MyOrders Web User Guide –
Specialty Collections

ExamOne®

A Quest Diagnostics Company

Table of Contents: ExamOne website 'MyOrders' is the health professional's primary source for retrieving Specialty Collections orders, updating order status, printing forms, and updating schedule availability, coverage and profile details. This is meant to be a guide on how to navigate through the different tiles on the site and how to use them in a way that is most helpful to you.

My Orders-Site View upon Logging in:

Please note that the format in which the "TILES" display depends on the size of the screen. When the screen is <u>maximized</u>, tiles should display as:

When the screen is <u>minimized</u>, tiles should display as:

Orders – Using the Dashboard

Purpose: To access the orders assigned to an examiner or nurse practitioner.
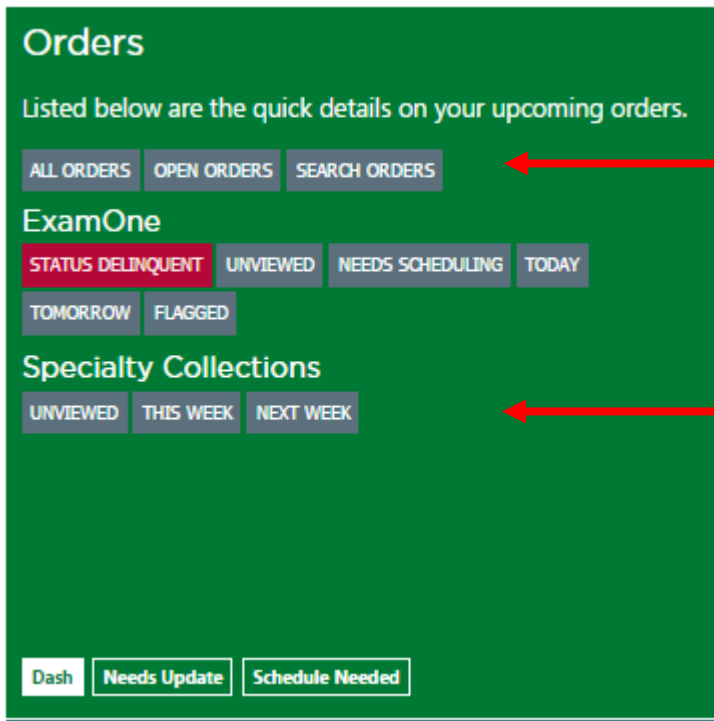
To access all orders, select "ALL ORDERS", or to limit to open orders, select "OPEN ORDERS". You can pull up a custom list by selecting "SEARCH ORDERS".

To view Specialty Collections orders that you haven't previous viewed, select "UNVIEWED", or to see a list by schedule, choose "THIS WEEK" or "NEXT WEEK"

Orders – "View Orders" Sorting Options

While viewing orders they can easily be sorted in different ways. Use the "Sort by" and/ or "Show" options at the top of the screen when needed to access the different viewing selections:
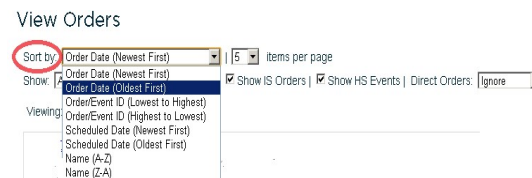
"Sort by" Option: **"Show" Option:**
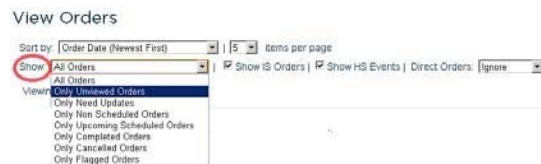
Orders – "Show Advanced Search" Option

This is a helpful order search tool located to the left of the screen. To use this option, select "Search Orders" from the "Orders" TILE or click on the gray bar "Show Advanced Search" from within the "ALL ORDERS" view and enter the search criteria:

Orders-Accessing New Cases

To review newly assigned orders that haven't yet been viewed, refer to the "Orders" tile and select "Unviewed"

Next, you will see a listing of all orders that haven't yet been viewed. To open the order, click on the order ID#.

