Outreach Manual

Purpose: Outreach electronically delivers lab requests and reports via the Internet to more than 1,500 registered and certified customers of the Division of Laboratory Service in the KY Department for Public Health. This service reduces turnaround time, decreases risks for clerical errors and conveniently allows submission of test orders and retrieval of results.

For questions contact our Customer Service Center help desk during regular business hours (Monday-Friday 8 a.m. to 5 p.m.), at (502)564-4446, or via email at CHFS.CSCO@ky.gov

Outside of regular business hours, your call or email will be responded to on the next business day.

Getting Started

Every OUTREACH system user must complete and return to the Division of Laboratory Services (DLS) 2 required forms:

1. **User Request Form**
2. **HIPAA form**

These forms are available from the DLS website.
https://chfs.ky.gov/agencies/dph/dls/Pages/default.aspx

Complete the forms in their entirety and return completed, signed forms as soon as possible. Forms may be submitted by mail, email, or fax.

Mail: Division of Laboratory Services
             Attention: KY-LWO Customers Service Center
             100 Sower Blvd. Suite 204
             Frankfort, KY 40601

Email: CHFS.CSCO@ky.gov

Fax: 502-564-7019

If you need assistance with your Outreach log on credentials, please contact the Division of Laboratory Services Customer Services: Monday-Friday (8 a.m. to 5 p.m.), at (502) 564-4446 ext. 1 or via email at CHFS.CSCO@ky.gov

Logging On

Click on or enter the following URL in your internet Explorer browser window field to access the OUTREACH
LOG-IN SCREEN. Bookmark and add to your "Favorites" or save this URL to your desktop for easy access.

https://outreach2.psychesystems.com/netoutreachKSL/Login.aspx

Enter your unique user name and password (please do not share log on credentials), provided to you as part of your Outreach System registration process. The user name and password allows the user to securely log on to OUTREACH.

Compatible Browsers are Microsoft IE11 or Edge,Safari, Firefox, or Chrome

Acrobat Reader DC or FoxIt Reader

Pop-up blocker must be turned off

About Passwords

It has been determined stronger password safeguards must be in place to protect the integrity of the OUTREACH System data.

What are weak passwords?
Weak passwords are those which are easily guessed by unauthorized users. Examples include "1234", "password", "temp", etc. A week password poses security risks at two levels- it may enable unauthorized access to confidential information, and my potentially enable an unauthorized user to compromise the system.

What qualifies as a strong password?
Strong passwords must contain at least eight (8) characters and include at least one upper or lower case letter, at least one number, at least on symbol or special character (!@#$%*) and no spaces. Also, the same password cannot be used within 13 consecutive log ins.

Password	Status	Reason
12345	Invalid	Not enough characters, numbers only and numbers are in sequence.
Pancakes	Invalid	This is a dictionary word and is easily recognized by password cracking software.
;rsx3G6Dwp*	Valid	Password contains eight or more characters and combines all the necessary complex password characteristics.

When you log in to the OUTREACH System for the first time you will receive a message indicating "Enter New Password"
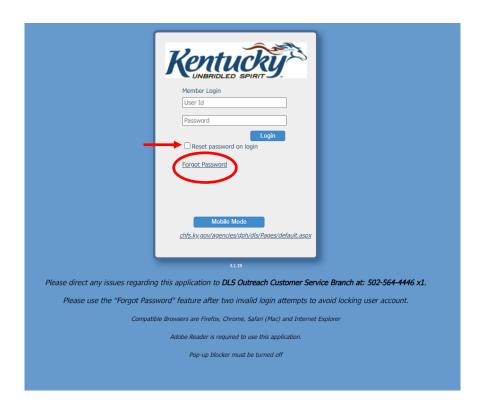Create a new "strong" password and enter it in both the Password and Confirm fields. Click the <Save> button and this will result in a successful log in to the OUTREACH system.

Forgotten Password or Changing Password

If you have forgotten your password use the Forgot Password feature. When you click on the Forgot Password you will receive an email to reset your password. If you don't receive an email within 15 minutes please contact Customer Service. You have two attempts to reset your password. If you try a third time and it is incorrect it will disable your account.

To change your password (when not expired) select the reset password on login

If you require additional assistance with resetting your password, contact the:

OUTREACH Customer Call Center at 502-564-4446 .

Result Retrieval

The Result List is the first page displayed after logging into Outreach.

