Member Solutions
User's Manual

Version 1.0
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Lab*One*, Inc.
10101 Renner Boulevard
Lenexa, Kansas 66219-9752
913-888-1770

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Overview

Overview of Member Solutions

LabOne's Member Solutions Web Site provides clients of LabOne, with a secure 'single point of access' to Clinical and Toxicology lab results, account and testing information. Its current features allows entitled users to:

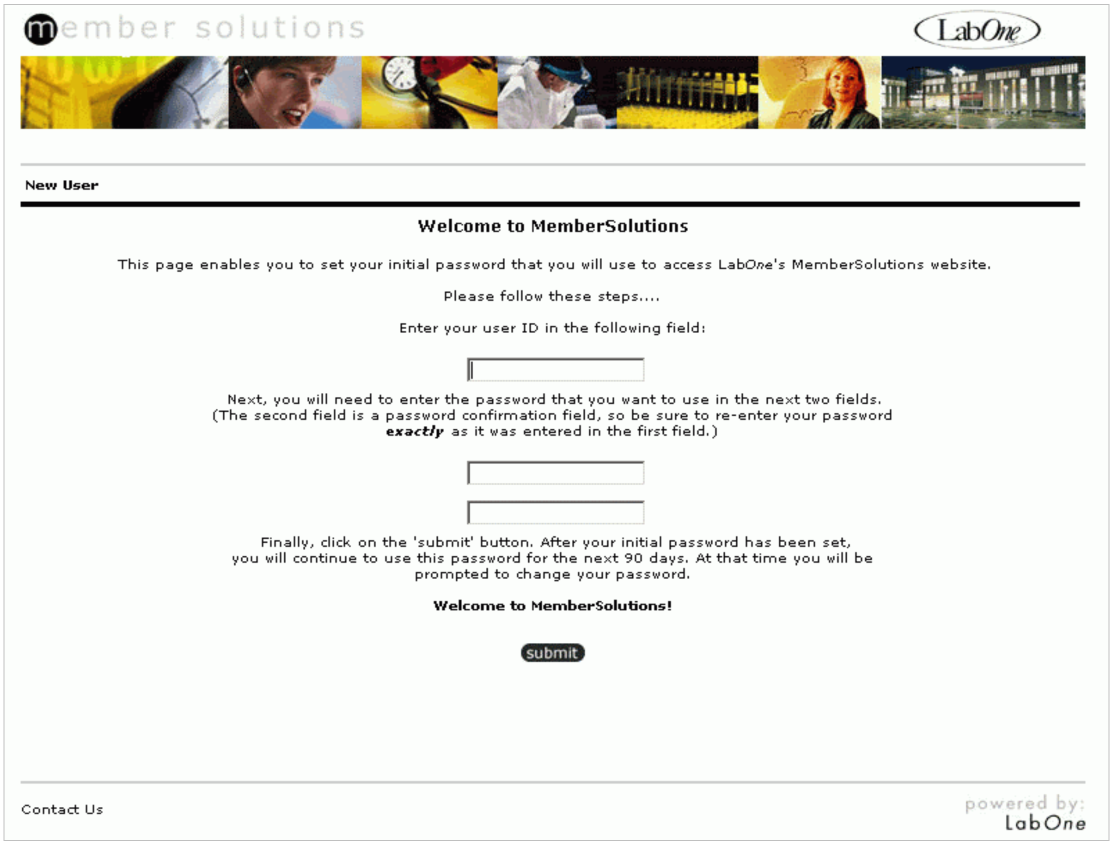
- View and print laboratory testing results
- Sort all results by Name, Date, Social Security Number, Specimen ID, and Result Status (Toxicology only)
- Search the result data by Specimen ID, Name, and Social Security Number
- View and print high quality images of Toxicology Chain of Custody Forms
- View 90 day history of reported results
- View and print Toxicology account statistical data
- View Toxicology laboratory result turn around times
- View reports on Toxicology collection site errors

Tasks

Setting Password for New Users

To set a password for a new user, perform the following steps:

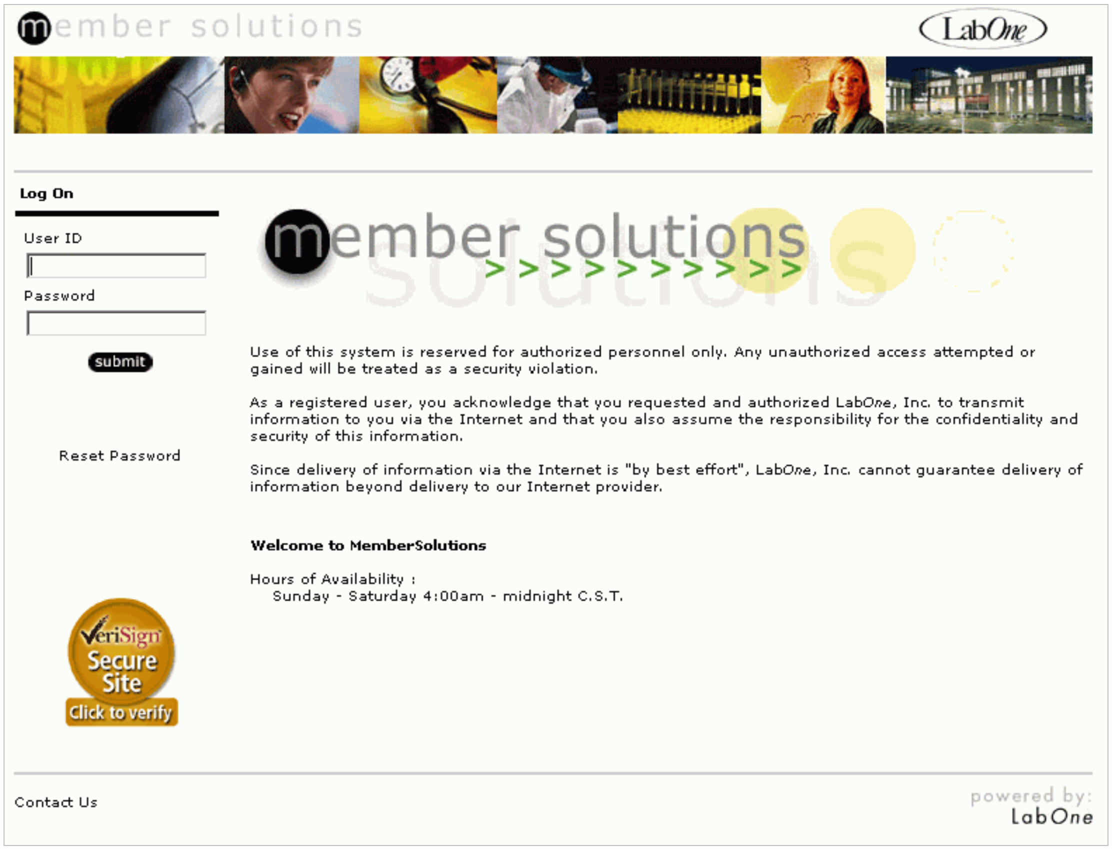
1. From the **New User** web page, http://members.labone.com/newuser, enter your user ID and password in the appropriated boxes.



