

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

Kentucky
UNBRIDLED SPIRIT

Member Login

User Id

Password

Login

Reset password on login

[Forgot Password](#)

Mobile Mode

<https://www.ky.gov/services/dhs/office2/pages/default.aspx>

1.1.19

Please direct any issues regarding this application to **DLS Outreach Customer Service Branch** at: 502-564-4446 x1.

Please use the "Forgot Password" feature after two invalid login attempts to avoid locking user account.

Compatible Browsers are Firefox, Chrome, Safari (Mac) and Internet Explorer

Adobe Reader is required to use this application.

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 weak password poses security risks at two levels- it may enable unauthorized access to confidential information, and may 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 one 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.



The screenshot shows a web form for creating a new password. At the top is the Kentucky logo with the tagline "UNBRIDLED SPIRIT". Below the logo is the text "Enter New Password" in red. There are two text input fields: "Password" and "Confirm Password". Below these fields are two blue buttons: "Save" and "Log Out".

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

Kentucky
UNBRIDLED SPIRIT

Member Login

User Id

Password

Login

Reset password on login

[Forgot Password](#)

Mobile Mode

chfs.ky.gov/agencies/dph/dhs/Pages/default.aspx

3.1.19

Please direct any issues regarding this application to **DLS Outreach Customer Service Branch at: 502-564-4446 x1.**

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Compatible Browsers are Firefox, Chrome, Safari (Mac) and Internet Explorer

Adobe Reader is required to use this application.

Pop-up blocker must be turned off

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.

Days back: Search criteria: Ordered:

Use Groups

New

		Name	Req Num	Case	Collection Date	ReceivedDate	Patient#	DOB	SSN	Submitter	
<input type="checkbox"/>	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
<input type="checkbox"/>	PENDING	History	MEADE, ONE	112897886	CLIN2022-000116	2022-03-01	2022-03-10	98097929	1983-05-31	111-11-1234	MEADE COUNTY HEALTH CENTER
<input type="checkbox"/>	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
<input type="checkbox"/>	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

Select All

Results

Patient Reports

KSLBATESL158758220220520150...

1 / 2

74%

+

+

+

+

+

+

+

+

+

+



1



2

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/yyyy: 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.

The screenshot displays a web-based interface for viewing patient result history. A dropdown menu is open, showing a list of reports sorted by date, with the most recent report selected. The main content area shows a detailed laboratory report for 'Patient Two, Test'.

Results | 2022-02-17 [CLIN2022-000037] | Patient Reports

2022-02-17 [CLIN2022-000037]
2022-02-15 [CLIN2022-000094]
2022-02-14 [CLIN2022-000039]
2022-02-14 [CLIN2022-000063]
2022-02-14 [CLIN2022-000064]
2022-02-14 [CLIN2022-000069]
2022-02-14 [CLIN2022-000071]
2022-02-14 [CLIN2022-000077]
2022-02-14 [CLIN2022-000082]
2022-02-14 [CLIN2022-000091]
2022-02-14 [CLIN2022-000093]
2022-01-31 [CLIN2022-000047]
2022-01-31 [CLIN2022-000048]
2022-01-31 [CLIN2022-000042]
2022-01-31 [CLIN2022-000043]
2022-01-31 [CLIN2022-000044]
2022-01-21 [CLIN2022-000025]
2022-01-21 [CLIN2022-000026]
2022-01-21 [CLIN2022-000027]
2022-01-21 [CLIN2022-000028]

Laboratory Report

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

Reporting Facility: HEALTH
41-064

Name: Patient Two, Test
Street: 7th Main
City: Addison
State: IL
ZIP: 60101
DOB: 1987-12-12
Age: 35
Sex: F
County: Christian

Date/Time Flagged Inlab: 2022-01-21 10:47:23
Lab Med Rec No.: 14707850-ez
Lab Visit No.: 6662822
ID Number: CLIN2022-000037
Collection Date & Time: 2022-01-21 07:56

