

Lab Web Portal (LWP)

Quick Start Guide



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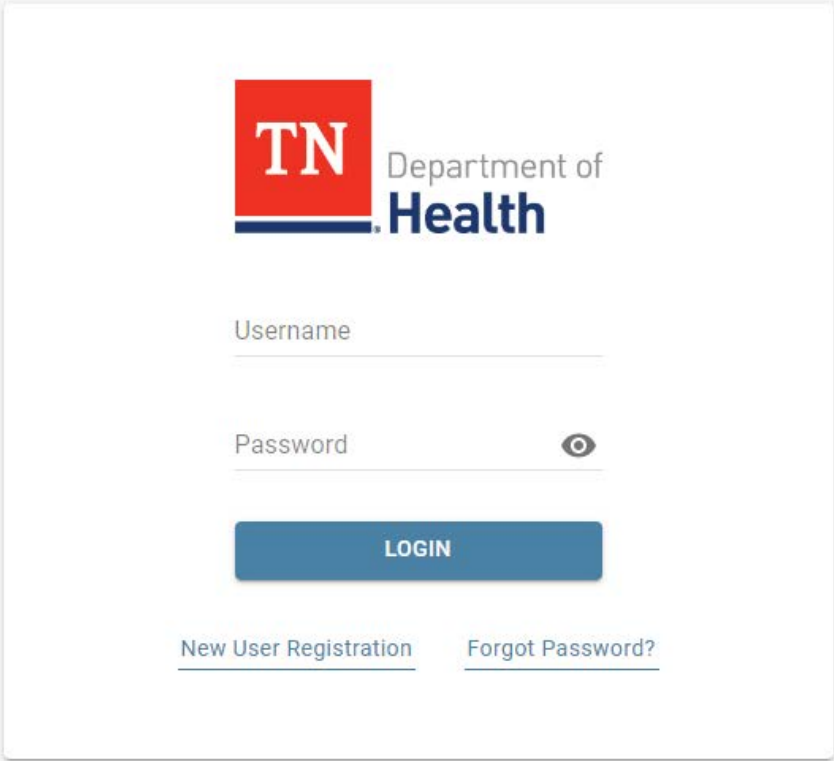
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Welcome to Lab Web Portal (LWP)

The Production URL

Access the Portal login page by using the following URL:

<https://prod.labwebportal.com/tnlabs>

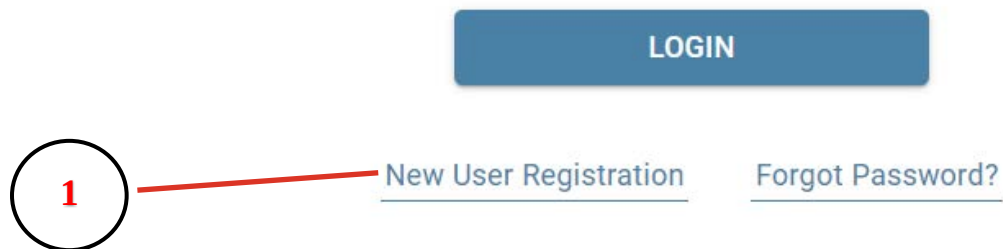


The screenshot shows the login page for the TN Department of Health Lab Web Portal. At the top, there is a logo with a red square containing the letters 'TN' in white, followed by the text 'Department of Health' in blue. Below the logo, there are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below the input fields is a blue button labeled 'LOGIN'. At the bottom of the login area, there are two links: 'New User Registration' and 'Forgot Password?'. At the very bottom of the page, there is a footer with the copyright notice '©2007 - 2024 iConnect Consulting, Inc.' on the left and the date and version '21 Oct 2024 09:27 8.6.3.4055' on the right.

- Click **Order Support** link at the bottom of the page to view lab contacts and information on where to send your specimens.
- Click **Technical Support** link at the bottom of the page for technical support contacts.