View Orders

Sort by: Order Date (Newest First) ▼ | 5 ▼ items per page
Show: Only Unviewed Orders ▼
Types: Only Health Solutions ▼
Viewing: 1-5 of 19 | 1 | Next Page

48388 Sheila's Test Event 2 Friday, January 2 2015   UNVIEWED CANCELLED
Client: Superior Mobile Health Solutions   Partner: Superior Mobile Health Solutions
Product: Standard Venipuncture Screening - 25+
Session Date: 1/02 6:30 AM - 8:00 AM

46002 Chopra Center - The Lighthouse - Carlsbad, CA Wednesday, December 17 2014   UNVIEWED COMPLETED
Client: Chopra Center   Partner: Intercare Insurance Solutions
Product: Standard Venipuncture Screening - 25+
Location: Carlsbad, CA 92009
Session Date: 12/17 6:00 AM - 11:30 AM

45999 Chopra Center - Carlsbad, CA Thursday, December 18 2014   UNVIEWED COMPLETED
Client: Chopra Center   Partner: Intercare Insurance Solutions
Product: Standard Venipuncture Screening - 25+
Location: Carlsbad, CA 92009
Session Date: 12/18 6:00 AM - 11:30 AM

41681 First Montana Bank - Libby - Libby, MT Wednesday, December 3 2014   UNVIEWED COMPLETED
Client: First Montana Bank   Partner: HealthCheck360
Product: Standard Venipuncture Screening - 6-19
Location: Libby, MT 59923
Session Date: 12/03 6:00 AM - 10:30 AM

39992 City of Moline - Police Department - Moline, IL Saturday, November 15, 2014   UNVIEWED COMPLETED
Client: City of Moline   Partner: HealthCheck360
Product: Standard Venipuncture Screening - 20+
Location: Moline, IL 61265
Session Date: 11/15 6:30 AM - 11:30 AM

Viewing: 1-5 of 19 | 1 | Next Page

Upon opening an order, the screen will appear as follows for Specialty Collections orders:

108834 - Superior Mobile Health Solutions - QFIRST1605267 QLAST1605267

Event Details

Event ID: 108834
Partner: Superior Mobile Health Solutions
Client: Superior Mobile Health Solutions
Product:

Event Instructions

Examiner:
Coach:
Team Lead:
Receptionist:

Event Directions

Primary Address: 123 ? MAIN ST
LOS ANGELES, CA 90018
Map: Show/Hide Map

No Show

Status
Update us on how the event is coming along.

Upload Paperwork
Paperwork ready to upload? We currently have 0 documents uploaded on this order.

Contact Us
Need assistance on this order, click here to contact the account rep.

Hours Worked
Enter the number of hours you worked on the sessions you're assigned to.

