/CSP/msph/apollo.csp>

OR

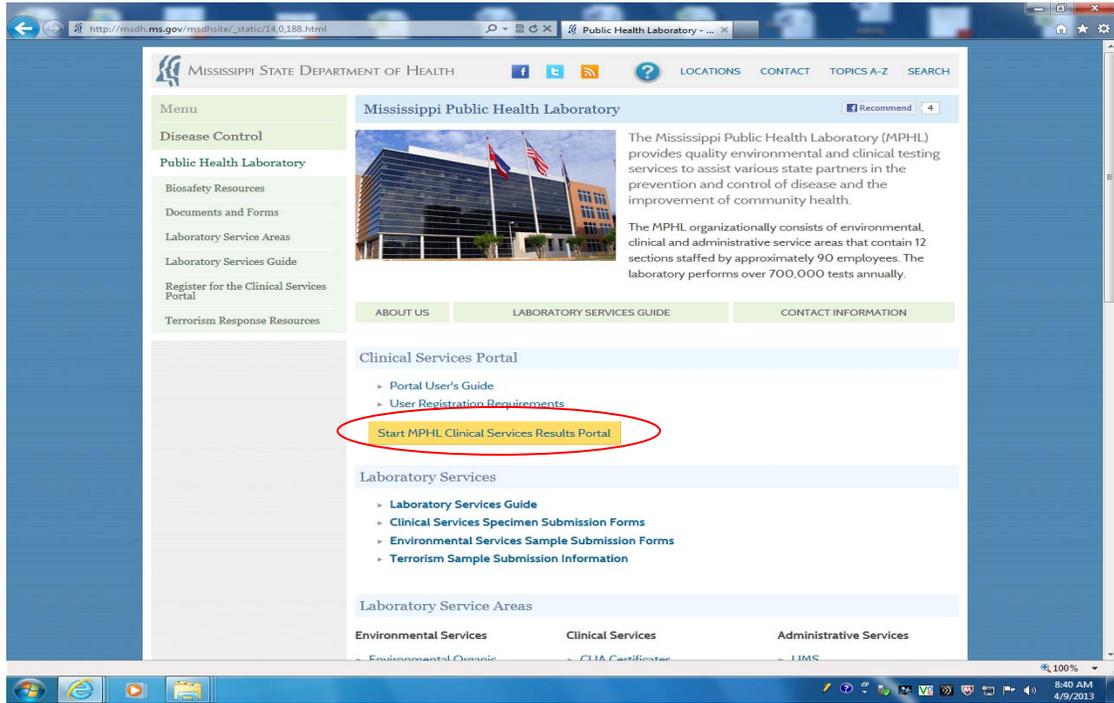
2. Locate the link on the MSDH website as shown below:

- a. Enter <http://www.healthyms.com/> from your internet home page.
- b. Find the “Agency” list in the lower left-hand corner of the MSDH home screen (yellow square, picture 1). Click on the “Public Health Laboratory” (red circle, picture 1).



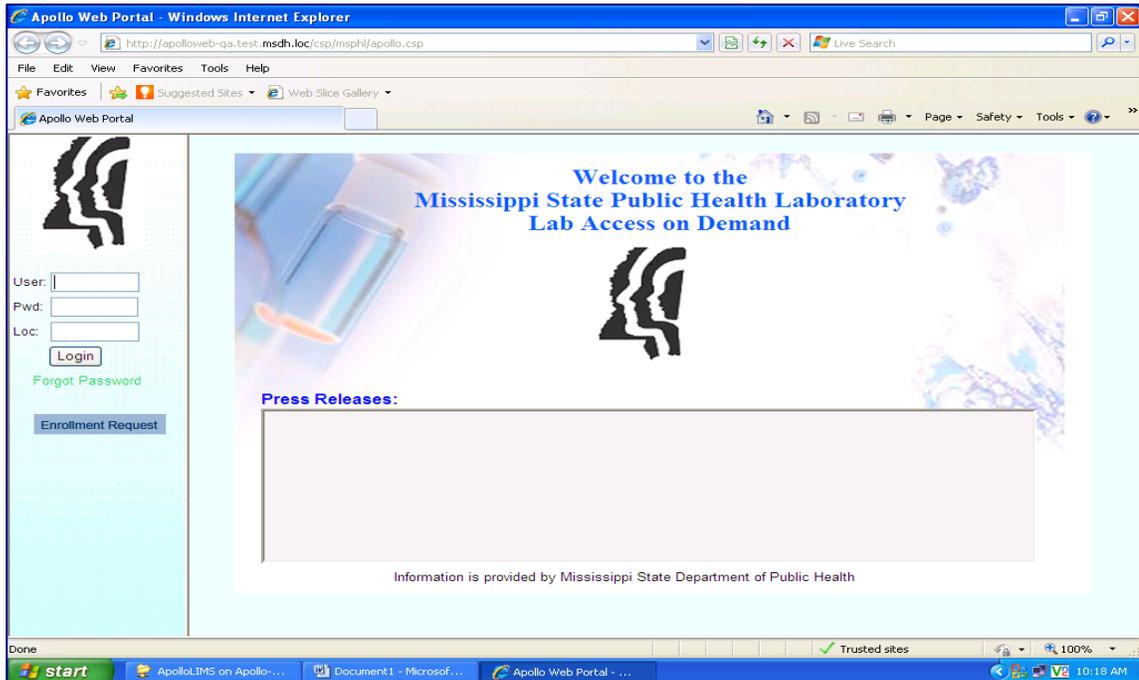
Picture 1: MSDH Home Page. Agency section identified in yellow square. Public Health Laboratory link circled in red.

- a. Under Clinical Services Portal, Click on “Start MPHL Clinical Services Results Portal”.



Picture 2: MPHL Home Page. Start MPHL Clinical Services Result Portal Link circled in red.

- 3. The Clinical Services Result Portal home page is shown in Picture 3 below.



Picture 3: MPHL Clinical Services Results Portal Home Page

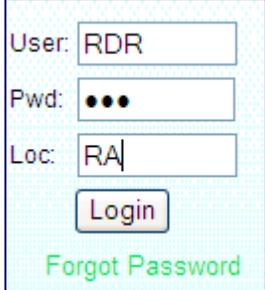
II. System Log-In

1. Enter the User Identification, Password and Client Location Code that you were provided by the MPHL into the appropriate log-in field shown below. Please press each key slowly and distinctly to avoid typing mistakes.