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

General Information:

SCP: Chart number?:14707850
If yes, when did anti-TB medication start?:unknown
Is patient on anti-TB medication?:unknown
Physician?:SomebodyNurse
Specimen source?:CSF

Date/Time Flagged Inlab: 2022-01-21
Collection Date & Time: 2022-01-21

Mycobacteriology

Conc. Direct Smear 3+ Acid fast bacilli seen on direct concentrated smear
Method of Analysis: Fluorochrome Stain
Normal Range: No acid fast bacilli seen

MTR NFSTED PCR MTR Not Detected on concentrated specimen

Orders Screen

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

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

Use Groups: BARREN RIVER DISTRICT New

		Name	Req Num	Case	Collection Date	ReceivedDate	Patient#	DOB	SSN	Submitter	
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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

Select All

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.

Orders [KSLBATESL]

Days back: 25 Search criteria: All Fields Status: [All]

	Req Num	Name	SSN	DOB	Order Date	Order Time	Status		Order Type	Physician	Group	Patient#	LabStatus
Select	6662904	Patient One, Test	343433434	1988-12-12	2022-03-10	08:31	Ordered	Items	CLINICAL	CHRISTIAN COUNTY HEALTH DEPARTMENT		14707606-ez	INLAB
Select	113881888	Green, Sam	111-11-1111	1972-02-01	2022-03-30	10:22	Open	Items	CLINICAL	DIVISION OF LABORATORY SERVICES		113881886	
Select	113639767	test, leigh	010-00-1234	1970-01-01	2022-03-25	09:14	Open	Items	CLINICAL	DIVISION OF LABORATORY SERVICES		93243036	
Select	112898361	NELSON, TWO	111-15-1598	2000-10-23	2022-03-10	11:12	Open	Items	CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98098007	
Select	112898002	NELSON, TWO	111-15-1598	2000-10-23	2022-03-10	11:01	Ordered	Items	CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98098007	INLAB
Select	112897939	NELSON, ONE	111-11-1478	1997-03-06	2022-03-10	11:00	Ordered	Items	CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98097979	INLAB
Select	112897886	MEADE, ONE	111-11-1234	1983-05-31	2022-03-10	10:58	Ordered	Items	CLINICAL	MEADE COUNTY HEALTH CENTER	LINCOLN TRAIL DISTRICT	98097929	INLAB
Select	112897823	HARDIN, ONE	111-11-1111	2000-10-23	2022-03-10	10:56	Ordered	Items	CLINICAL	HARDIN COUNTY HEALTH CENTER	LINCOLN TRAIL DISTRICT	98097901	INLAB

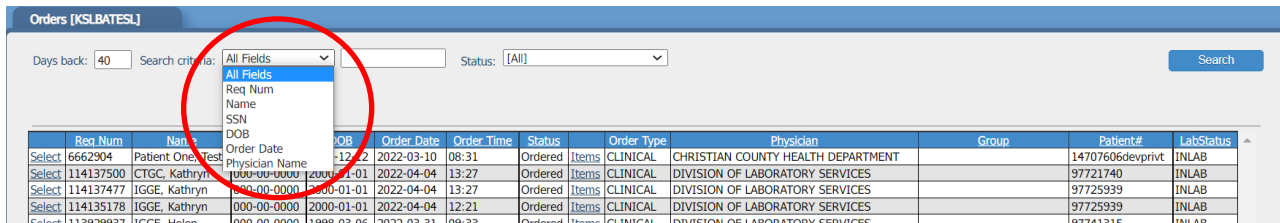
[Order Supplies](#) [Manifest Report](#)

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.