Create New Account

1. Click **New User Registration** link under the **Login** button.



- **New User Registration** page is displayed.
 - Under the **Email** add an active email, it will be used as a username.
 - Complete the rest of the fields.
 - Start typing the name of your submitting facility into **Organization** field to see if it already exists in the portal. If a match is found, select your facility from the popup list.
 - Review "Term of Use" and "Privacy Policy" documents by clicking on the links. Check the boxes next to "Terms of Use", "Privacy Policy" to agree. Agreement is required to request access.
 - Click on **SUBMIT** to complete user registration process. A New User registration request will be sent to the portal admin for approval.
 - Once the request is approved, the user will be notified via email and will be able to login to the portal.
- Navigate back to the login page, type in the username and password and click on Login button to access the Portal.

New User Registration

Account Details

* Email

* Password 

* Confirm Password 

* First Name * Last Name

* Title

Contact Details

* Address

* City * State * ZIP

* Primary Phone * Fax

Organization Details

* Organization 

If you don't see your organization in the list, please contact the lab.

* Terms of Use
☐ I agree to the [Terms of Use](#)

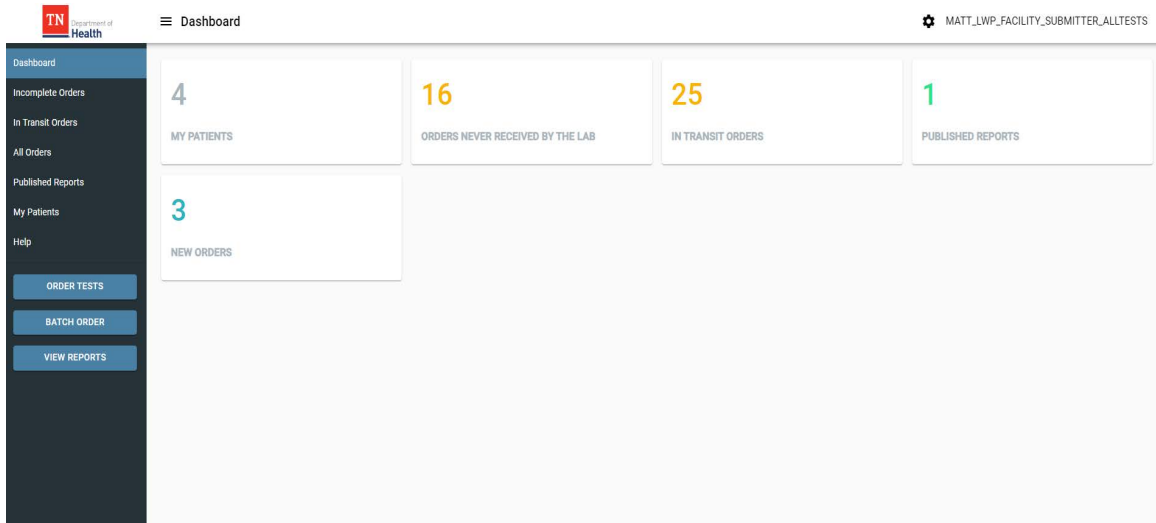
* Privacy Policy
☐ I agree to the [Privacy Policy](#)

SUBMIT

[Return to Login](#)

Navigating the LWP

The Navigation Panel



- **Dashboard** is the first page you will see after logging into the Portal. It is the “control center” of the LWP where you can view key performance indicators and charts, track status of the existing test order, and view published patient reports. The Dashboard is editable: ⚙️ click on the on the upper right corner, next to your name;
- **Incomplete Orders** – started, but not yet submitted orders;
- **In Transit** – orders that have been submitted but not yet received by the lab;
- **All Orders** – all samples submitted by user organization regardless of status;
- **Published Reports** – orders with published reports. Shows all orders with published reports per user organization. Orders with unread (not viewed) reports are shown in bold; orders with read (viewed) reports are shown in normal font;
- **My Patients** – view your patients’ list;
- **Help** - view portal help.
- Collapse the Navigation Panel by clicking the ☰ button next to the logo in the upper left corner. This functionality applies to other pages in the portal as well.