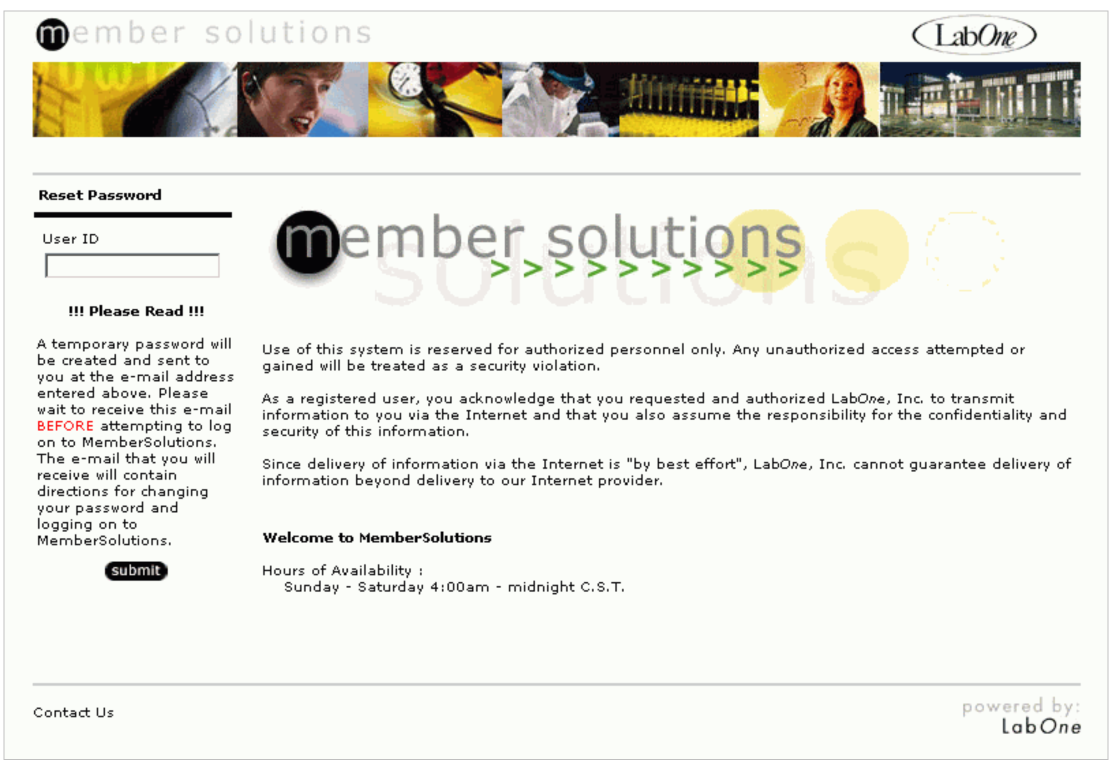
2. Click **Submit** to set the password and enter the **Member Solutions** web site.

Resetting your password

To reset your password, perform the following steps:



1. From the **Log On** page, http://members.labone.com/, click the **Reset Password** hyperlink. The **Reset Password** page is displayed.



2. In the **User ID** box, enter your user name and then click **Submit**. The **Log On** page is displayed. A random password is created and e-mailed to you.

   NOTE: Wait until you receive the e-mail containing your temporary password before proceeding.

3. After you receive the e-mail containing your temporary password, re-enter your user name in the **User ID** box, and the password from the e-mail in the **Password** box.

   NOTE: The password is case-sensitive. You must enter the password <u>exactly</u> as it was sent to you (minus the single quotes). For example, if the e-mail had your password as 'AbCdEf', you would enter AbCdEf in the password box.

4. Click **Submit**. The **Change Password** page is displayed.

   NOTE: The current password box is already filled out; this information came from the initial **Log On** page. Do not change this field.

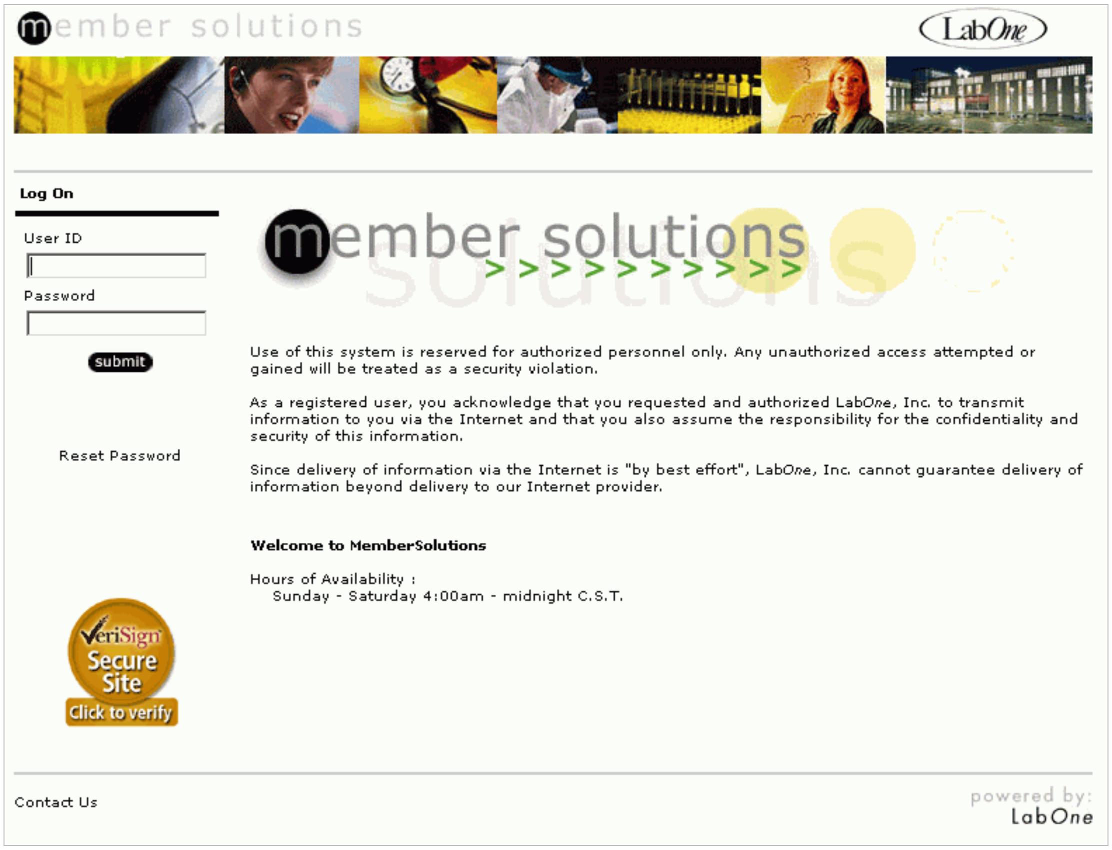
5. In the **New Password** box, enter your new password and then re-enter the same password in the confirm password box. These two passwords must be identical.