The screenshot shows the 'Orders [KSLBATESL]' interface. At the top, there is a search bar with 'Days back: 40', a search criteria dropdown menu, and a status dropdown menu set to '[All]'. A red circle highlights the search criteria dropdown menu, which is open and shows the following options: 'All Fields', 'Req Num', 'Name', 'SSN', 'DOB', 'Order Date', 'Physician Name', and 'Patient One Test'. Below the search bar is a table of orders with columns: Req Num, Name, Patient One Test, Order Date, Order Time, Status, Order Type, Physician, Group, Patient#, and LabStatus. The table contains several rows of data, including orders for 'CTGC, Kathryn' and 'IGGE, Kathryn'.

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.

Orders [KSLBATESL]

Days back: 25 Search criteria: All Fields Status: [All] Search

Req Num	Name	SSN	DOB	Order Date	Order Time	Status	Order Type	Physician	Group	Patient#	LabStatus
Select 6662904	Patient One, Test	343433434	1988-12-12	2022-03-10	08:31	Ordered	Items CLINICAL	CHRISTIAN COUNTY HEALTH DEPARTMENT		14707606	INLAB
Select 113881888	Green, Sam	111-11-1111	1972-02-01	2022-03-30	10:22	Open	Items CLINICAL	DIVISION OF LABORATORY SERVICES		113881888	
Select 113639767	test, leigh	010-00-1234	1970-01-01	2022-03-25	09:14	Open	Items CLINICAL	DIVISION OF LABORATORY SERVICES		93243036	
Select 112898361	NELSON, TWO	111-15-1598	2000-10-23	2022-03-10	11:12	Open	Items CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98098007	
Select 112898002	NELSON, TWO	111-15-1598	2000-10-23	2022-03-10	11:01	Ordered	Items CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98098007	INLAB
Select 112897939	NELSON, ONE	111-11-1478	1997-03-06	2022-03-10	11:00	Ordered	Items CLINICAL	NELSON COUNTY HEALTH DEPARTMENT	LINCOLN TRAIL DISTRICT	98097979	INLAB
Select 112897886	MEADE, ONE	111-11-1234	1983-05-31	2022-03-10	10:58	Ordered	Items CLINICAL	MEADE COUNTY HEALTH CENTER	LINCOLN TRAIL DISTRICT	98097929	INLAB
Select 112897823	HARDIN, ONE	111-11-1111	2000-10-23	2022-03-10	10:56	Ordered	Items CLINICAL	HARDIN COUNTY HEALTH CENTER	LINCOLN TRAIL DISTRICT	98097901	INLAB

Create Results Log Out

Order Supplies Manifest Report

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

Manifest Report

Report: Order Manifest
 Order Status: Order Manifest
 Order from: Result Manifest - NCOV
 Order to: 2022-04-11

Submitter: ALL
 Submitting Clients: LINCOLN TRAIL DISTRICT
 Order Types: ALL
 Test Codes: ALL

With Requisitions
 With Requisitions and Labels
 Process

Order Manifest 1 / 1 | 46%

Daily Manifest

Patient Name	Requisition #	DOB	SSN	County	Test	Collection Date	Order Date	Date Received
NELSON ONE	112898002	2000-10-23	111-15-1598	NELSON	NCOV	2022-03-10	2022-03-10	
MEADE ONE	112897886	1983-05-31	111-11-1234	MEADE	NCOV	2022-03-10	2022-03-10	
NELSON ONE	112897939	1997-03-06	111-11-1478	NELSON	NCOV	2022-03-10	2022-03-10	
NELSON TWO	112898002	2000-10-23	111-15-1598	NELSON	NCOV	2022-03-10	2022-03-10	
NELSON TWO	112898361	2000-10-23	111-15-1598	NELSON	NCOV	2022-03-10	2022-03-10	

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.

The screenshot shows the 'Orders [46]' interface. At the top, there are filters for 'Days back: 50' and 'Search criteria: All Fields'. Below this is a table with the following data:

Select		Req_Num	Name	SSN	
Select	<input checked="" type="checkbox"/>	6662904	Patient One, Test	343433434	15
Select	<input checked="" type="checkbox"/>	114877071	Patient Two, Test	111-11-1234	15
Select	<input type="checkbox"/>				

Below the table is a 'Create' button and a 'Manifest Report' link with a checked 'Select All' checkbox.