The Tiles that appear on the right side of the screen allow you to see the overall status of the order and access the Order Form quickly (1), enter a status (2), upload paperwork if appropriate (3), or contact the Specialty Collections team directly about the order (4).
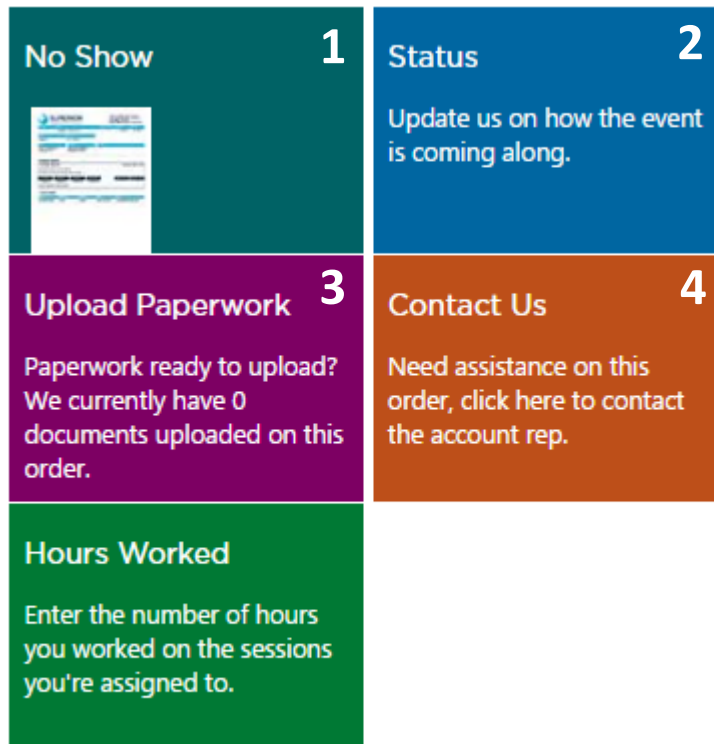
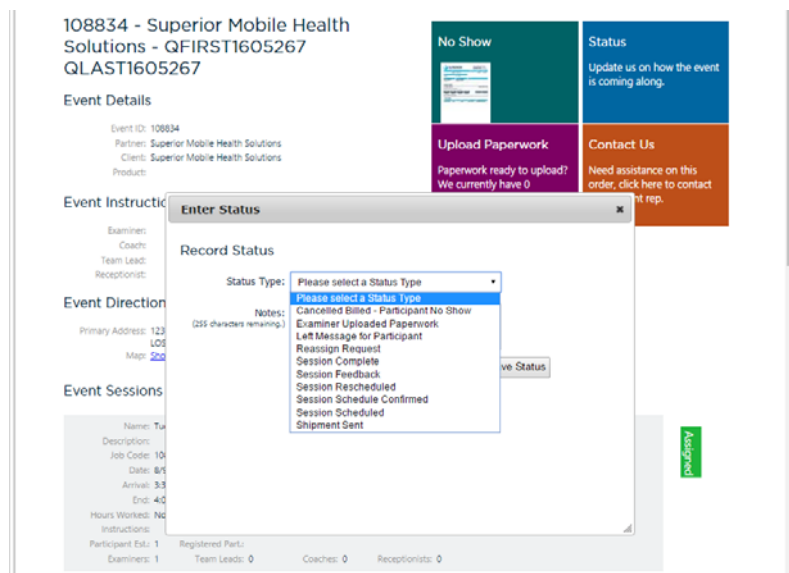1. Clicking on the Order Form image in this tile will download the form for you to review and/or print.
2. Selecting the Status tile will open a pop up window allowing you to submit a variety of statuses on the order. You are not required to enter any status on the order if none applies. You can find a definition for each status option below.

- Cancelled Billed – Participant No Show: Used when an examiner or nurse practitioner arrives at an appointment site, as scheduled, and the participant is not present or declines to proceed with the appointment.
- Examiner Uploaded Paperwork: Used when paperwork is uploaded to the order in the MyOrders portal
- Left Message for Participant: Used when a message was left with another individual or on voicemail in an effort to contact a participant
- Reassign Request: used when examiner or nurse practitioner cannot complete assigned order and request is made to reassign to another health professional. NOT to be used within 2 days of scheduled appointment. If reassign is requested within 2 days of appointment, a call MUST be made to the Specialty Collections team at 800.898.3926 Option 5.
- Session Complete: used to indicate that appointment was completed.
- Session Feedback: used to provide feedback on an appointment or interaction with participant.
- Session Rescheduled: used to notify Specialty Collections if appointment was rescheduled. Reschedules should be initiated by the participant and not the health professional, as all appointments are to be honored as assigned (unless specifically instructed otherwise).
- Session Schedule Confirmed: used to indicate that confirmation call has been made to participant.
- Session Scheduled: used to confirm that appointment has been scheduled.
- Shipment Sent: used to indicate that specimens have been shipped to lab.

3. If completing an order using paper forms rather than submitting electronically, please select the appropriate completion status from the status drop down menu. The next step is to provide a copy of the completed paperwork within 24 hours. Paperwork can either be faxed into the toll free number referenced on the order ticket or uploaded securely by selecting the "Upload PPWK" tile:

Follow the prompts to upload paperwork and select the paperwork type (Completed Session Paperwork). The max file upload size is 20MB. Once the paperwork is uploaded, a confirmation of successful upload will be e-mailed to the address on file and can also be found in the "Notifications" section of the website.