NOTE: Not every user role has access to all of the options.

The Call-to-Action buttons

There are 3 blue buttons on the bottom left side of the Navigation Panel.

Order Tests – order tests using a preconfigured Test Requisition Form;

Batch Order - upload multiple test orders at once.

View Reports – view all “unread” reports published for user organization;

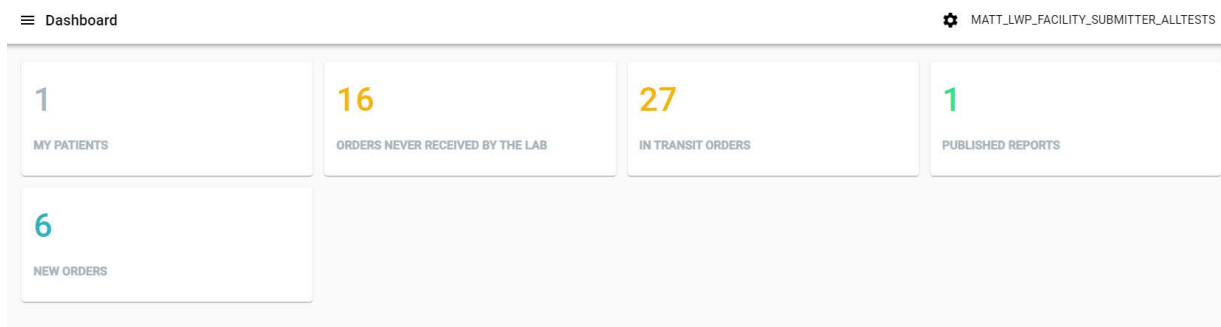
The Tiles

The tiles you see on your Dashboard are your counters and key performance indicators.

Click to open relevant data grids.

Number on top indicates total number of published reports for user organization

Progress bar indicates percentage of the “viewed” reports vs. “not viewed”.



User Drop-Down Menu - Profile

The drop-down menu on the upper right corner offers additional resources.

- **Personal Info** – view and edit your personal information;

The screenshot shows a profile page with a header bar containing a hamburger menu icon and the text "Profile" on the left, and the text "MATT_LWP_FACILITY_SUBMITTER_ALLTESTS" on the right. Below the header, there is a tabbed interface with three tabs: "PERSONAL INFO" (highlighted with a red box), "MANAGE NOTIFICATIONS", and "CHANGE PASSWORD". The "PERSONAL INFO" tab is active and displays a form with the following fields:

First Name John	Last Name Doe	Title
Email Address mattfacilitysubmitter@tn.gov	Address 123 Test Rd.	City Nashville
State TN	ZIP 12345	Primary Phone 9876543210
Primary Fax	Role LWP_Facility_Submitter_AllTests	
Organizations Tennessee Dept of Health Lab Services - Nashville NCL		

At the bottom right of the form, there are two buttons: "CANCEL" and "SAVE".

- **Manage Notifications** - add personal preferences for Portal notification events;

Profile STEVE FROST

PERSONAL INFO **MANAGE NOTIFICATIONS** CHANGE PASSWORD

#	Event	Type	Frequency	Enabled	Delete
1	New Report is available	Email	Immediately	no	

[ADD NOTIFICATION](#)

☒ Enabled

New Report is available Email Immediately

[SAVE](#)

- **Change Password** – use to change your password.

Profile

PERSONAL INFO MANAGE NOTIFICATIONS **CHANGE PASSWORD**

Current Password *

New Password *

Re-type New Password *

- **News** - view portal news/announcements.
- **Log out** – to log out of Portal