The screenshot shows the 'Manifest Report' screen. It features several filter dropdowns: 'Report: Order Manifest', 'Order Status: ALL', 'Order from: 2022-01-01', 'Order to: 2022-04-11', 'Submitter: ALL', 'Submitting Clients: LINCOLN TRAIL DISTRICT', 'Order Types: ALL', and 'Test Codes: ALL'. There are checkboxes for 'With Requisitions' (checked) and 'With Requisitions and Labels'. A 'Process' button is located at the bottom right.

A dropdown menu is open, showing 'Requisitions' selected. Below this is a preview of a requisition form for '46_BREQ202204...' (page 1 of 5, 46% zoom). The form includes the following information:

Cabinet for Health and Family Services
 Department for Public Health
 100 Sower Blvd, North Loading Dock
 Frankfort, Kentucky 40602-2020

Patient Information:
 Name (Last, First, MI): NELSON, TWO
 Street: NELSON
 City, State, Zip Code: NELSON
 Sex: M
 Date of Birth: 2000-10-23

Send Report to:
 Submitter/Health Dept: NELSON COUNTY HEALTH DEPARTMENT
 Location: 325 SOUTH THIRD STREET

Specimen Information:
 Date of Collection: 2021-12-29
 Time of Collection: 10:30
 Specimen/Account #: 11288350NCOV

Create Orders – Order Entry Screen

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

The screenshot shows the 'Orders [46]' interface. At the top, there are filters for 'Days back: 50' and 'Search criteria: All Fields'. Below this is a table with columns: 'Select', 'Req Num', 'Name', and 'SSN'. The table contains three rows of data. The first two rows have 'Select' checkboxes checked, and the third has it unchecked. Below the table is a 'Create' button, which is highlighted with a red rectangular box. At the bottom, there are links for 'Manifest Report' and a 'Select All' checkbox.

Select	Req Num	Name	SSN
<input checked="" type="checkbox"/>	6662904	Patient One, Test	343433434
<input checked="" type="checkbox"/>	114877071	Patient Two, Test	111-11-1234
<input type="checkbox"/>			

The screenshot shows the 'Order Entry' screen with several components labeled with arrows:

- Window Title:** Points to the 'Order Entry' header.
- Submitter:** Points to the 'Set Submitter' button.
- Search existing patients:** Points to the 'Search Patients' button.
- Order Mode:** Points to the 'CLINICAL' dropdown menu.
- Order list:** Points to the 'Orders' button.

Below the buttons, there is a red message '[NEED SUBMITTER]' and input fields for 'Name [Last, First]:' and 'SSN:'. The 'Order Mode' dropdown menu is open, showing options: 'CLINICAL', 'ENVIRONMENTAL', and 'BIOTERRORISM'.

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.

Order Entry

Set Submitter [Ordering location] Search Patients CLINICAL Clinical

[NEED SUBMITTER]

Select Submitter

Enter Search Criteria Search

Search In All Columns

	Code	Name	Street	City	State	UPIN	NPI	GROUP
Select	HARDIN	HARDIN COUNTY HEALTH CENTER	580 WESTPORT ROAD	ELIZABETHTOWN	KY			false
Select	LARUE	LARUE COUNTY HEALTH CENTER	215 EAST MAIN STREET	HODGENVILLE	KY			false
Select	MARION	MARION COUNTY HEALTH CENTER	516 NORTH SPALDING	LEBANON	KY			false
Select	MEADE	MEADE COUNTY HEALTH CENTER	520 HILLCREST DRIVE	BRANDENBURG	KY			false
Select	NELSON	NELSON COUNTY HEALTH DEPARTMENT	325 SOUTH THIRD STREET	BARDSTOWN	KY			false
Select	WASHINGTON	WASHINGTON COUNTY HEALTH CENTER	302 EAST MAIN STREET	SPRINGFIELD	KY			false

Clear OK

The chosen submitter will show under the set submitter button.