4. Selecting Contact Us will send an order directly to the Specialty Collections team regarding the order being viewed:

Please notice there is a mapping feature under "Event Directions" which will help to provide guidance on how to get to the applicant location as referenced on the order from the physical address location provided to us for each examiner and nurse practitioner:
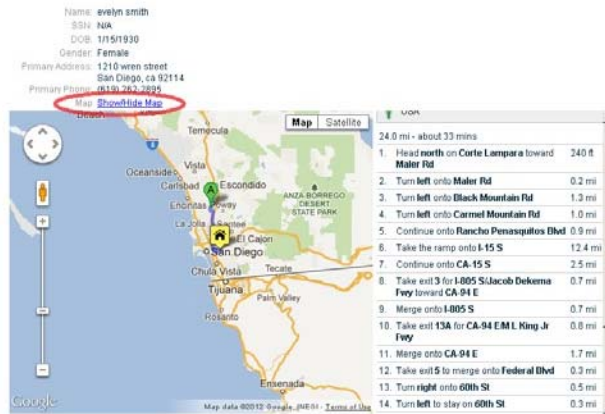

At the very bottom of the screen under "Event Assets" you will see the option to print the Order Form, Instructions sheets, and other documents associated with this order. Once you've selected the forms you wish to print, check to print as "PDF I TIF", whichever is your preferred method of printing. See example below:
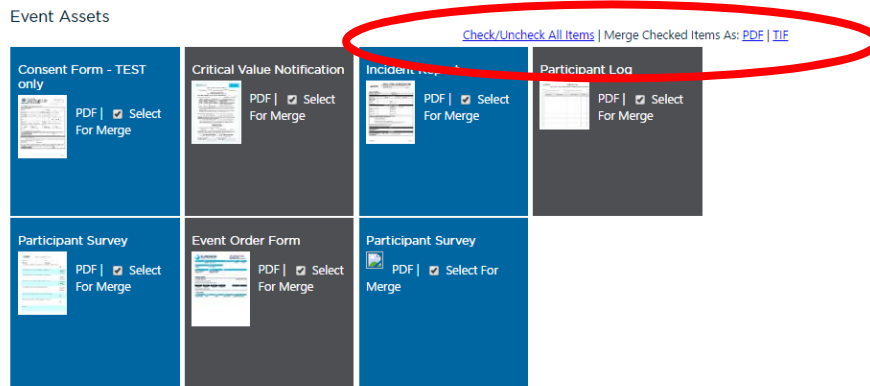
Upcoming Opportunities:

Look to this section of our site to provide details about Specialty Collections opportunities in your area. After selecting the tab for "Upcoming Opportunities", a map will populate which the zoom can be adjusted on to see opportunities in your state. After reviewing the details, select "I would like to perform this screening", the event is automatically assigned to you if all criteria is met.
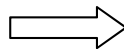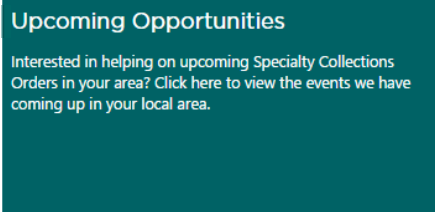
Your Notifications:

This section of the site displays new order notifications, order cancellations, Alerts or special memos posted to the site, Access to monthly Quality Assurance Reporting.

After opening the screen will appear as follows to display notifications:

Schedule

The "Schedule" option allows the viewing of orders scheduled in upcoming days, weeks, or months depending on the selected view. Use this feature to help keep organized and updated on which participants are scheduled and for when.

By selecting the "Schedule" tile the view is expanded and can be formatted fit the user preference:
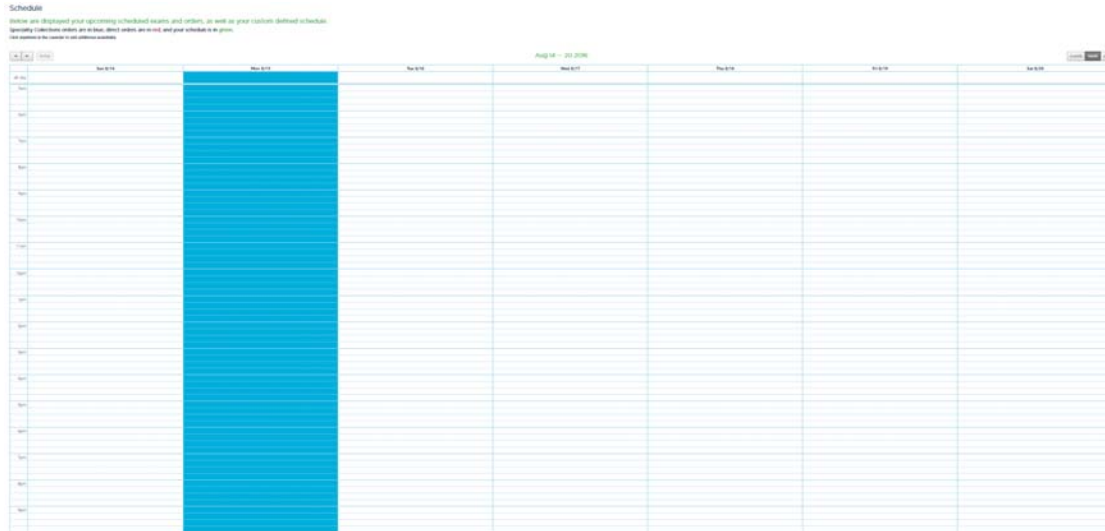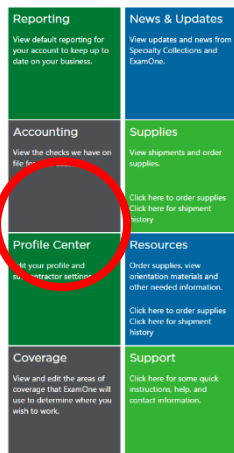