The Result Retrieval window default allows the user to access cases/results based on the Days Back to Search. The Days Back field is based on the original report creation date. The default search setting is seven (7), however it may be overridden manually as needed typing the desired number of days in the Day Back to Search field.

Each row represents one resulted or partially resulted order.

1. If specimen has not been received by DLS and inlabbed, it will not appear on the Results screen.
2. If specimen has been received and inlabbed but no results are available, column will say Pending.
3. If the results are available column will say View Results
4. Normal Results – Black Font
5. Abnormal Results – Red Font

As with similar list boxes in Outreach, the user may click on any column heading to toggle the Result sort in ascending or descending order.

Result Searching

- The search is always a combination of the Days Back field and the Search field. For example, if the day spinner is set to 100 days and a patient name is entered in the Search Field, only orders for matching that patient name during the past 100 days will appear in the list box.
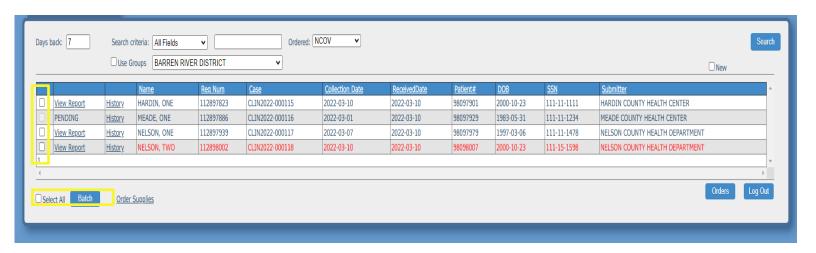
Result Preview (individual cases)

- The user may click View Report to see a PDF preview of the selected patient.

Batch Preview (multiple cases)

- To preview multiple cases in Adobe Reader, Click the checkbox next to each desired order and then select the *Batch* button. The *Batch* button will display all the selected reports consecutively in one PDF window.

Batch Preview (all results/cases on a page)

- To select all results on a page for previewing, select the *Batch All* checkbox, at the bottom of the page and then select the **Batch** button to display them in the Adobe window.

Screenshot 1 (search results interface):

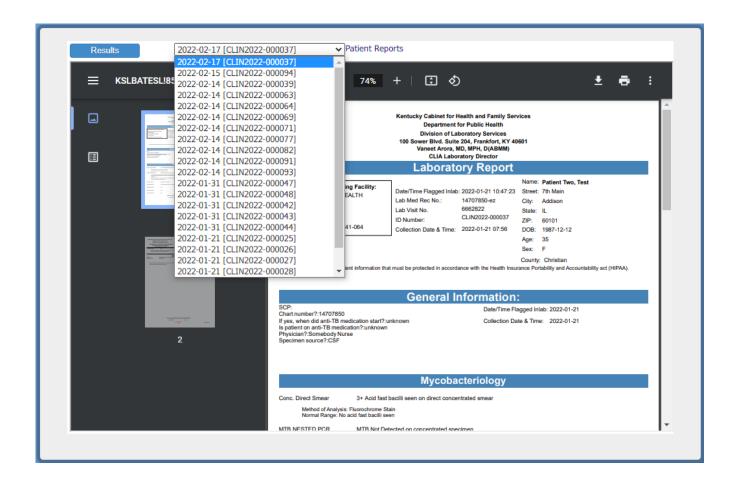Days back: 7 | Search criteria: All Fields | Ordered: NCOV | Search

Use Groups | BARREN RIVER DISTRICT | New

			Name	Req Num	Case	Collection Date	ReceivedDate	Patient#	DOB	SSN	Submitter
☐	View Report	History	HARDIN, ONE	112897823	CLIN2022-000115	2022-03-10	2022-03-10	98097901	2000-10-23	111-11-1111	HARDIN COUNTY HEALTH CENTER
☐	PENDING	History	MEADE, ONE	112897886	CLIN2022-000116	2022-03-01	2022-03-10	98097929	1983-05-31	111-11-1234	MEADE COUNTY HEALTH CENTER
☐	View Report	History	NELSON, ONE	112897939	CLIN2022-000117	2022-03-07	2022-03-10	98097979	1997-03-06	111-11-1478	NELSON COUNTY HEALTH DEPARTMENT
☐	View Report	History	NELSON, TWO	112898002	CLIN2022-000118	2022-03-10	2022-03-10	98098007	2000-10-23	111-15-1598	NELSON COUNTY HEALTH DEPARTMENT