User Identification

Password

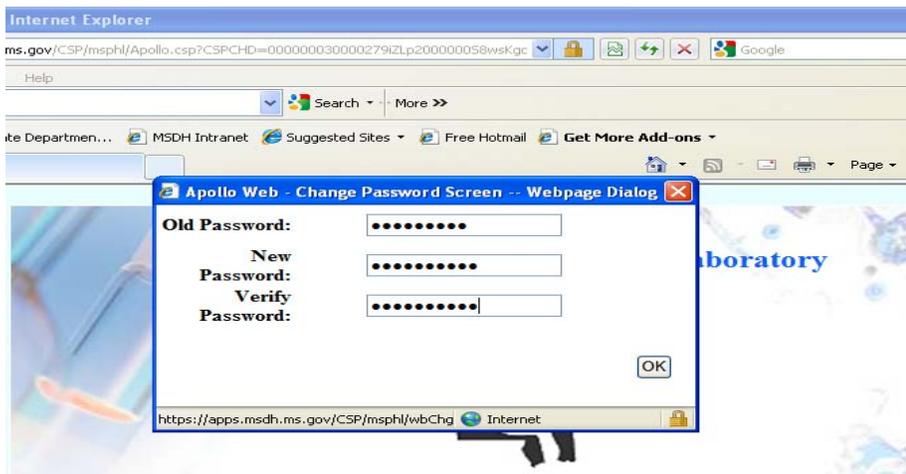
Client Location Code



User:	<input type="text" value="RDR"/>
Pwd:	<input type="password" value="..."/>
Loc:	<input type="text" value="RA"/>
<input type="button" value="Login"/>	
Forgot Password	

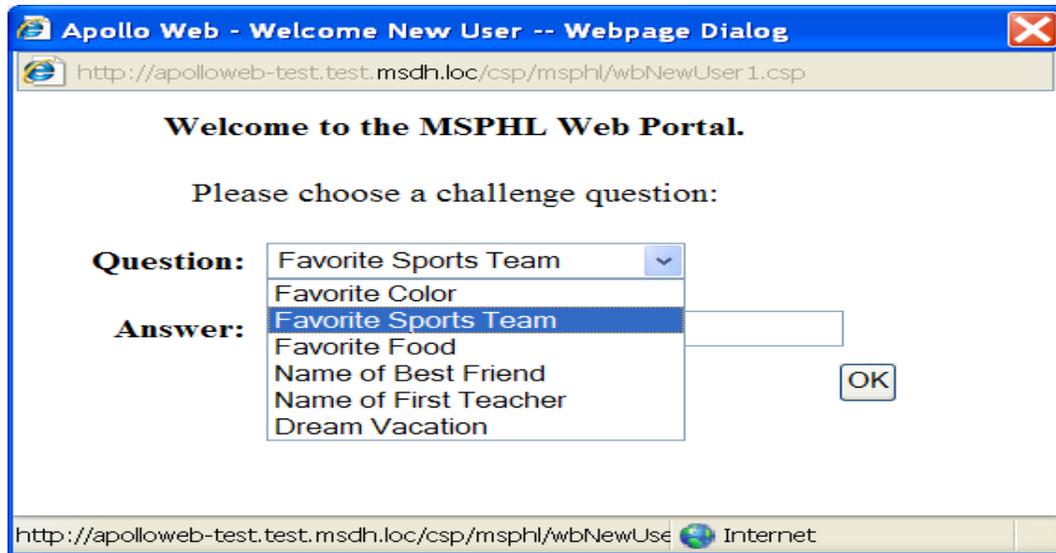
Picture 4: System Log-In Screen Area

2. Use the <Mouse> to click the [Login] button.
3. After your first log-in, the system will prompt you to change and verify a new password using the below screen. Please enter your current password into the Old Password Field and then choose a new password that includes the following: 8 characters consisting of at least 1 uppercase letter, 1 lowercase letter and 1 non-alphabetic variable. Click the Ok button to continue.



Picture 5: New Password Selection Screen

4. You will use your new password for all future log-in attempts.
5. After you log into the system a second time, you will be presented with a list of password re-set challenge questions. See picture 6 below for a screen shot of an example challenge question. You will be required to select your preferred question AND the appropriate answer. Be sure that the answer is something you will remember. The MPHL has no record of your answer.



Picture 6: Challenge Question Pick Screen

6. Your chosen challenge question and answer may be utilized as described in section III to reset a forgotten password.

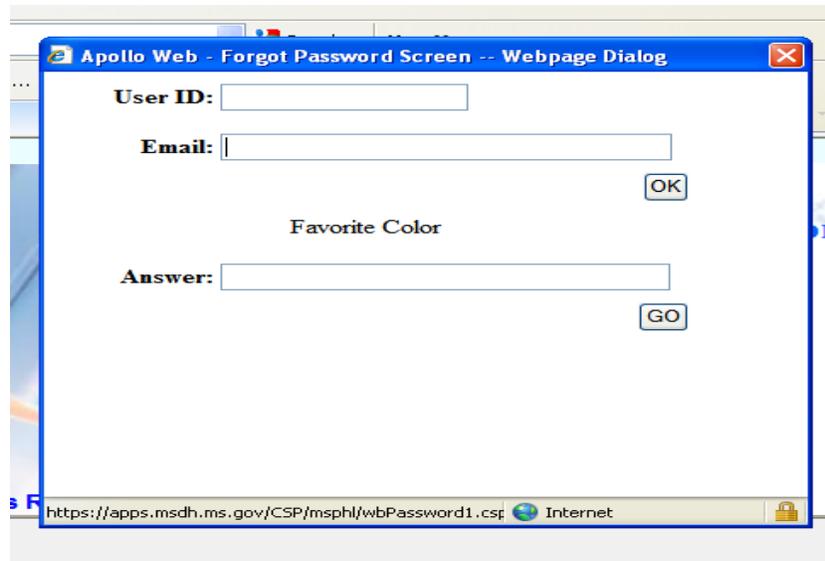
III. User Password Re-set Option

1. The Clinical Services Result Portal system has functionality that will allow you to reset a forgotten password without laboratory assistance. This functionality can be used if the incorrect/forgotten password has been attempted NO MORE than twice.
2. If you have forgotten your password and are unable to log-in to the system, IMMEDIATELY enter your user ID and click on the green **“Forgot Password”** (circled in red below) that is displayed under the LOGIN area.



Picture 7: Location for Requesting New Password

3. Enter your assigned Clinical Services Result Portal User ID, email address, and pre-selected challenge question and answer in the window pop-up shown below in picture 8. Click OK.



Picture 8: New Password Request Screen

4. You will immediately receive a message that contains a temporary password to email address provided at registration. See the following example below.