Reporting

Currently available under the "Reporting" option is a pdf listing of the coverage by city and zip that we have on file for each health professional.
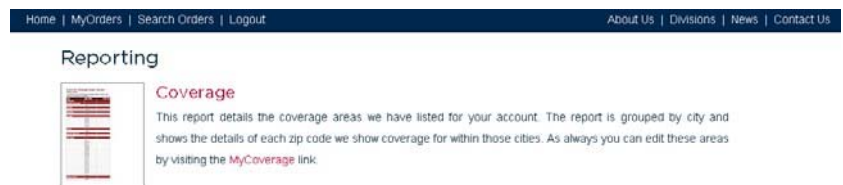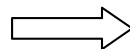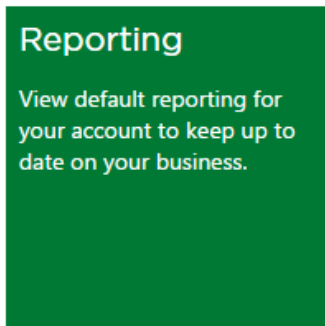
Accounting Tile:

In the home screen of your My Orders page you will see the Accounting tile; you can see it circled in the image to the left. Click this tile and you will be brought to the Accounting page, which is where you will have access to view your pending and past pay checks that we have on file for you.
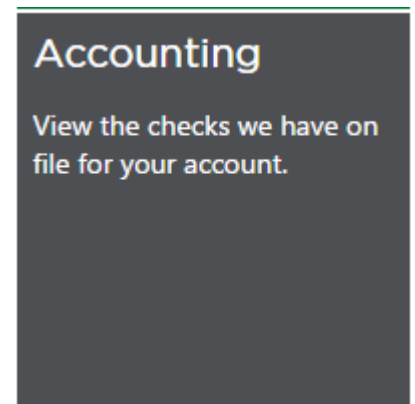
Initially when you open to this accounting page you will not see the detail boxes with the order numbers, schedule dates, and fees.

Order/Event	Scheduled Date	Total Paid	
3333389	8/23/2012	$25.00	View
3333354	8/29/2012	$25.00	View

To have this detail box drop down, you will need to click the Check Number link (Check Number: 500003) or the Check Pending link (Check Number: Check Pending)

Viewing Pending/Upcoming Pay Checks

If the check number says Check Pending, click the blue link and you will now be able to view the orders and fees to be paid out on your upcoming pay check. If you want to know when the check will be sent please refer to the check date.

Viewing Past Pay Checks

If you need to know what orders you were paid for on a past pay check, or you think there is an order you were not paid on, then you can look through your previous pay checks. You will click on the blue check number and the detail box will drop down which will list all the orders that were paid on the check.

If you have an order that you were expecting a bonus or trip fee on and you think you were not paid for that fee, you can check by following the steps below:

- Locate the order in question in the detail box (see order 3333333). Click either on the order number or link labeled *View*.

Order/Event	Scheduled Date	Total Paid	
3333389	8/23/2012	$25.00	View
3333354	8/29/2012	$25.00	View
3333333	8/24/2012	$30.00	View

- Once you click on the *View* link, a details page will pull up for that specific order. On this page you will see order details, exam details, applicant details, and the accounting details, which is where you will see the following box.