1

☐ Select All | Batch | Order Supplies | Orders | Log Out

Screenshot 2 (laboratory report viewer):

Results | 2022-03-14 [CLIN2022-000115] | Patient Reports

KSLBATESL!58758220220520150... | 1 / 2 | 74% |

Kentucky Cabinet for Health and Family Services
Department for Public Health
Division of Laboratory Services
100 Sower Blvd. Suite 204, Frankfort, KY 40601
Vaneet Arora, MD, MPH, D(ABMM)
CLIA Laboratory Director

Laboratory Report

Send Report to Submitting Facility:
HARDIN COUNTY HEALTH CENTER
580 WESTPORT ROAD
ELIZABETHTOWN, KY 42701

Date/Time Flagged Inlab: 2022-03-10 11:11:04
Lab Med Rec No.: 98097901
Lab Visit No.: 112897822
ID Number: CLIN2022-000115
Collection Date & Time: 2022-03-10 08:00

Name: HARDIN, ONE
Street:
City:
State:
ZIP:
DOB: 2000-10-23
Age: 22
Sex: F
County: HARDIN

This report contains patient information that must be protected in accordance with the Health Insurance Portability and Accountability act (HIPAA).

General Information:

NCOV:
Reason for testing?:Diagnostic
Specimen source?:NCOV-Nasopharyngeal Swab
First Test?:Yes
Symptomatic as defined by CDC?:No
If yes, Date of Symptom Onset mm/dd/yy:NA
Did patient travel within 10 days of onset?:No
If international travel within 10 days, where?:NA
Was patient receiving antivirals?:No
Was patient prescreened for flu?:No
Resident in a congregate setting?:No
Employed in healthcare?:No
Hospitalized?:No
ICU?:No
Is the patient pregnant?:Patient Not Pregnant
Race?:Unknown
Ethnicity?:Unknown
Vaccination history?:NA
Chart number?:1254

Date/Time Flagged Inlab: 2022-03-10
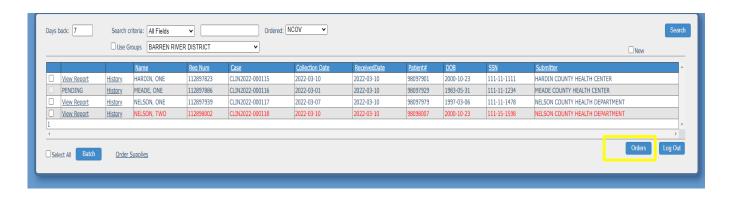Collection Date & Time: 2022-03-10

Result Retrieval – Viewing Result History

To view patient Result History, select view report and the current report will be displayed. When Patient Report is selected for a clinical patient, the test result history for the patient is displayed. Results comprise the current order as well as all other orders for the patient (if applicable). By default, these results are displayed in date order.
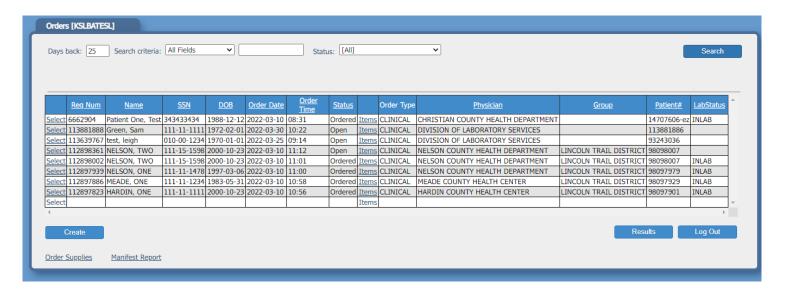
Orders Screen

From the Result Retrieval window, click the "Orders" button (bottom right corner of window).

The Orders window is displayed.

The Order page is blank until the search is executed. Data can be sorted by column by clicking on the column heading.

DAYS BACK TO SEARCH
The default Days Back to Search is a site-wide setting configured by the Host Facility. This setting can be altered by typing the desired Days Back and then selecting 'Run'. The modified Days Back value will remain until the user advances to a different window or setting is changed manually (whichever comes first).

SEARCH CRITERIA
Orders can be further narrowed by using Search Criteria. The default search criteria is
 'All Fields' but the setting can be modified to display patients based on a specific demographic. The search criteria field selection is a drop down listing. The empty field next to the drop down is where the criteria to be searched for is entered.