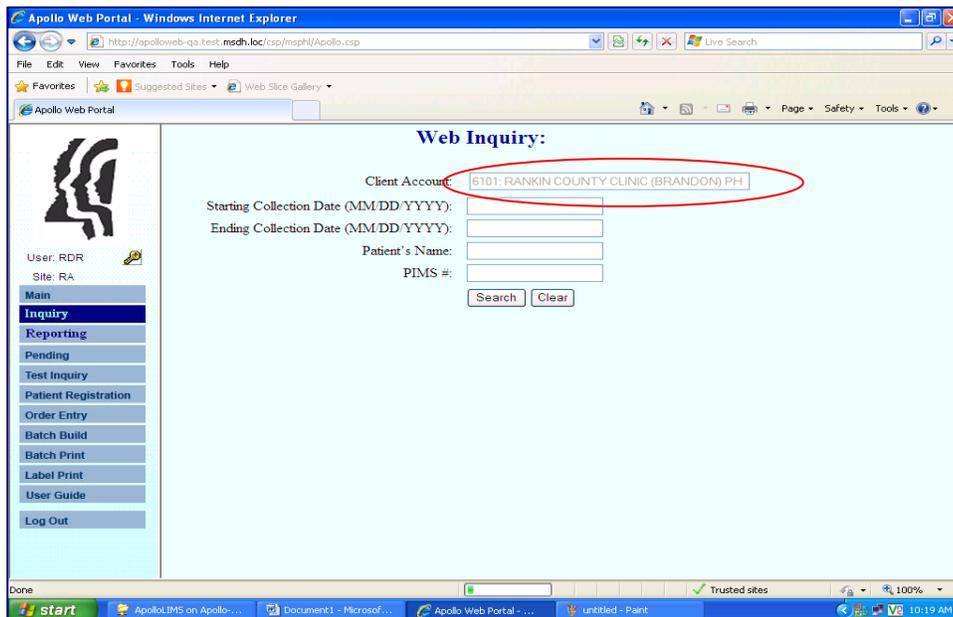
From: MSPHL@MSDH.STATE.MS.US
Sent: Tuesday, August 09, 2011 5:45 PM
To: Doe, Joe
Subject: Mississippi Department of Health - Lab Results Portal
You have requested that your Web Portal Password be sent.
Your password has been set to: **8j0n957e32**
You will be asked to change once you have logged on

5. Retrieve your new password from your email account and log-in to the system. At log-in, you will again be asked to reset your password using the Screen shown in Picture 4. Please refer to Section II, System Log-In for additional screen use guidance.

Note: The green **"Forgot Password"** is no longer functional after three (3) or more unsuccessful log-in attempts. You will be required to email the MPHL at LIMSadmin@msdh.state.ms.us to request that your ApolloLIMS WEB account be reset.

IV. Patient Web Inquiry Function

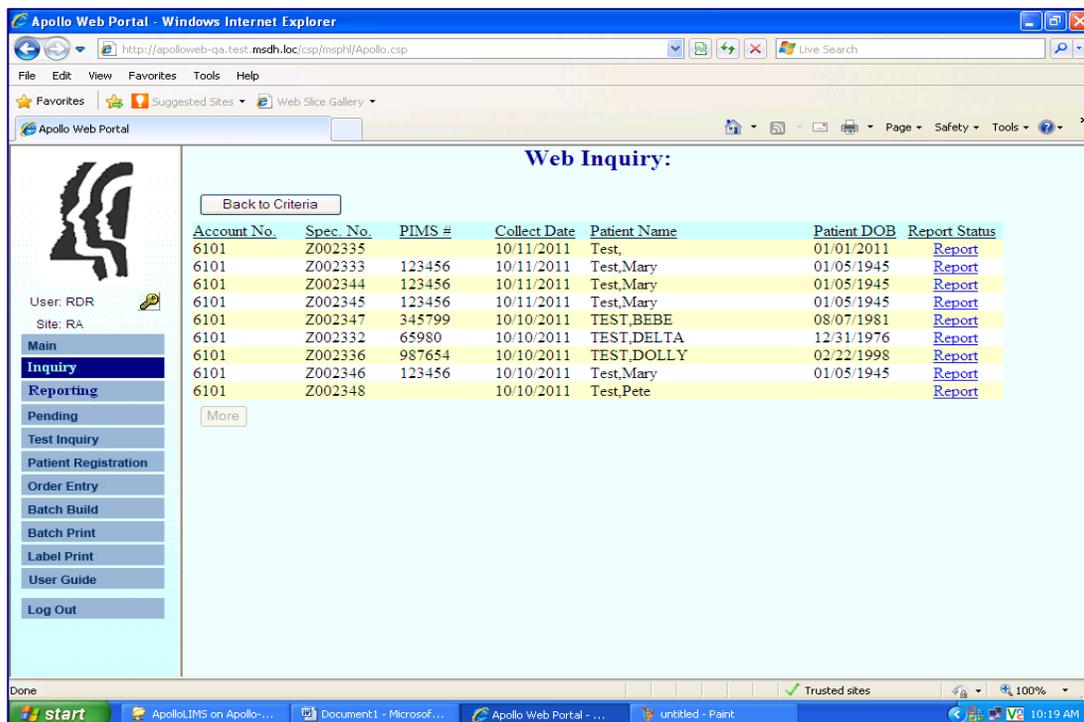
1. The Clinical Services Result Portal System has functionality that will allow you to query or inquire individual patient reports. Reports viewed using this function may be recently released or older reports that have been archived within the system
2. From the main menu on the left side of the home page, choose [Inquiry]. You will see the next screen. Note that your organization information should be available in the Client Account field (circled in red in picture 9 below).



Picture 9: Patient Web Inquiry Screen

3. After selecting the default Client Account, you will need to choose the appropriate patient search criteria:
 - Starting Collection Date: enter a valid date in the format of MM/DD/YYYY for the specimen results you are interested in viewing.
AND
Ending Collection Date: enter a valid date in the format of MM/DD/YYYY for the specimen results you are interested in viewing.
 - Patient's Name: enter only a last name or a last name with the first name or initial. You can use a wild card of % if needed. Place a comma with no space between the last name and the first name/initial as shown below.
EXAMPLE: Doe,Joe or Doe,J
 - Patient Information Management System (PIMS) number (Used by MSDH County Clinics Only).

- Leave the criteria fields blank to search ALL available specimen reports.
4. Once you are finished specifying the appropriate search criteria, use the <Mouse> to click the [Search] button.
 5. Your search results will be displayed in a table. The specimens are displayed sorted first by Submitter Account, then by Collection Date (with the most recent at the top), and finally by Alphabetic Last Name listing as shown in picture 10 below).



Picture 10: Patient Web Inquiry Search Screen includes the following:
 client account number (Account No.),
 the available specimen numbers (Spec.No),
 the patient PIMS number (MSDH County Clinics Only), the specimen collection date,
 the patient’s name, the patient’s Date of Birth,
 and the Report Status field that allows the report to be viewed.