Accounting

Check Number: 500003
Check Date: 9/12/2012

Pay Type	Amount
Exam Fee	$22.00
Trip Fee	$10.00
Admin	($2.00)
Total Paid	$30.00

Profile

The "Profile" option is available for updates to examiner contact information, availability and options for receiving order assignments, status and forms.
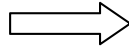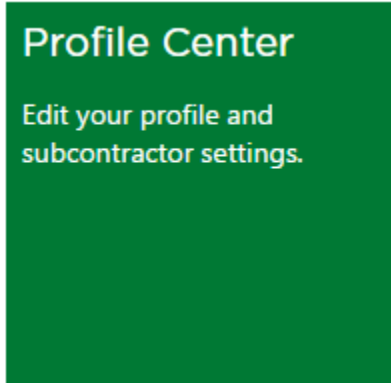
Coverage:

Use the "Coverage" option to view and edit the listing of coverage currently on file for where you are willing to work. Coverage can be viewed from the "Coverage map" tab OR by using the "Zip Codes" tab. The cities that show in blue are the area we have you listed as covering. Anything in red is not included in the coverage listing.
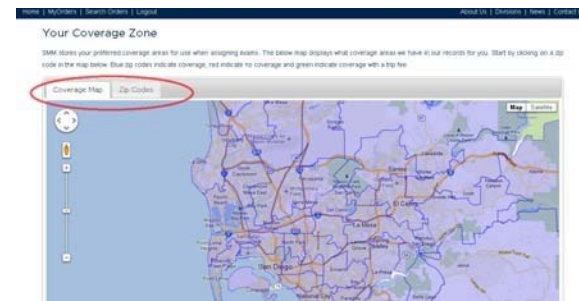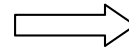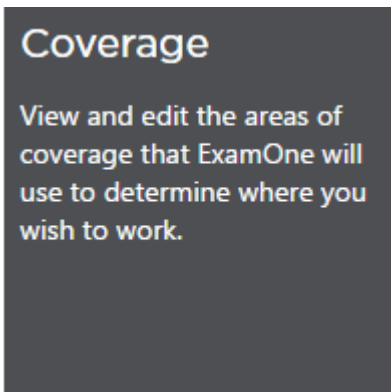
Coverage can easily be ADDED by clicking an area on the map or using the "Local Cities" option located to the bottom left of the map. Coverage can also be REMOVED using the "Local Cities" option or by clicking the area on the map. Zip codes can be added by manually typing them into the Zip Codes tab after selecting "New Record" from the top right corner.

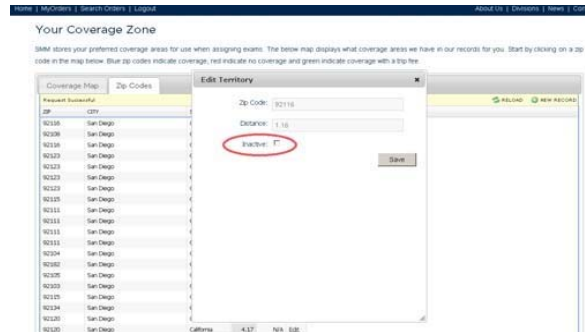**Coverage Map Tab**   **Zip Codes Tab**
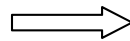

Resources:

Use this option to access helpful documents, including videos and how-to guides showing how to make the most of the different aspects of the MyOrders platform.

Support:

Reference this section for contact information for our different Teams/ departments.

Support

Click here for some quick instructions, help, and contact information.

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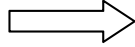
Support

ExamOne
7480 Mission Valley Road #101
San Diego, CA 92108

P.O. Box 639014
San Diego, CA 92163-9014

Local & Cellular Calls Phone: (619) 299-EXAM (3926)
Toll Free Phone: (800) 898-EXAM (3926)

Direct Billing Support

Monday to Friday, from 7:00 AM to 4:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (2)
Fax (877) 894-1427
Crystal.L.Campbell@examone.com Jennifer.M.Tlachac@examone.com

Credentialing

Monday to Friday, from 8:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (6)
Fax (619) 398-0958 or (800) 462-7802
Jonathon.T.Doss@examone.com

Supplies Team

Monday to Friday, from 8:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (3)
Supplies@superiormobilemedics.com

Specialty Collections / MediCheck Support

Monday to Friday, from 6:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (5)
HealthSolution@smmhealth.com