ORDER STATUS

The status of an order determines the options that the user has for making modifications to an existing order.

Status	Description	Order Modification Options
Open	An Order has been placed but before it has been received by the Host Facility.	View, Modify, Delete
Ordered	Clinical Orders that have been received by the Host Facility.	View
Cancelled	Orders that have been cancelled by the submitting facility.	View

LAB STATUS

If the sample has been received and processed by DLS, the LabStatus will say INLAB. If the sample has not been received column will be blank.
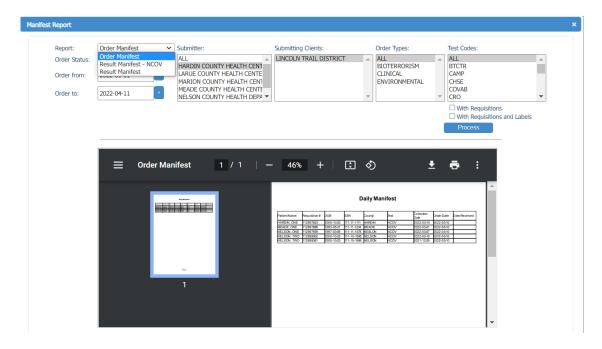

MANIFEST REPORT

The manifest report allows users to print three types of reports. All reports are initiated by date range. Reports can be filtered by test codes. Multiple test codes can be chosen by using the ctrl key and clicking on test code that users want to display in report.

1. Order Manifest – Displays all orders placed
2. Result Manifest NCOV – Displays COVID results only
3. Result Manifest – Displays all results

If you are a group user, all counties criteria will be displayed unless you choose a submitter. Choose Process
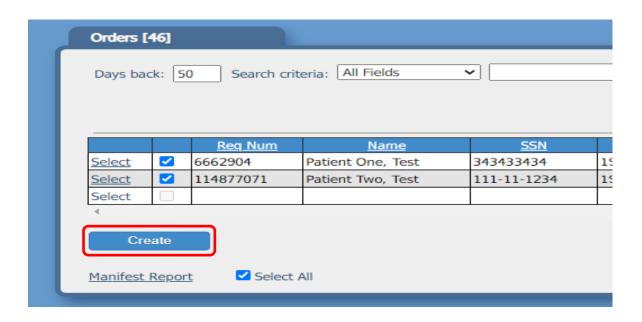
BATCH REQUISITIONS and LABELS

Users can print requisitions and labels in a batch. From the Order Screen choose patients or use the Select All Button to choose all patients on the screen. Click the Manifest Report screen. Click the dropdown and choose requisitions, then check the corresponding box Requisitions or Requisitions with labels. Click Print.
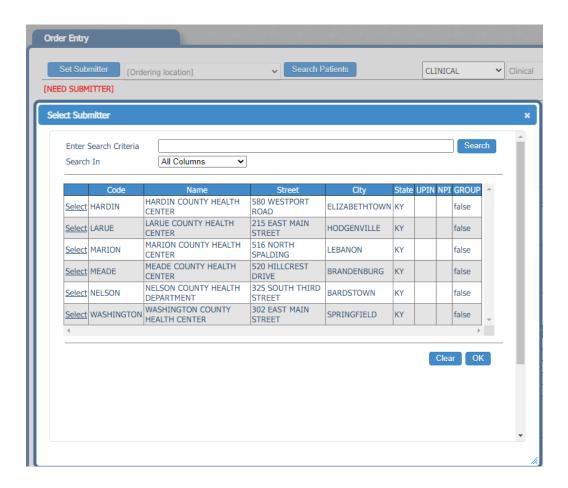
Create Orders – Order Entry Screen

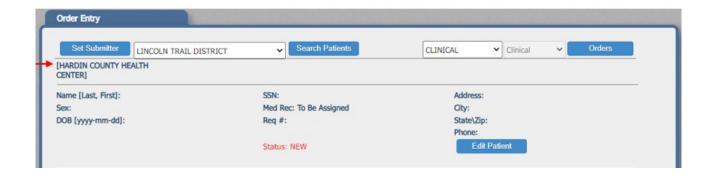On the Order Screen Choose the Create Button to create patient order

1. Set Submitter
   a. If you only have access to one submitter the submitter is automatically populated
   b. Using Groups – You must set a Submitter. Click the Set Submitter button and choose the county that you are representing.