6. Once you have entered your password in both the new password and confirm password boxes, click **Submit**. When you see your customized menu, you have successfully set your password. From now on, you will use this password whenever you access LabOne's Member Solutions web site. Your password will expire every 90 days. Thus, you will be guided back through the 'change password' process and asked to pick a new password for the next 90 days.

Logging On

To log onto the Member Solutions web site, perform the following steps:

1. Open your Internet Explorer and go to the Member Solutions URL, http://members.labone.com/.

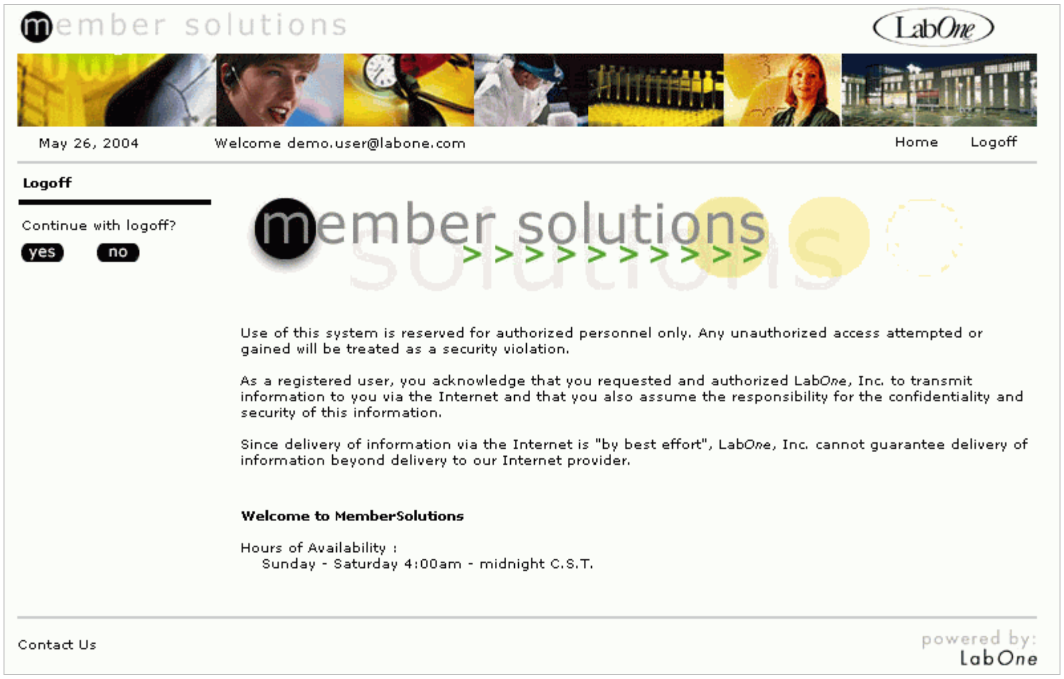


2. In the **User ID** box, enter your user ID.
3. In the **Password** box, enter your password.
4. Click **Submit** to enter the **Member Solutions** web site.

Logging Off

To log off of the Member Solutions web site, perform the following steps:

1. From any pages in the **Member Solutions** web site, click **Logoff** at the top left side of the page. The **Logoff** page is displayed.
2. From the **Logoff** page, you are prompted to confirm that you want to log out of the **Member Solutions** web site. Click **Yes** to log out.
3. If you are not ready to log out, click **No** to return to **Member Solutions** homepage.



Searching for Results

You can search for results within a 90-day time range, by specimen ID, name, or social security number. To search for a result, enter your search criteria in the appropriate field(s) under the **On Demand Search** section from the result list web page. You must enter <u>complete</u> criteria **-** you <u>cannot</u> perform partial searches.

Toxicology

Toxicology Main Menu

The Member Solutions Toxicology main menu contains the following commands:

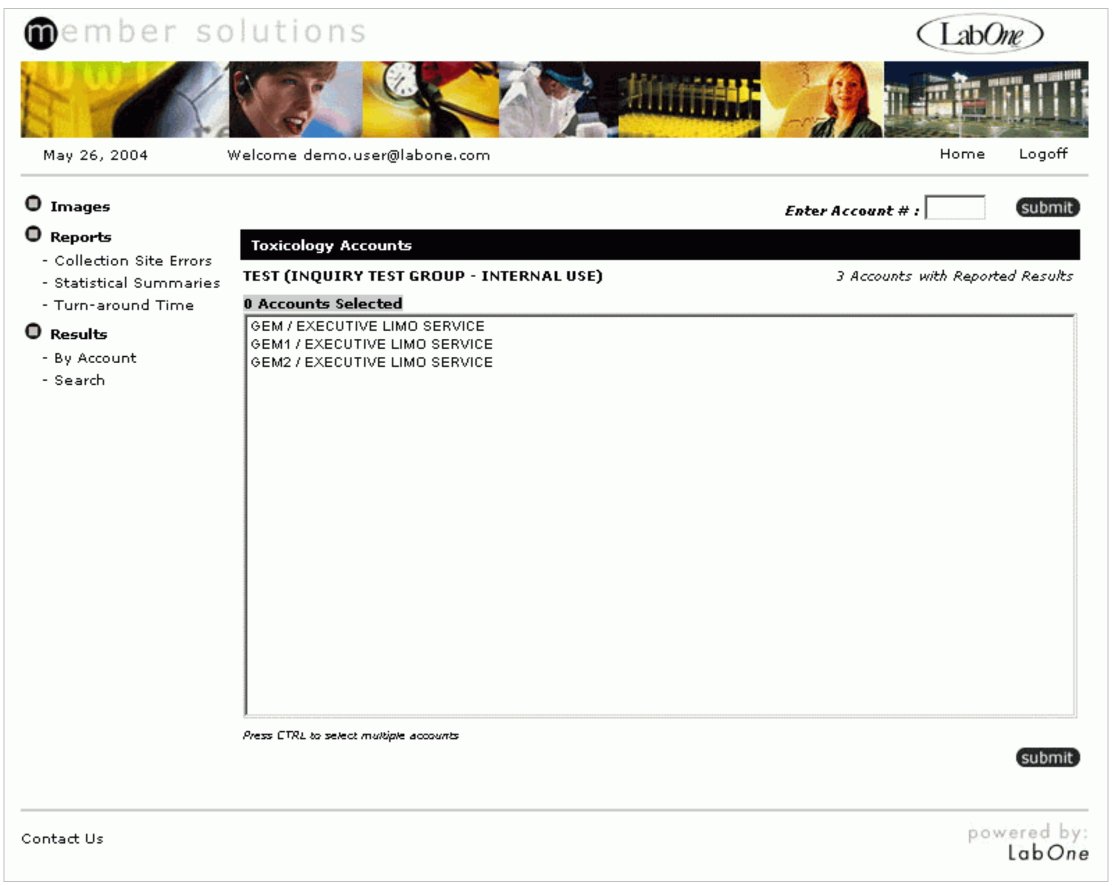
Menu	Menu Selection	Description
Images		Enables you to retrieve the associated image(s) by entering a specimen number, and then print them if needed.
Reports		

	Collection Site Errors	Enables you to generate reports that show errors by collection site by selecting the account number and date range.
	Statistical Summaries	Opens a separate web page, enabling you to generate DOT and non-DOT statistical reports by selecting account codes and 6-month periods.
	Turn-around Time	Enables the user to generate reports that show Lab*One*'s testing turnaround times by selecting account number and date range.
Results		
	By Account	This menu selection enables the user to retrieve a list of all results for all company codes that they are authorized to see. From this list, the user can view and/or print the actual lab result and the associated image(s).
	Search	Enables you to search for results within 90-day time range, by specimen ID, name, or social security number.

Retrieving Results by Account

To retrieve results by account, perform the following steps.

1. From the Toxicology main menu on the left, select **By Account** under **Results**. Under **Toxicology Accounts**, a list of group codes is displayed.

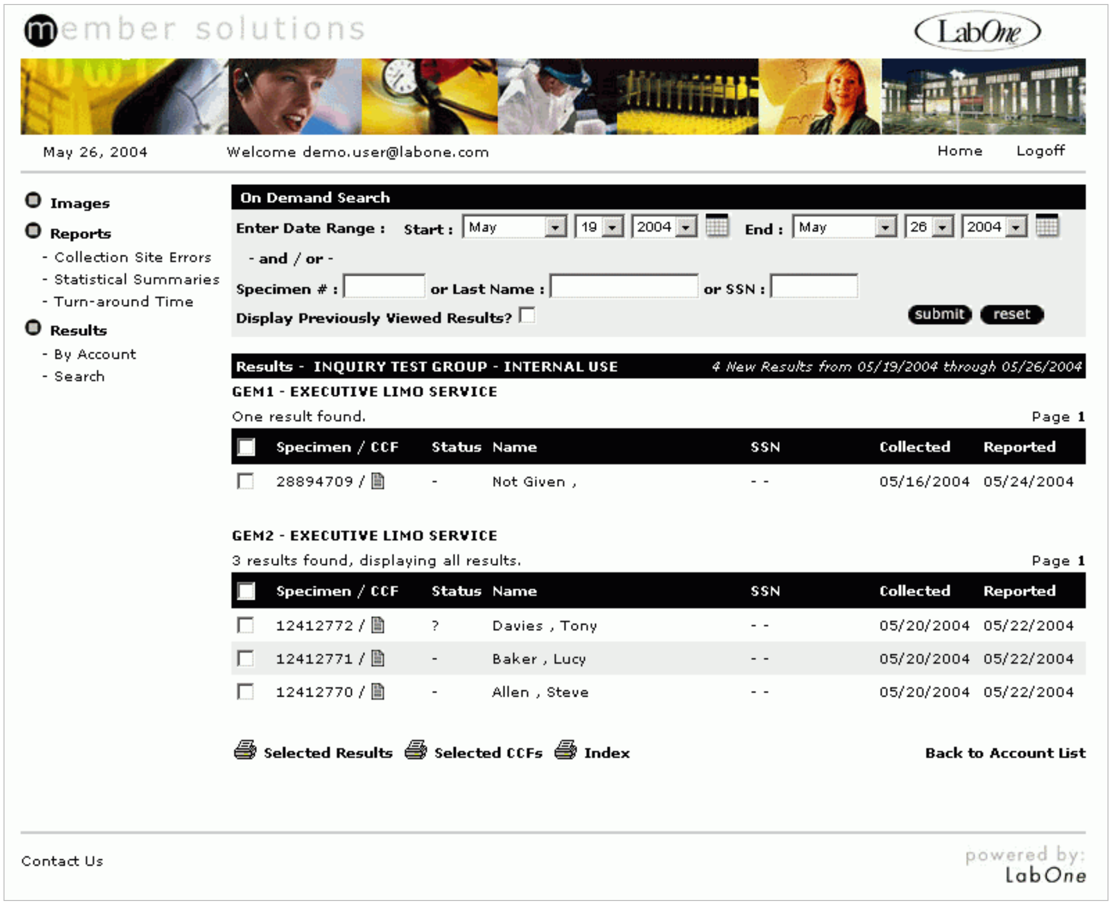


2. Click the group code to view the associated account numbers. You can select 1-50 accounts at a time by using the CTRL or Shift keyboard button.