6. The Clinical Services Result Portal will show up to 20 results per page. If more than 20 patients results are available for viewing, the [More] button at the bottom of the screen will be enabled. You can continue to click [More] until all available patients are displayed.

- Use the <Mouse> to click on the specimen report you want to view by clicking the “Blue” Report Status field identified in the red circle below:

Web Inquiry:

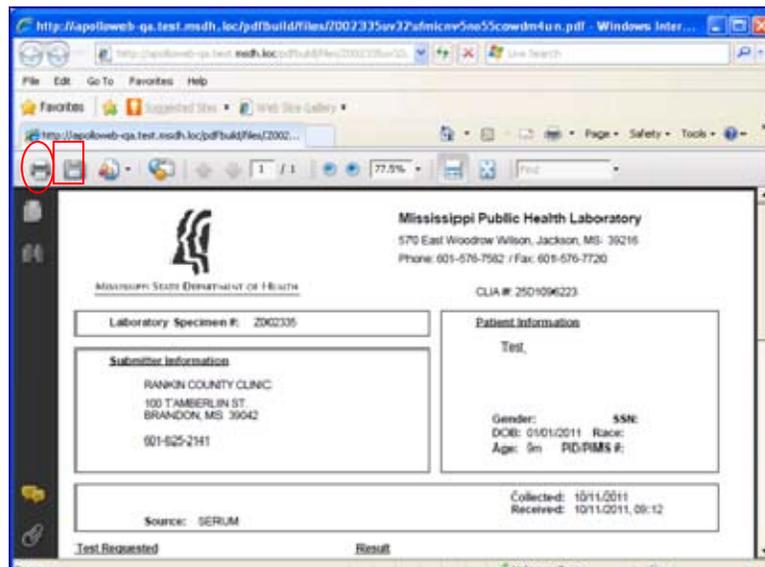
[Back to Criteria](#)

Account No.	Spec. No.	PIMS #	Collect Date	Patient Name	Patient DOB	Report Status
6101	Z002335		10/11/2011	Test,	01/01/2011	Report
6101	Z002333	123456	10/11/2011	Test,Mary	01/01/1945	Report
6101	Z002344	123456	10/11/2011	Test,Mary	01/01/1945	Report
6101	Z002345	123456	10/11/2011	Test,Mary	01/01/1945	Report
6101	Z002347	345799	10/10/2011	TEST,BEBE	08/07/1981	Report
6101	Z002332	65960	10/10/2011	TEST,DELTA	12/31/1976	Report
6101	Z002336	987654	10/10/2011	TEST,DOLLY	02/22/1998	Report
6101	Z002346	123456	10/10/2011	Test,Mary	01/01/1945	Report
6101	Z002348		10/10/2011	Test,Pete		Report

[More](#)

Picture 11: Web Inquiry – Printing selection

- A separate window should pop-up showing the PDF copy of the report. Click on the picture of the printer in the upper left corner (red circle, picture 12) to send the report to your default printer.
- A copy of the report can also be saved on your computer by clicking on the picture of the Diskette icon that is to the right of the printer icon (red Square, picture 12).

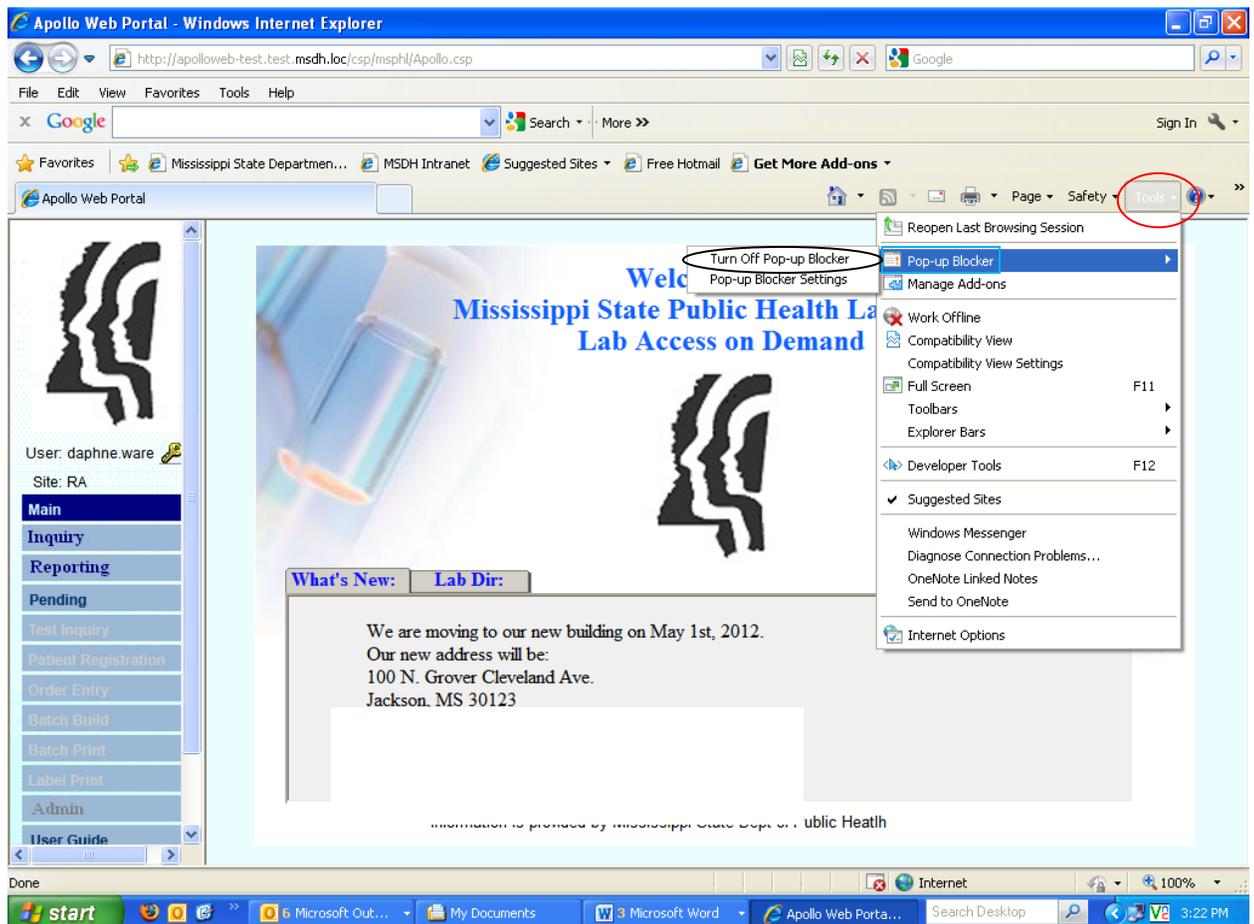


Picture 12: Location of Printer and Save icons

NOTE: It is recommended that you print at least one report from inquiry to verify the connection with your printer before you attempt to print all new reports from the REPORTING queue.