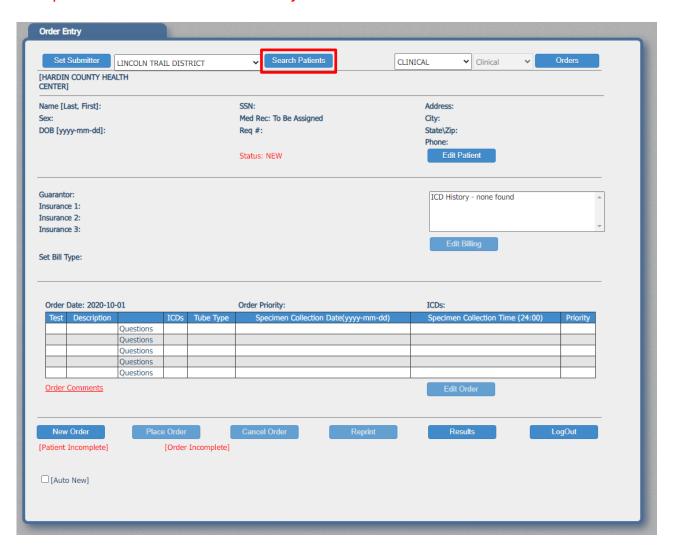2. Click the Set Submitter button and choose the facility the orders are being entered under.

The chosen submitter will show under the set submitter button.
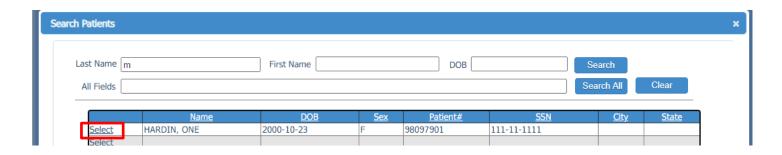
Order Entry – New/Existing

Always Click the <Search Patient> button to check for an existing patient account before entering a new order.

Note: Entering a new patient record before checking for an existing record(s) in the OUTREACH System will create multiple unlinked accounts for a patient and therefore compromise a patient's complete OUTREACH record in this system.
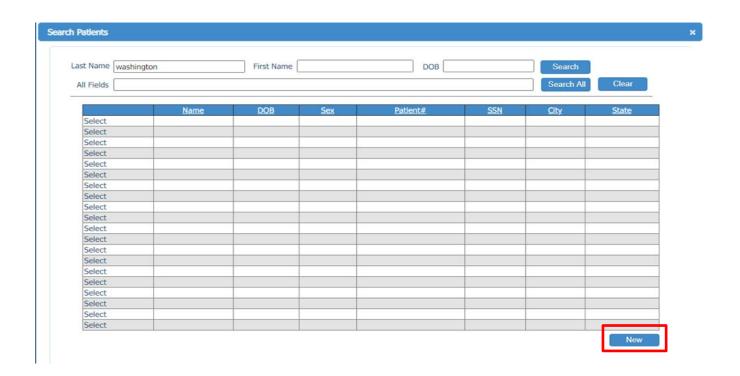
New/Existing Patient Search

- Enter Search criteria and criteria data and click the <Search> button.

- If a "match" is returned click the "Select" link and the patient information will populate on the order entry screen.
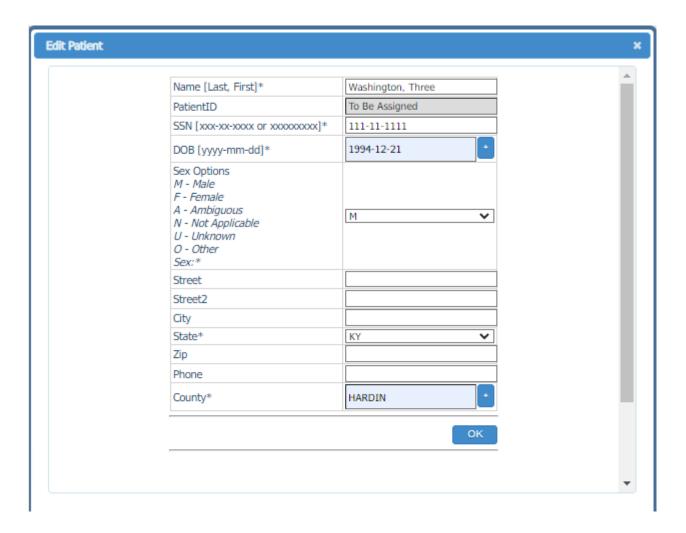

If the screen is blank, the patient record is not in Outreach. Use the New button to enter in patient demographics.