   NOTE: 50 accounts are the maximum number of accounts you can select.

3. If you know the specific account number, enter it in the **Enter Account #** box and then click the **Submit** button next to it.

4. Click **Submit** to show all the results for the selected accounts that you have not viewed in the past 7 days.



5. If you want to view all results in the past 7 days (previously viewed and not viewed results), select the **Display Previously Viewed Results?** check box and click **Submit**. The results that you have previously viewed are displayed in blue, while the other results are displayed in black.

6. To view results for a specimen ID, click that specimen ID.

7. To view the Chain of Custody Form for a specimen ID, click 🗎 next to the appropriated specimen ID.

8. From this list of results, you can perform other tasks listed below:

   - Sort columns in both ascending and descending order
   - Search for results within a 90-day time range for a specific specimen, name, or social security number. The search criteria must be exact - you cannot use partial criteria or wildcards. For more information on performing searches, see the **Searching for Results** topic.

- Print selected results by clicking **Selected Results**. You can select a result by clicking the check box (☑) next to that result.
- Print selected CCFs by clicking **Selected CCFs**. You can select a CCF by clicking the check box (☑) next to that result.
- Print an index of all results by clicking **Index**.

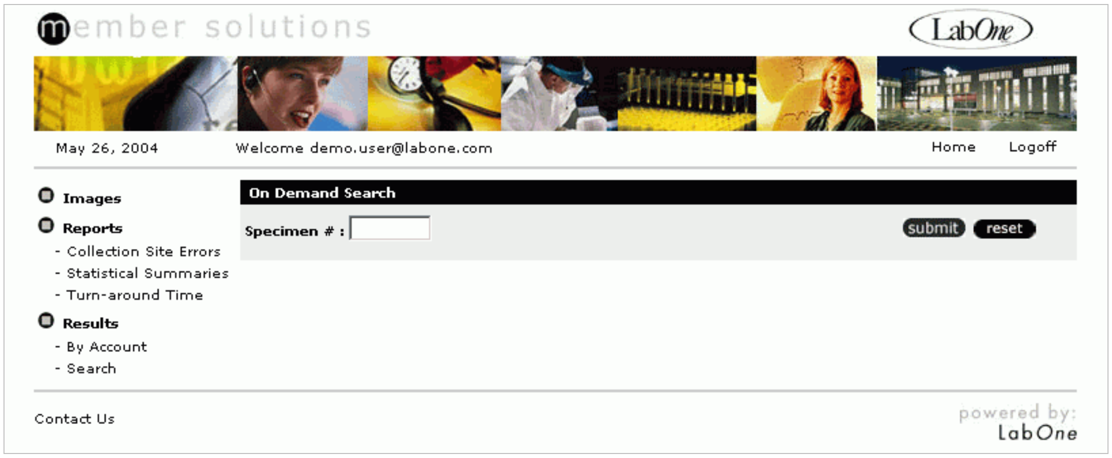
9. To return to **Account List**, click the **Back to Account List** hyperlink at the bottom of the web page.

Retrieving Images

You can retrieve scanned CCFs (Chain of Custody Forms) for a specified specimen ID, display the retrieved image, and print the retrieved image.

To retrieve a CCF by specimen ID, perform the following steps:

1. From the Toxicology main menu on the left, select **Images.** The **On Demand Search** section is displayed for you to find the CCFs for a specified specimen ID.



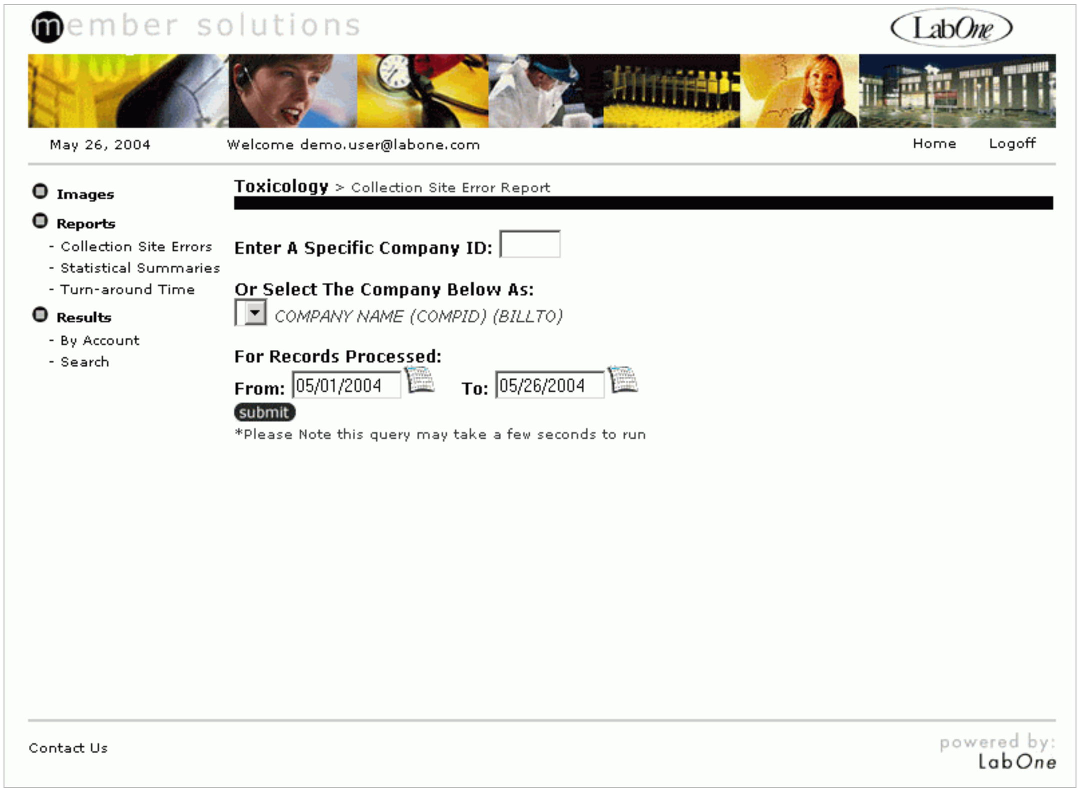
2. In the **Specimen #** box under **On Demand Search**, enter the specimen ID for the CCFs that you want to retrieve.
3. Click **Submit** to display the CCF for the specified specimen ID.