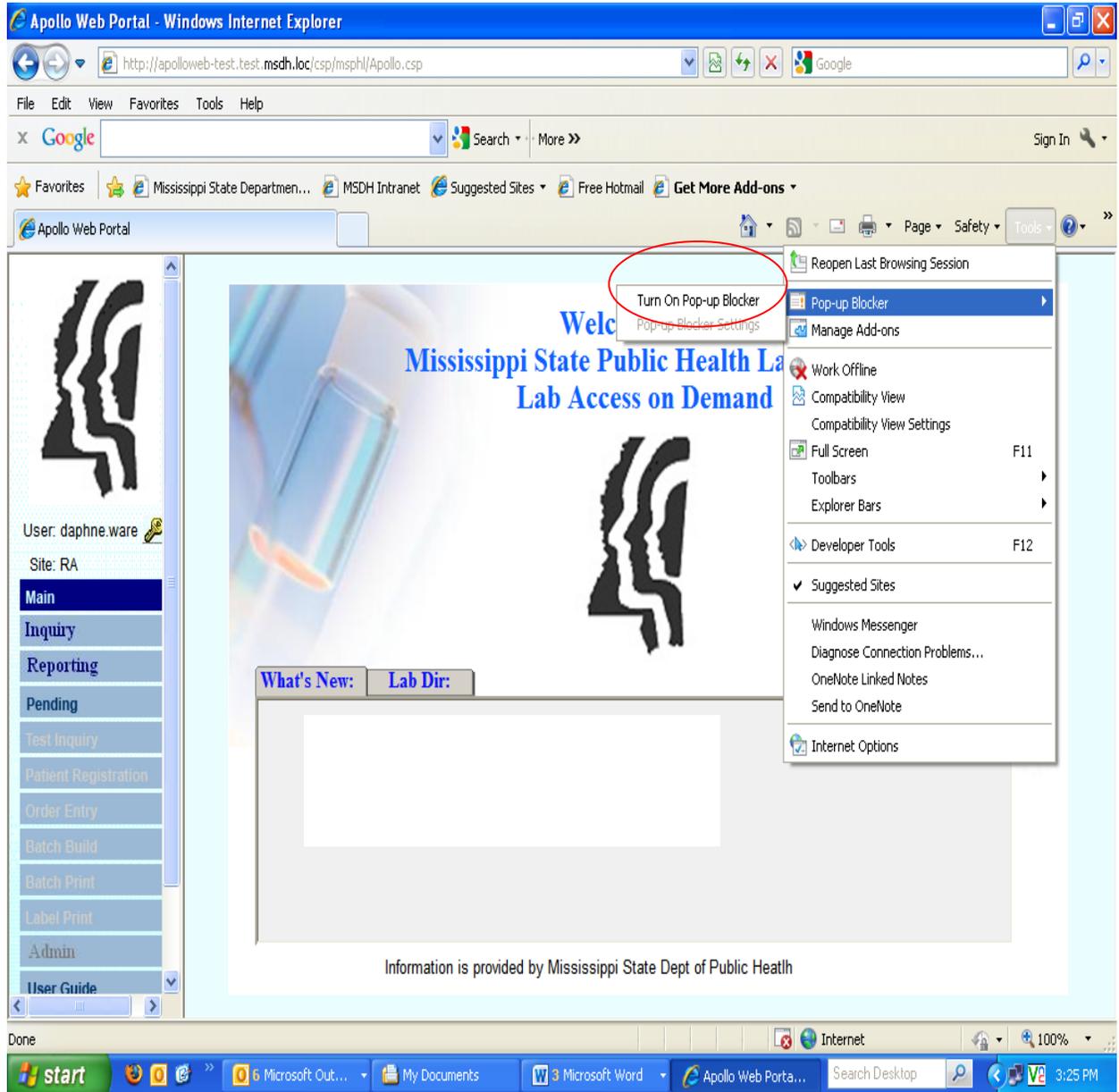
V. REPORTING:

1. The Clinical Services Result Portal System has functionality that will allow clients to print their daily laboratory reports by placing the reports in a client print queue
2. Because the Clinical Services Result Portal System uses a Pop-Up to queue laboratory reports for printing, clients can print laboratory reports only on computers that have disabled pop-up blockers. To disable pop-ups on a computer, click on Tools at the upper right side of the Clinical Services Result Portal Home Screen (red circle, picture 13). Click on the “Pop Up Blocker” option (blue square, picture 13). Click on the “Turn Off Pop-up Blocker” option (black circle, picture 13).



Picture 13: Screen showing Tools Tab
Process For Disabling Pop-up Blocker

- 3. Computers configured to disable Pop-up blocker will display only a “Turn On Pop-up Blocker” option (red circle, picture 14) under the Tools Tab, Pop-up Blocker option. **This is the correct computer configuration.**