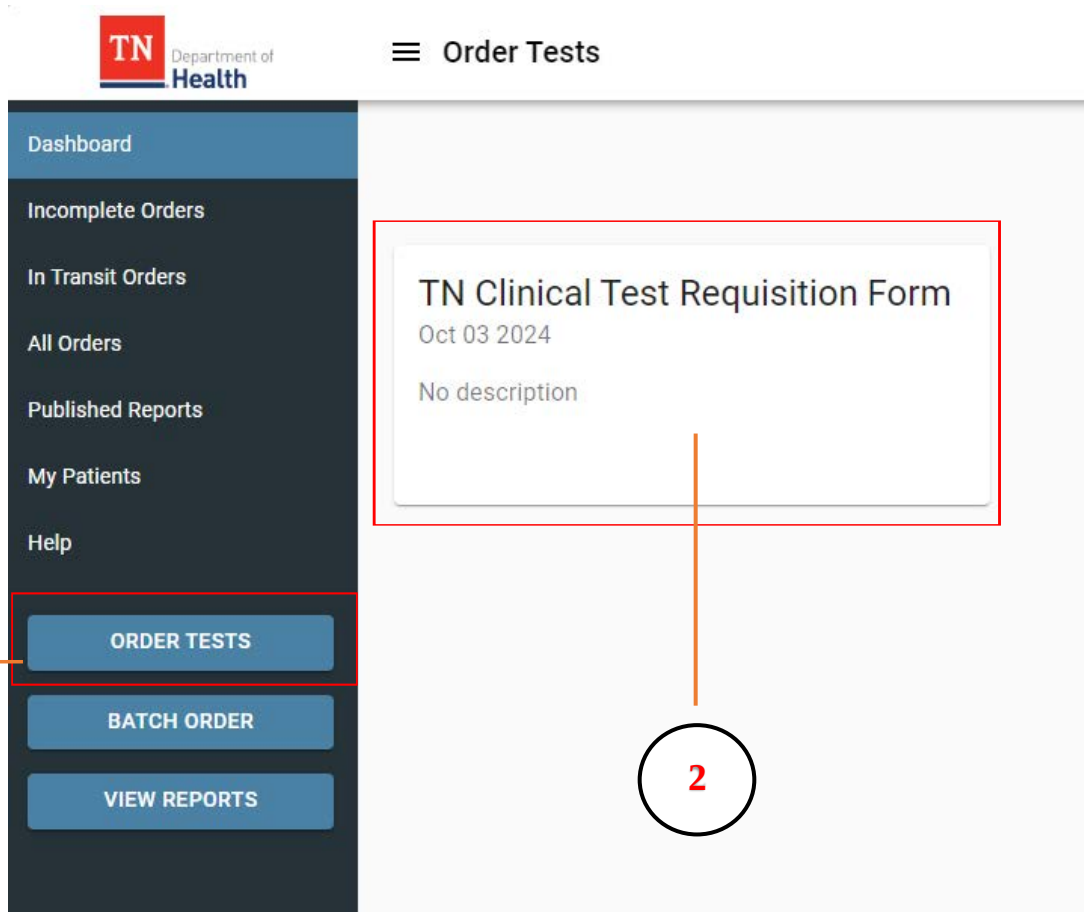
3

Order Tests

Test Requisition Form (TRF)

1. Click **ORDER TESTS** Call-to-Action button and choose the "TN Clinical Test Requisition Form" form to order tests;

Note: You may have access to one or multiple forms depending on your user role.

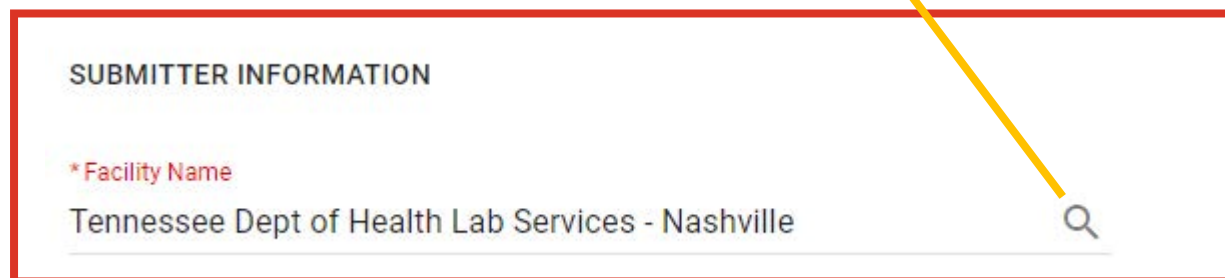


Note: the fields that are required are indicated in red with an asterisk.