NOTE: If you are not authorized to view the CCF for the specified specimen ID, the system will not display that CCF.

Generating Collection Site Errors Report

To generate a Collection Site Errors Report, perform the following steps:

1. From the Toxicology main menu on the left, select **Collection Site Errors** under **Reports.** The right side of the page displays list and text boxes for you to specify the criteria for your report. Note that it may take a few seconds for the right side of the page to display.

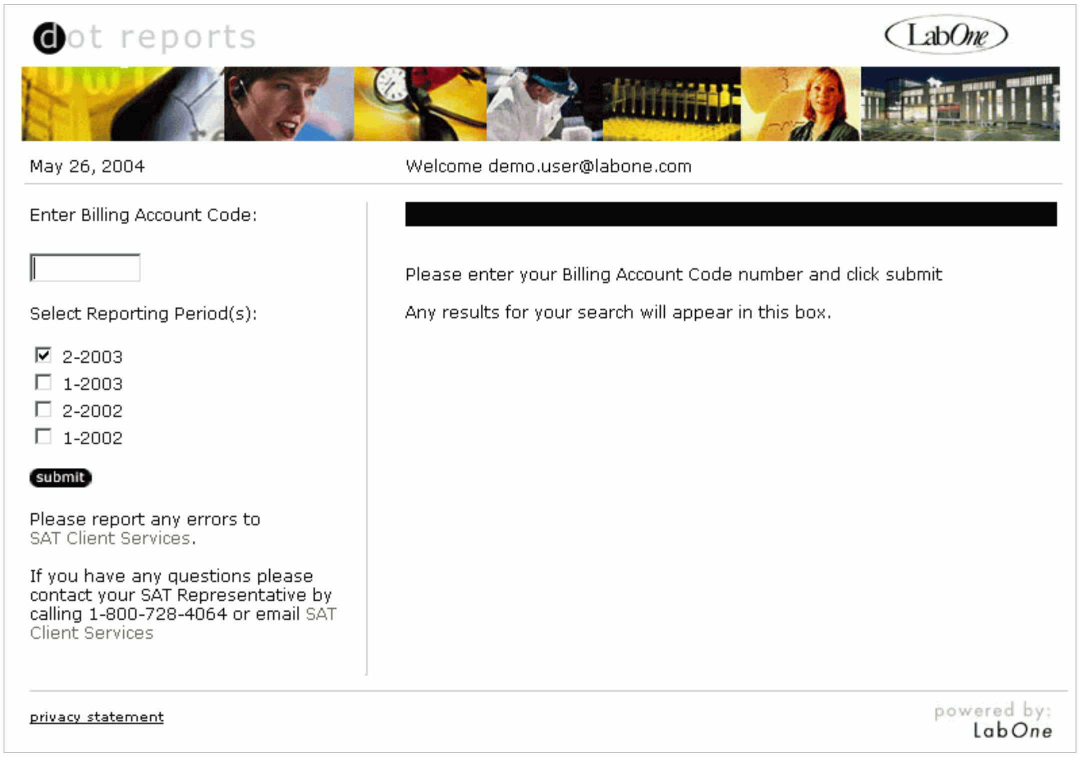


2. In the **Enter A Specific Company ID** box, enter the company ID. Alternatively, if you want to select a company from a list, make a selection from the **Or Select The Company Below As** list.
3. Under **For Records Processed**, enter the date range in the **From** and **In** boxes. Alternatively, you can select the date from a calendar by clicking the calendar icon next to the **From** box and then the **In** box.
4. Click the **Submit** button to submit your query. The **Collection Site Errors Report** is displayed. Note that it may take a few seconds for the report to display.

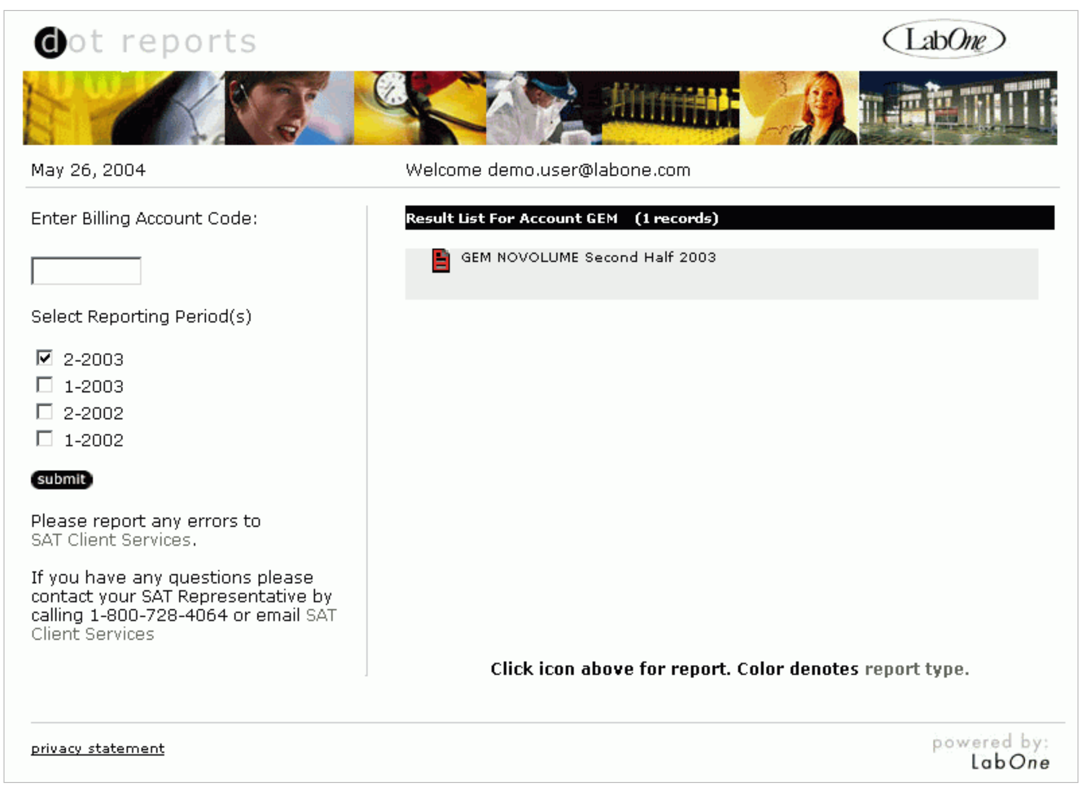
Generating Statistical Summaries

To generate a Statistical Summaries Report, perform the following steps:

1. From the Toxicology main menu on the left, select **Statistical Summaries** under **Reports.** The **Dot Reports** web page is displayed for you to specify the criteria for your report. Note that it may take a few seconds for the right side of the page to display.