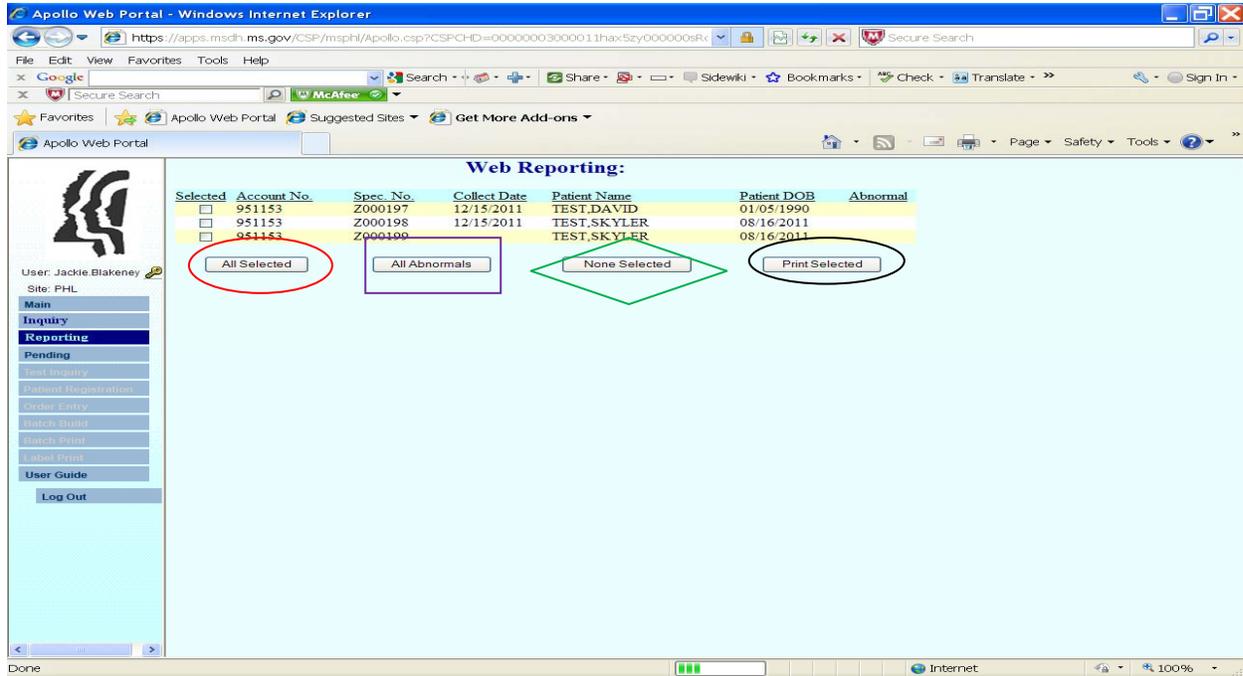


Picture 14: Screen showing Tools Tab with a disabled Pop-up Blocker. This screen is required for the reporting functionality.

- 4. Computers without disabled Pop-up blockers may generate JAVA script errors when clients attempt to print laboratory reports.

NOTE: If your PC receives updates, the Pop-up blocker may be turned back on during the process. Be sure to check its status if problems develop later with printing.

- After disabling your computer's pop-up blocker, choose [Reporting] from the left side of the Clinical Services Result Portal home page. The following Patient Web Reporting screen will appear:



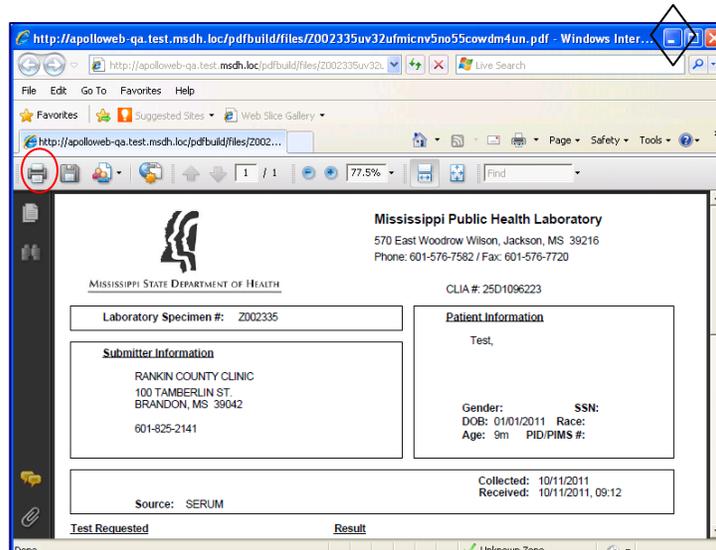
Picture 15: Patient Web Reporting Screen includes the Client Account Number, Specimen Number, Specimen Collection Date, Patient Name, Patient Date of Birth, and whether the report contains an abnormal result or not.

- The listing identifies all of the specimen reports that have NOT been printed for the client account you are logged into. Use the <Mouse> to select the reports you want to print by clicking the checkboxes under the Selected tab that are adjacent to the appropriate reports or by clicking the [All Selected] button (circled in red, picture 15) at the bottom left.
- The report search can be further limited by selecting the [All Abnormals] button (purple square, picture 15). This function will allow you to print only reports that contain abnormal patient results. Once you have cleared all reports containing abnormal results, you must click on [All Selected] and print the rest of your queue.

NOTE: The [All Abnormal] option selects abnormal or flagged results as defined by the Mississippi Public Health Laboratory. Selecting the [All Abnormal] option does not eliminate your responsibility to print and review all available reports.

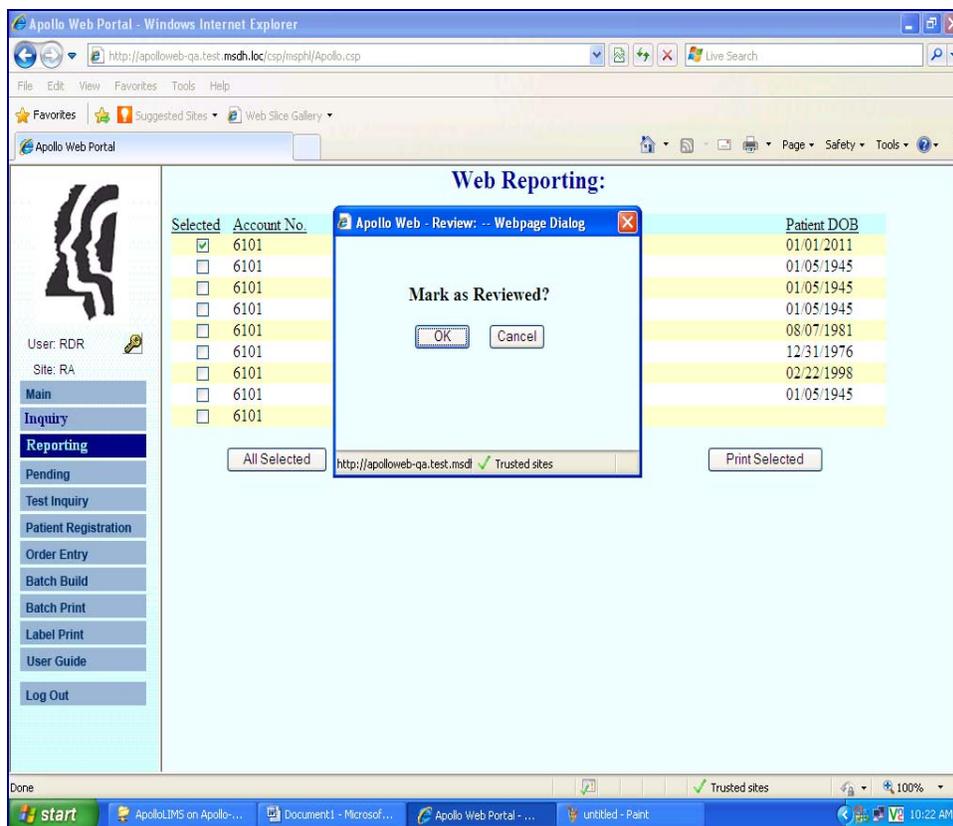
NOTE: It is recommended that you select only one report to print the first time that you perform this step. This way if any problems develop, you have only involved one report instead of the entire print queue. Please notify the MPHL LIMS staff (see telephone numbers at the end of this document) immediately if you receive any error messages or your screen goes blank (light gray or white) when you attempt your first print. Please determine the version of Adobe Reader available on your computer prior to calling to assist with problem-solving.