- **Submitter Information section of TRF:**

Facility Name: will be based on your facility affiliation. If you are affiliated with a single facility the name will automatically be displayed.

If you are associated with multiple facilities, you can choose one associated with the test order by clicking the **magnifying glass** button, selecting a facility in the lookup and clicking **SELECT**.



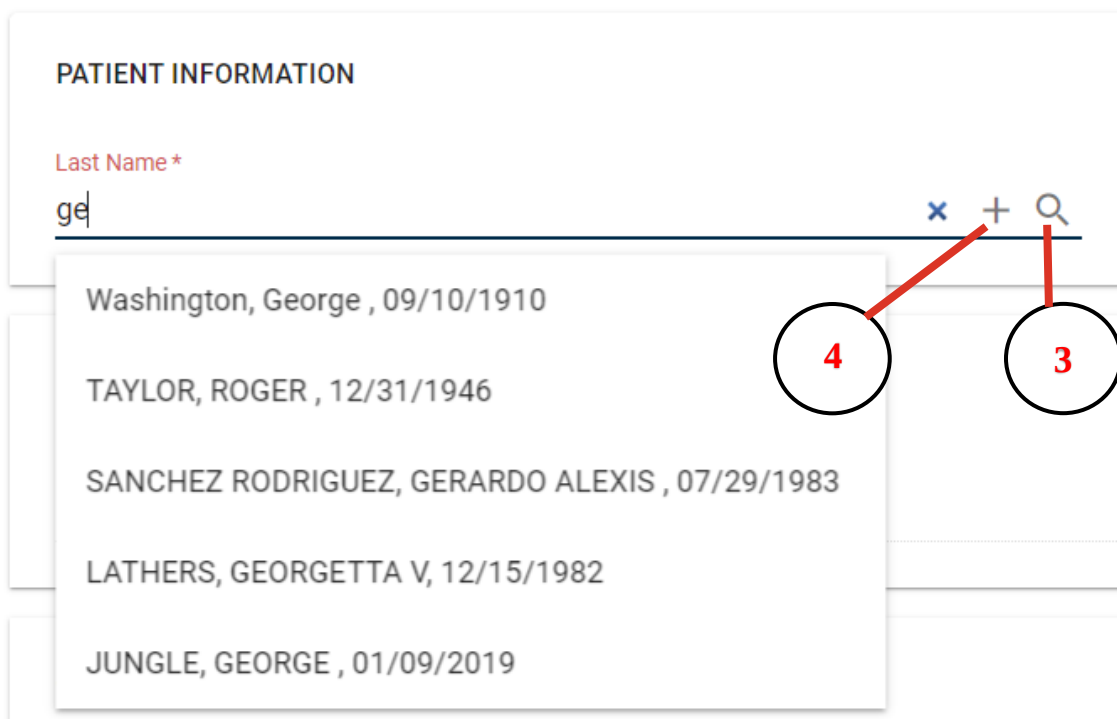
SUBMITTER INFORMATION

* Facility Name

Tennessee Dept of Health Lab Services - Nashville

- **Patient Information section of TRF:** type the patient's name in "Last name" and select from the drop-down options;

Note: Confirm the DOB match to your patient's information



PATIENT INFORMATION

Last Name *

ge

Washington, George , 09/10/1910

TAYLOR, ROGER , 12/31/1946

SANCHEZ RODRIGUEZ, GERARDO ALEXIS , 07/29/1983

LATHERS, GEORGETTA V, 12/15/1982

JUNGLE, GEORGE , 01/09/2019

3. **Search** – open more detailed lookup;
4. **Add** – if you confirmed that the patient is not in the system by using the detailed lookup, add a new patient with the  icon.

Use "Add new patient" form to enter all the necessary patient information and click **Submit**. New patient will be added to the system and related information propagated to the main form.