2. In the Enter Billing Account Code box, enter your bill account code number.
3. Under **Select Reporting Period(s)**, select the checkbox next to one or more reporting periods.
4. Click **Submit**. A list of reports is displayed on the right. Click the icon next to the report that you want to view.



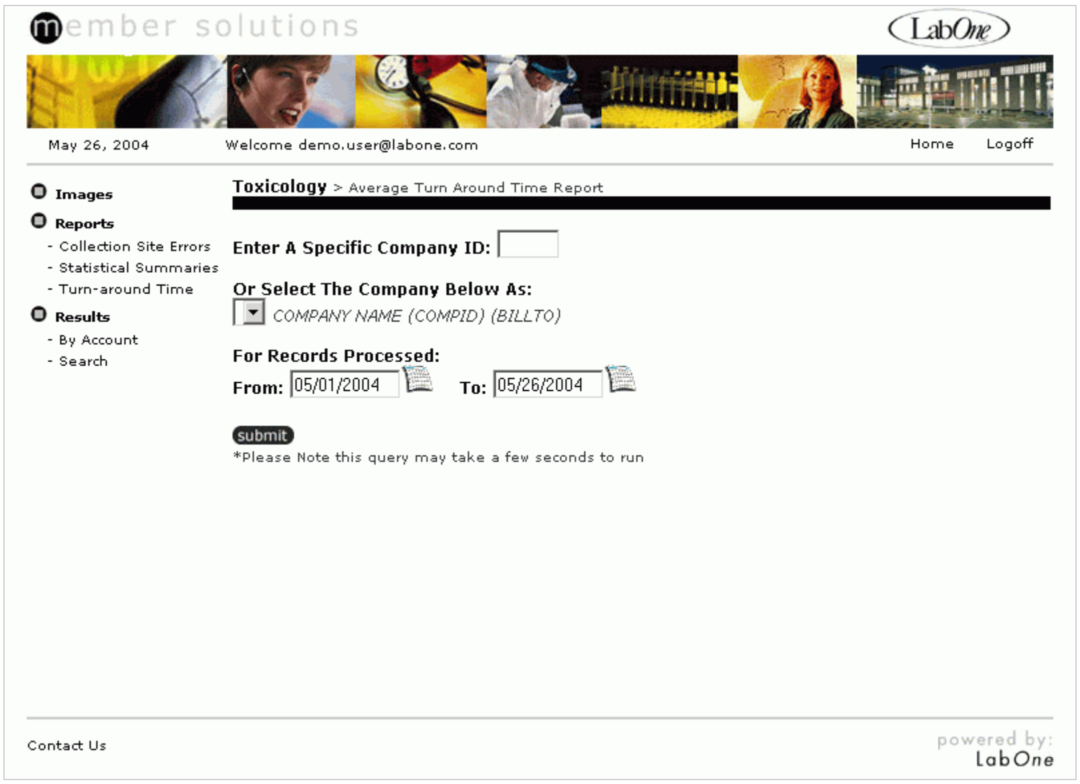
NOTE The color of the icon denotes the report type.

Standard Report
Low Volume Report
No Volume Report

Generating Turn-around Time Reports

To generate an Average Turn-around Time Report, perform the following steps:

1. From the Toxicology main menu on the left, select **Turn-around Time** under **Reports**. The right side of the page displays list and text boxes for you to specify the criteria for your report. Note that it may take a few seconds for the right side of the page to display.



2. In the **Enter A Specific Company ID** box, enter the company ID. Alternatively, if you want to select a company from a list, make a selection from the **Or Select The Company Below As** list.

3. Under **For Records Processed**, enter the date range in the **From** and **In** boxes. Alternatively, you can select the date from a calendar by clicking the calendar icon next to the **From** box and then the **In** box.

4. Click the **Submit** button to submit your query. The **Average Turn Around Time Report** is displayed. Note that it may take a few seconds for the report to display.