8. If you need to cancel your printing or have made a mistake, click on the [None Selected] button (green diamond, Picture 15).
9. Once you have decided the appropriate reports to print, use the <Mouse> to click the [Print Selected] button at the bottom right (black circle, Picture 15).
10. A new window will be launched with a combined PDF of the selected report(s). You can then send the report(s) to your local printer by clicking on the printer icon (red circle below). After clicking on the printer icon on the PDF report screen, minimize the PDF report window by clicking the UNDERSCORE box at the top right of the screen to minimize the PDF file and uncover the REPORTING screen. (See black diamond, Picture 16)



Picture 16: Reporting print screen

11. After minimizing your reports into a separate window, a “Mark as Reviewed” box is displayed (Picture 17 below) on the Web Reporting: window underneath.



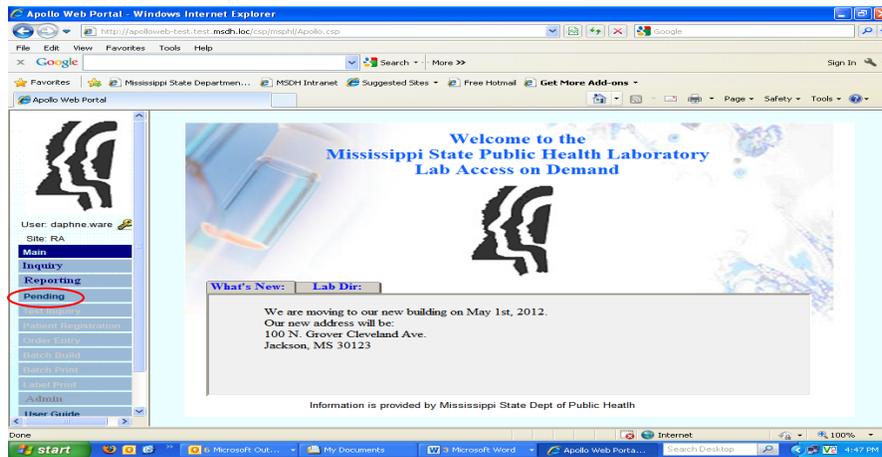
Picture 17: Review Pop-Up Window

12. Use the <Mouse> to click the [OK] button. All selected reports will disappear permanently from your Reporting queue. These reports will be viewable only from the Inquiry function after being removed from your Reporting queue.
13. If selecting “OK” from this screen does not cause your print queue to clear out, you may have waited too long to check “OK” and you have been timed out. Close the Clinical Services Result Portal screen and log in again. Repeat the process, moving more quickly to minimize the PDF screen and click “OK” while the Reviewed box is still active.
14. If you have chosen to print only Abnormal reports, the selected reports will disappear from the queue and you can now click on the [All Selected] button and print the remaining reports in your queue. You will need to also mark these reports as Reviewed when the second print is complete by again selecting “Ok” in the “Mark as Reviewed” box.
15. If you want the reports to remain in your ‘Inbox’ to enable a later print, use the <Mouse> to click the [Cancel] button. If you are ever not sure whether or not the correct reports printed, select [Cancel] to protect your queue.
16. If at any time you feel that you have lost reports, note the time that you attempted the print and contact the LIMS Administration department at the MPHL to request a print audit for your client location. This audit can provide a list of the reports that were printed for your location and the time/date that

the print occurred. Using the audit report, the LIMS Administration department can make a screenshot of the list and fax it to the user and the reports can then be located in the inquiry list and printed individually from there.

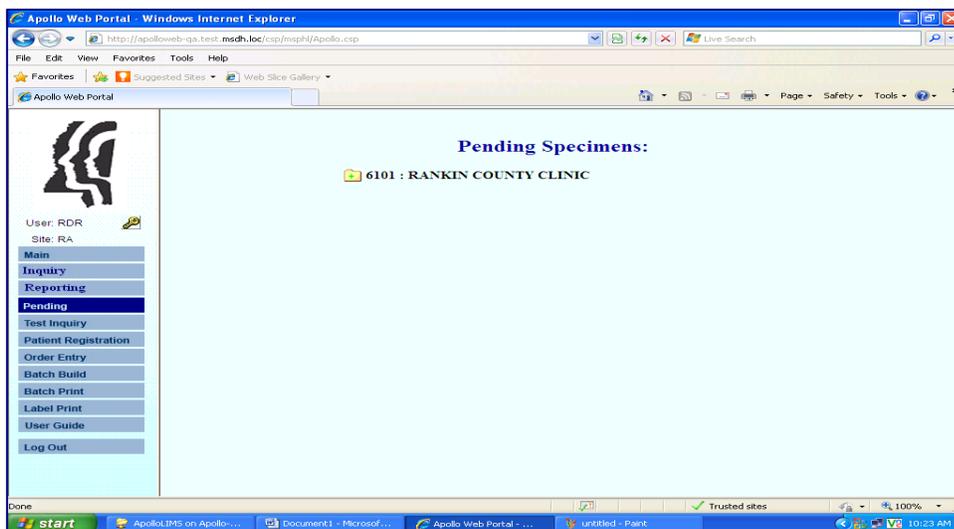
VI. PENDING:

1. The Clinical Services Result Portal System also has functionality that allows clients to view a list of specimens that have not yet been tested and are "Pending".
2. From the main menu on the Clinical Services Result Portal home page, choose [Pending].



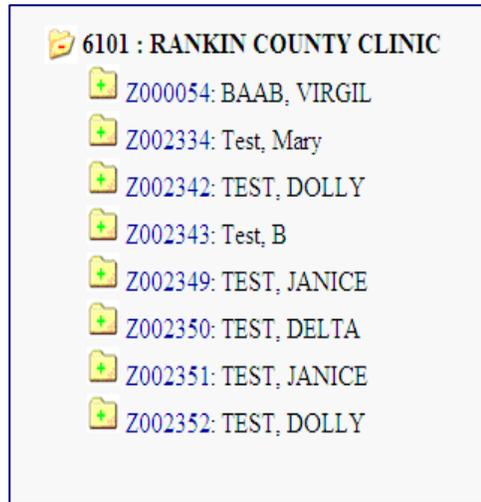
Picture 18: Home Screen Pending Option

3. The Pending Specimens Screen will appear.



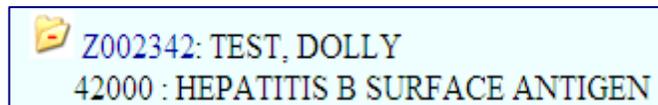
Picture 19: Pending Specimens Screen

- 4 You can use the <Mouse> to click on the Folder beside the client location to view a list of all “Pending” specimens that have been received by the lab and are currently being testing but have not been finalized.