Add new patient

*Last Name *First Name Middle Initial

*Date Of Birth  *Phone Number

*Sex
☐ Female ☐ Male ☐ Unknown ☐ Other

Address

City *State 

County of Residence Zip Code

Race 

Ethnicity
☐ Hispanic or Latino ☐ Not Hispanic or Latino ☐ Unknown

CLOSE CLEAR **SUBMIT**

Delete selected patient information by clicking on  icon.

- **Select Test Section section of TRF:**

Select the correct **testing section** for the test that is needed.

*Select Test Section

☐ Bacteriology ☐ Biothreat/LRN ☐ Mycobacteriology

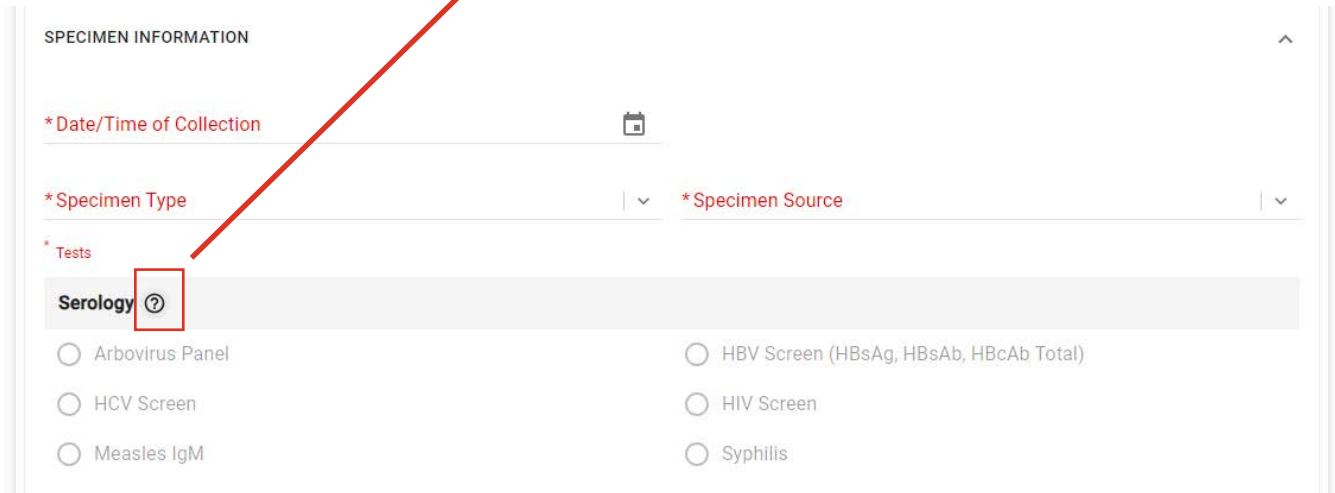
☐ Mycology ☐ Parasitology ☐ Serology

☐ Virology

- **Specimen Information section of TRF:**

Choose the Collection Date from Calendar icon or type the desired date and time. Select **Specimen Type** from the list of available values, this will filter available tests by specimen type. Select **Specimen Source** from the list of available values. Select the the **Test** that is needed.

Note: Click the help icon to bring up a link to the TN Laboratory Directory of Services for more information about each test, including acceptable specimen types for each test.



SPECIMEN INFORMATION

* Date/Time of Collection

* Specimen Type

* Specimen Source

* Tests

Serology ?