Clinical

Clinical Main Menu

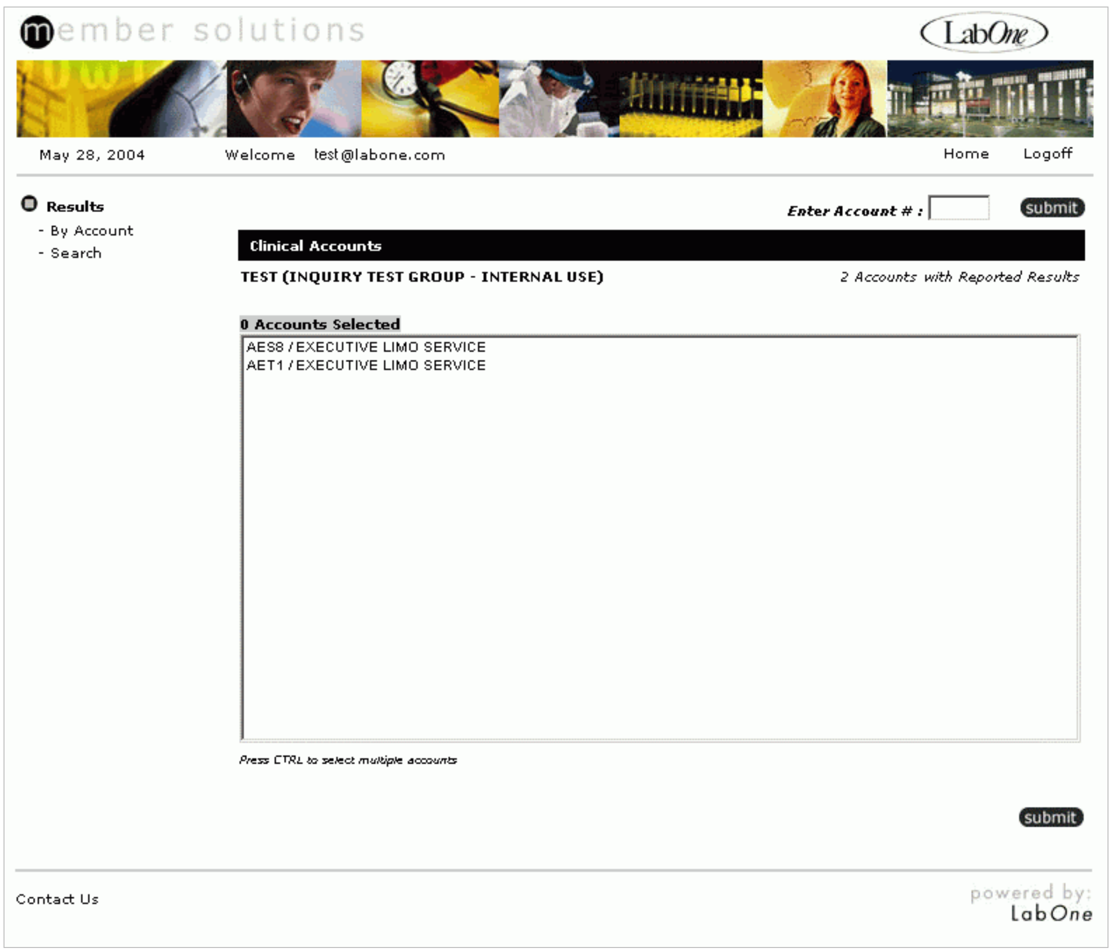
The Member Solutions Clinical main menu contains the following commands:

Menu	Menu Selection	Description
Results		
	By Account	This menu selection enables the user to retrieve a list of all results for all company codes that they are authorized to see. From this list, the user can view and/or print the actual lab result.
	Search	Enables you to search for results within a 90-day time range, by specimen ID, name, or social security number

Retrieving Results by Account

To retrieve results by account, perform the following steps.

1. From the Clinical main menu on the left, select **By Account** under **Results**. Under **Clinical Accounts**, a list of group codes is displayed.

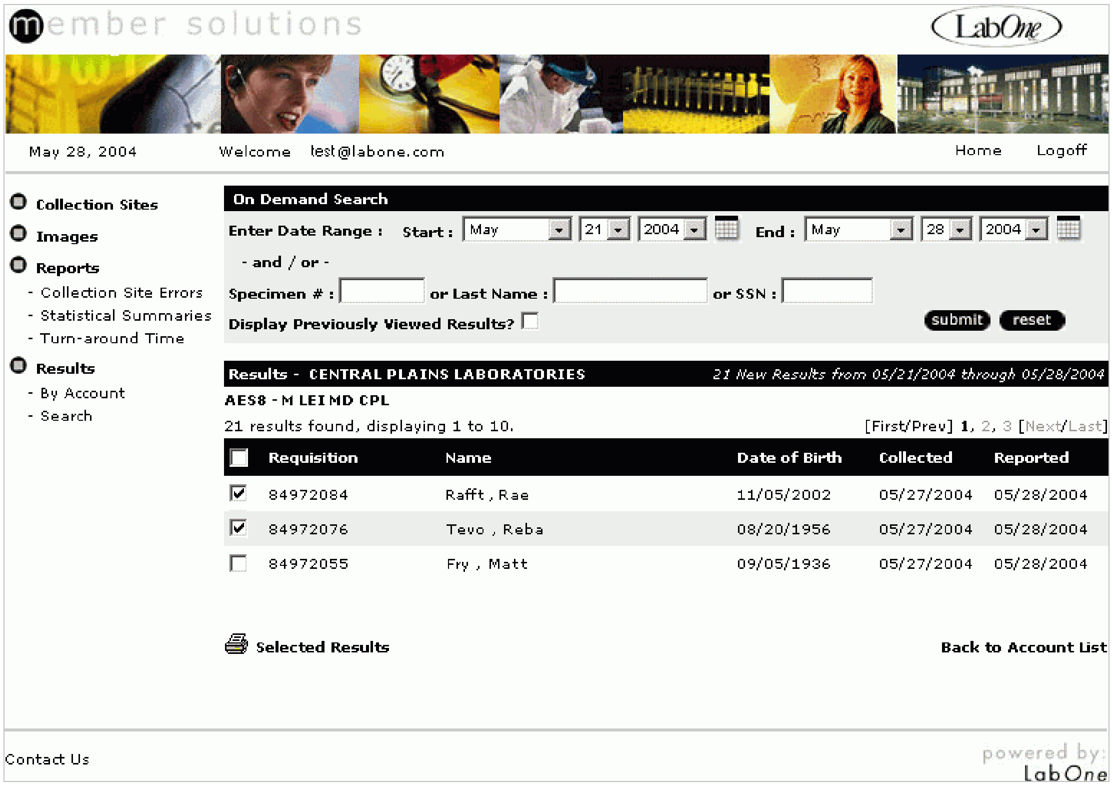


2. Click the group code to view the associated account numbers. You can select 1-50 accounts at a time by using the CTRL or Shift keyboard button.

   NOTE: 50 accounts are the maximum number of accounts you can select.

3. If you know the specific account number, enter it in the **Enter Account #** box and then click the **Submit** button next to it.

4. Click **Submit** to show all the results for the selected accounts that you have not viewed in the past 7 days.



5. If you want to view all results in the past 7 days (previously viewed and not viewed results), select the **Display Previously Viewed Results?** check box and click **Submit**. The results that you have previously viewed are displayed in blue, while the other results are displayed in black.

6. To view results for a requisition, click that requisition.

7. From this list of results, you can perform other tasks listed below:

   - Sort columns in both ascending and descending order
   - Search for results within a 90-day time range for a specific name or social security number. The search criteria must be exact - you cannot use partial criteria or wildcards. For more information on performing searches, see the **Searching for Results** topic.
   - Print selected results by clicking **Selected Results**. You can select a result by clicking the check box (☑) next to that result.

8. To return to **Account List**, click the **Back to Account List** hyperlink at the bottom of the web page.