1. Edit Patient Window – To enter a patient that is not in the system fill in the information and click OK.
2. If modifications need to be made to patient demographics, select the edit patient. Change information and click OK.
3. Information that is entered in this window, remains with the patient record for use on subsequent orders.
4. Required fields are indicated by a * to the right of the field label.

    NOTE: State is a required field. If the address is not entered, State must be populated.

Edit Patient   ✕

Name [Last, First]*	Washington, Three
PatientID	To Be Assigned
SSN [xxx-xx-xxxx or xxxxxxxxx]*	111-11-1111
DOB [yyyy-mm-dd]*	1994-12-21 [+]
Sex Options M - Male F - Female A - Ambiguous N - Not Applicable U - Unknown O - Other Sex:*	M ⌄
Street	
Street2	
City	
State*	KY ⌄
Zip	
Phone	
County*	HARDIN [+]

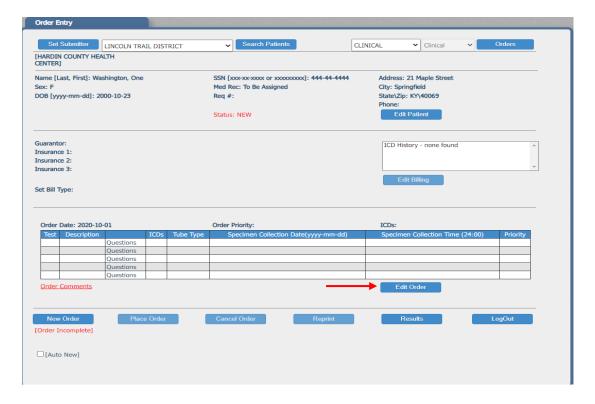   **OK**

ORDER MODE - Select Clinical or Environmental, the Demographic portion of the window will populate with data fields for the selected order type.

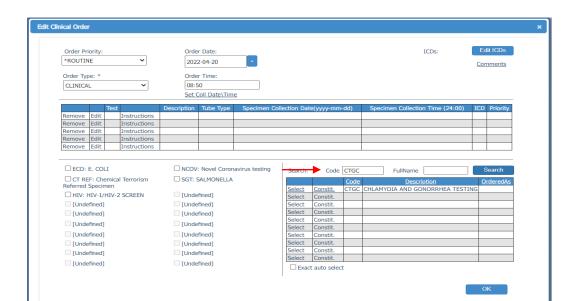ORDERS - To return to the Orders window, simply click the Order button.

Ordering Tests

1. Click the Edit Order Button

1. Order date and Order time automatically populate.
2. Type the test code or full name of the test to order. Test Code listing can be found on the DLS website.
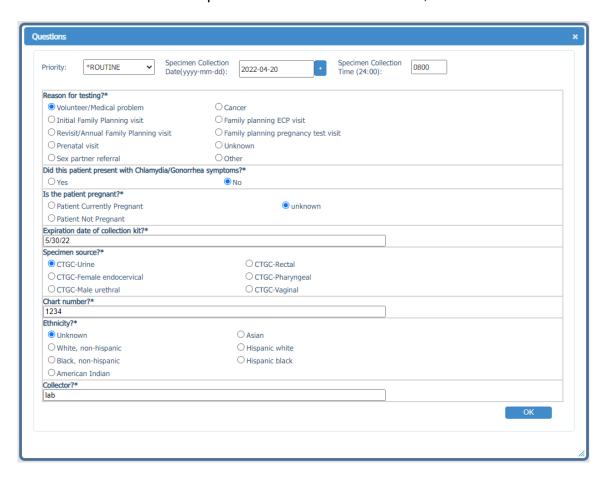3. Select the code you are ordering and click OK.

Note: If the test code has previously been searched, it will appear on the left hand side of the screen.

Ask at Order

A response must be set for each question

1. Use the blue + box to access the calendar for the specimen collection date
2. After all the Ask at Order questions have been answered, click the OK button

1. Click OK after landing on the Edit Clinical Order Screen.
2. If you are ordering multiple tests on one patient, enter the next test code to go to the AAO questions.

Placing the Order

1. Click the place order button. This will order all the tests codes appearing under TESTS on the order entry screen.

   NOTE: Selecting [Auto New] will clear the screen and allow you to begin entering a new patient. If the Auto New is not selected user will need to choose the New Order button to clear previous patient information.