Order Entry

Set Submitter LINCOLN TRAIL DISTRICT Search Patients CLINICAL Clinical Orders

[HARDIN COUNTY HEALTH CENTER]

Name [Last, First]: SSN: Address:
 Sex: Med Rec: To Be Assigned City:
 DOB [yyyy-mm-dd]: Req #: State/Zip:
 Phone:
 Status: NEW Edit Patient

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.

Order Entry

Set Submitter: LINCOLN TRAIL DISTRICT **Search Patients** CLINICAL Clinical Orders

[HARDIN COUNTY HEALTH CENTER]

Name [Last, First]: SSN: Address:
Sex: Med Rec: To Be Assigned City:
DOB [yyyy-mm-dd]: Req #: State/Zip:
Phone:
Status: NEW **Edit Patient**

Guarantor: Insurance 1: ICD History - none found
Insurance 2: Insurance 3: **Edit Billing**
Set Bill Type:

Order Date: 2020-10-01 Order Priority: ICDs:

Test	Description	ICDs	Tube Type	Specimen Collection Date(yyyy-mm-dd)	Specimen Collection Time (24:00)	Priority
	Questions					
	Questions					
	Questions					
	Questions					
	Questions					

[Order Comments](#) **Edit Order**

New Order **Place Order** **Cancel Order** **Reprint** **Results** **LogOut**
[Patient Incomplete] [Order Incomplete]

[Auto New]

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.

The screenshot shows a window titled "Edit Patient" with a close button (X) in the top right corner. The form contains the following fields and values:

Name [Last, First]*	Washington, Three
PatientID	To Be Assigned
SSN [xxx-xx-xxxx or xxxxxxxx]*	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

An "OK" button is located at the bottom right of the form area.

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

Order Entry

Set Submitter: LINCOLN TRAIL DISTRICT Search Patients CLINICAL Clinical Orders

[HARDIN COUNTY HEALTH CENTER]

Name [Last, First]: Washington, One SSN [xxx-xx-xxxx or xxxxxxxx]: 444-44-4444 Address: 21 Maple Street
 Sex: F Med Rec: To Be Assigned City: Springfield
 DOB [yyyy-mm-dd]: 2000-10-23 Req #: State/Zip: KY\40069
 Phone: **Edit Patient**

Status: NEW

Guarantor: ICD History - none found
 Insurance 1: **Edit Billing**
 Insurance 2:
 Insurance 3:

Set Bill Type:

Order Date: 2020-10-01 Order Priority: ICDs:

Test	Description	ICDs	Tube Type	Specimen Collection Date(yyyy-mm-dd)	Specimen Collection Time (24:00)	Priority
	Questions					
	Questions					
	Questions					
	Questions					
	Questions					

Edit Order

New Order **Place Order** **Cancel Order** **Reprint** **Results** **LogOut**

[Order Incomplete]

[Auto New]

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.

Edit Clinical Order

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

Remove	Edit	Test	Description	Tube Type	Specimen Collection Date(yyyy-mm-dd)	Specimen Collection Time (24:00)	ICD	Priority
Remove	Edit	Instructions						
Remove	Edit	Instructions						
Remove	Edit	Instructions						
Remove	Edit	Instructions						
Remove	Edit	Instructions						

ECO: E. COLI NCOV: Novel Coronavirus testing
 CT REF: Chemical Terrorism Referred Specimen SGT: SALMONELLA

HIV: HIV-1/HIV-2 SCREEN [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]
 [Undefined] [Undefined]

Search: Code CTGC FullName **Search**

Select	Constit.	Code	Description	OrderedAs
Select	Constit.	CTGC	CHLAMYDIA AND GONORRHEA TESTING	
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			
Select	Constit.			