Picture 20: Current Pending List by Location

- 5 If you want to know what test is pending on a specimen, click on the folder beside the specimen number. Once opened, the folder will display the pending test information. (Picture 21 below)
- 6

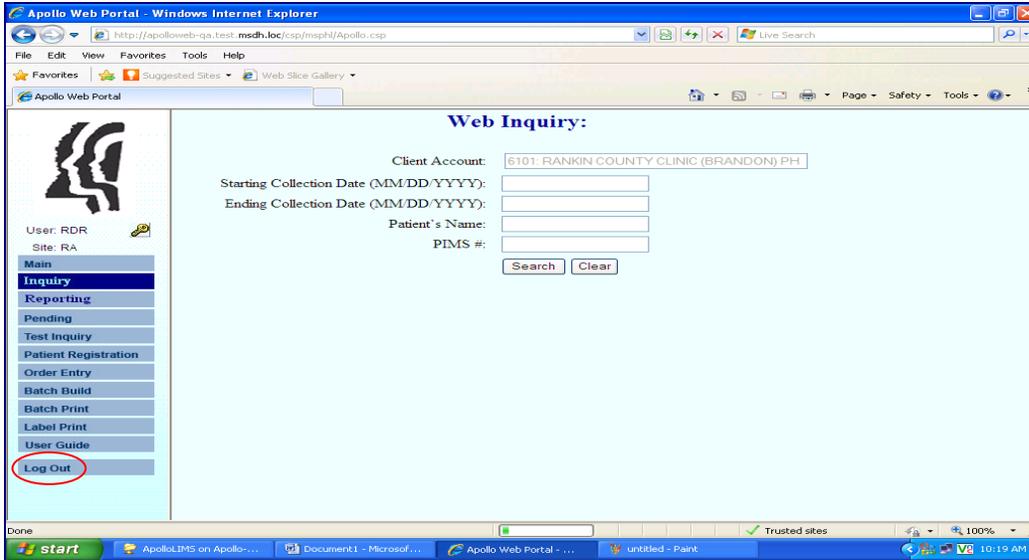


Picture 21: Open patient folder displaying pending test information

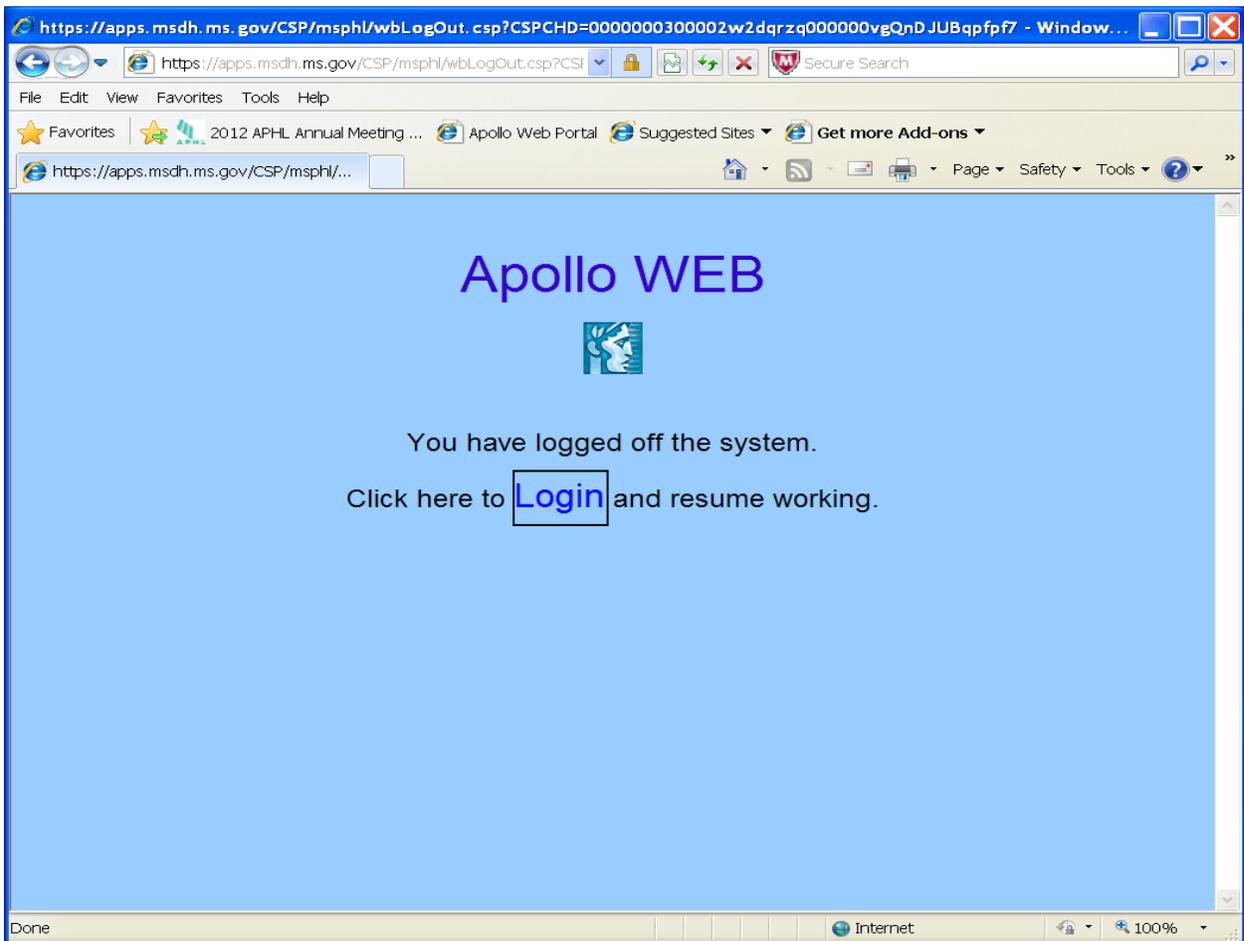
NOTE: Nonreportable result codes utilized in the testing algorithm may also appear on this list and can be ignored.

VII. Logging Out of the System

1. Click on [Log Out] (Red circle – picture 22 on the next page) when you have finished your session. Do not leave the Clinical Services Result Portal open.



Picture 22: System Log Out Menu Option



Picture 23: Internal Login Screen

2. If the Apollo application times out or when you click on Logout, the screen on the previous page (Picture 23) will appear. If you want to return to the Web Portal, click on the blue **Login** to return to the login screen. If your encounter is complete, close the internet browser.

VIII. MPHL Contact Information

If you have questions, please call the MPHL LIMS Administration department at 601-576-7582 for assistance.