Caution: When selecting the New Order button, any order information that has not been saved "Place Order" will be discarded.

The requisition and label will appear on the screen. Click the print icon for the requisition/label and click OK when finished.

If you have ordered multiple tests on the patient, all of the requisitions and labels will be printed when clicking the print icon.

Editing Orders

Submitters can only make Order modifications to Orders with a status of Open or Standing. All other Status types are "Read Only". Read Only status indicates the modification can only be made by staff at the Division of Laboratory Services (502-564-4446).

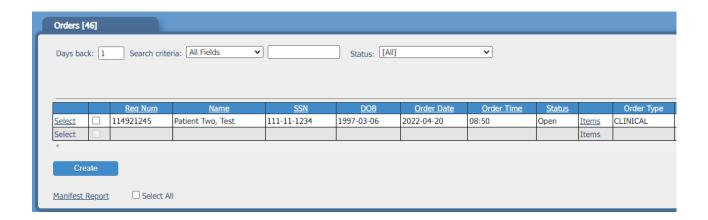1. Select patient from the Orders Screen.
2. If the order status (page 21) permits modifications to the order, from the Order, select the Edit button in the desired section (e.g. Edit Patient; Edit Order) to make edits to that portion of the order.
3. Once all modifications are made, select the 'Place Order' button to save the changes to the order. A Print dialogue is displayed to allow the Requisition/Label to be reprinted with the modified information.

Note: When changes to an existing order are saved, the requisition number will remain the same.

Orders [46]

Days back: 1   Search criteria: All Fields ▼ [   ]   Status: [All] ▼

		Req Num	Name	SSN	DOB	Order Date	Order Time	Status		Order Type
Select	☐	114921245	Patient Two, Test	111-11-1234	1997-03-06	2022-04-20	08:50	Open	Items	CLINICAL
Select	☐								Items	

Create

Manifest Report   ☐ Select All

Edit Order

1. Select Remove or Edit for the test code that you want to modify.
2. When Remove is select the current test code will be removed from the order
3. When Edit is selected you will be able to change answers to the Ask at Order questions

Edit Clinical Order

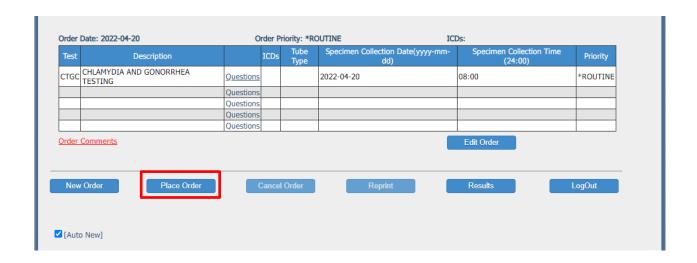| Order Priority: | Order Date: | | ICDs: | Edit ICDs |
*ROUTINE	2022-04-20	+		Comments
Order Type: *	Order Time:			
CLINICAL	08:50			
	Set Coll Date\Time			

		Test		Description	Tube Type	Specimen Collection Date(yyyy-mm-dd)	Specimen Collection Time (24:00)	ICD	Priority
Remove	Edit	CTGC	Instructions	CHLAMYDIA AND GONORRHEA TESTING		2022-04-20	08:00		*ROUTINE
Remove	Edit		Instructions						
Remove	Edit		Instructions						
Remove	Edit		Instructions						
Remove	Edit		Instructions						

After any Modifications to an Existing Order, choose the Place Order button to resubmit order with updated information.

Order Date: 2022-04-20   Order Priority: *ROUTINE   ICDs:

Test	Description		ICDs	Tube Type	Specimen Collection Date(yyyy-mm-dd)	Specimen Collection Time (24:00)	Priority
CTGC	CHLAMYDIA AND GONORRHEA TESTING	Questions			2022-04-20	08:00	*ROUTINE
		Questions					
		Questions					
		Questions					
		Questions					

Order Comments   Edit Order

| New Order | Place Order | Cancel Order | Reprint | Results | LogOut |

☑ [Auto New]

Logging Out

LOGGING OUT OF THE SYSTEM

1. Exit e. Outreach by clicking on the Logout button.
2. The Logout button closes the Outreach application and places the user at the e. Outreach Login window.
3. The Log Out Button can be accessed from the Results Retrieval, Orders, and the Order Entry Screen.

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Any questions regarding using Outreach, please contact The KY Division of Laboratory Services.