Exact auto select

OK

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

The screenshot shows a 'Questions' dialog box with the following fields and options:

- Priority: *ROUTINE (dropdown)
- Specimen Collection Date (yyyy-mm-dd): 2022-04-20 (with a blue '+' icon for calendar access)
- Specimen Collection Time (24:00): 0800
- Reason for testing?*:
 - Volunteer/Medical problem
 - Initial Family Planning visit
 - Revisit/Annual Family Planning visit
 - Prenatal visit
 - Sex partner referral
 - Cancer
 - Family planning ECP visit
 - Family planning pregnancy test visit
 - Unknown
 - Other
- Did this patient present with Chlamydia/Gonorrhea symptoms?*:
 - Yes
 - No
- Is the patient pregnant?*:
 - Patient Currently Pregnant
 - unknown
 - Patient Not Pregnant
- Expiration date of collection kit?*: 5/30/22
- Specimen source?*:
 - CTGC-Urine
 - CTGC-Female endocervical
 - CTGC-Male urethral
 - CTGC-Rectal
 - CTGC-Pharyngeal
 - CTGC-Vaginal
- Chart number?*: 1234
- Ethnicity?*:
 - Unknown
 - White, non-hispanic
 - Black, non-hispanic
 - American Indian
 - Asian
 - Hispanic white
 - Hispanic black
- Collector?*: lab

An 'OK' button is located at the bottom right of the dialog.

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.

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]

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.

Order Saved. Requisition: 114921245 [OK](#)

Requisition

Cabinet for Health and Family Services
 Department for Public Health
 100 Sower Blvd, North Loading Dock
 Frankfort, Kentucky 40602-2020

Patient Information:
 Name (Last, First, MI): Patient Two, Test
 Street: 125 N Broadway
 City, State, Zip Code: Hopkinsville KY 42241 CHRISTIAN
 Sex: F
 Date of Birth: 1997-03-06

Send Report to:
 Submitter/Health Dept: CHRISTIAN COUNTY HEALTH DEPARTMENT
 Location: 1700 CANTON STREET

Specimen Information:
 Date of Collection: 2022-04-20
 Time of Collection: 08:00
 Specimen/Account #: 114921244CTGC

Ask at Order: Reason for testing? Volunteer/Medical problem
 Did this patient present with Chlamydia/Gonorrhea symptoms? No
 Is the patient pregnant? unknown
 Expiration date of collection kit? 5/30/22
 Specimen name? CTGC Urine

Label(s)

Patient Two, Test
 DOB: 1997-03-06 **CTGC**
 DOC: 2022-04-20 TOC: 08:00
 114921244
 CHRISTIAN COUNTY HEALTH

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.

The screenshot shows a web interface for managing orders. At the top, there's a header 'Orders [46]'. Below it, there are search filters: 'Days back: 1', 'Search criteria: All Fields', and 'Status: [All]'. A table lists orders with columns for 'Select', 'Req_Num', 'Name', 'SSN', 'DOB', 'Order Date', 'Order Time', 'Status', 'Items', and 'Order Type'. The first row shows a requisition number 114921245 for 'Patient Two, Test' with status 'Open' and order type 'CLINICAL'. Below the table is a 'Create' button and a 'Manifest Report' link with a 'Select All' checkbox.

Select	Req_Num	Name	SSN	DOB	Order Date	Order Time	Status	Items	Order Type	
Select	<input type="checkbox"/>	114921245	Patient Two, Test	111-11-1234	1997-03-06	2022-04-20	08:50	Open	Items	CLINICAL
Select	<input type="checkbox"/>								Items	

Edit Order

1. Select Remove or Edit for the test code that you want to modify.
2. When Remove is selected 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](#)

Order Type: * Order Time: [Comments](#)

[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		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](#)

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 [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.

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