☐ Arbovirus Panel

☐ HCV Screen

☐ Measles IgM

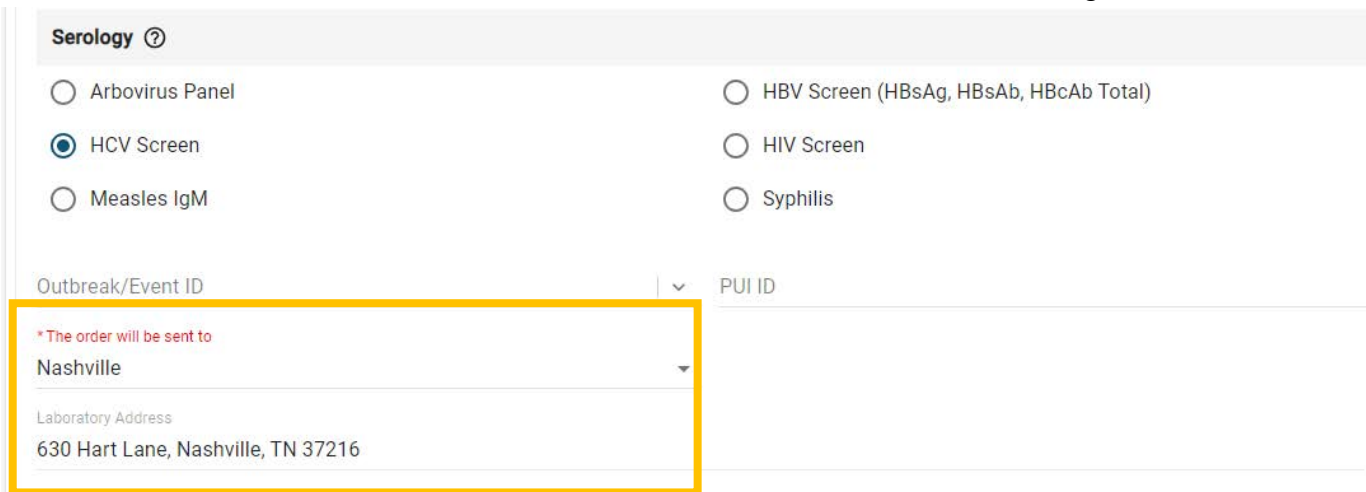
☐ HBV Screen (HBsAg, HBsAb, HBcAb Total)

☐ HIV Screen

☐ Syphilis

- Select which laboratory orders will be sent to for testing.

Note: All orders but Arbovirus Panel will default to the Nashville testing site.



Serology ?

☐ Arbovirus Panel

☒ HCV Screen

☐ Measles IgM

☐ HBV Screen (HBsAg, HBsAb, HBcAb Total)

☐ HIV Screen

☐ Syphilis

Outbreak/Event ID

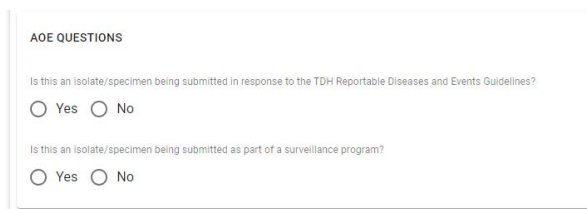
* The order will be sent to

Nashville

Laboratory Address

630 Hart Lane, Nashville, TN 37216

- The last section on the TRF is the Ask-at-Order-Entry (AOE) questions section.



AOE QUESTIONS

Is this an isolate/specimen being submitted in response to the TDH Reportable Diseases and Events Guidelines?

☐ Yes ☐ No

Is this an isolate/specimen being submitted as part of a surveillance program?

☐ Yes ☐ No

- The Contents panel on the right side of the TRF will indicate which fields are required with red highlighting. Once fields are correctly filled, the highlighted color will turn to green.

Contents

SUBMITTER INFORMATION

✓ * Facility Name

Point of Contact

✓ * Ordering Provider

✓ * Is the Collection Facility the same as Submitting Facility?

PATIENT INFORMATION

✓ * Last Name

✓ * Select Test Section

SPECIMEN INFORMATION

! * Date/Time of Collection

✓ * Specimen Type

✓ * Specimen Source

✓ * Tests

Outbreak/Event ID

PUI ID

✓ * The order will be sent to

Click Submit button upon the completion to submit your order.

Note: If any of the required fields are not populated or populated incorrectly, a red exclamation point  will appear in the Contents panel indicating what information is missing.

Once test order is ready to be submitted, “Certification of Test Order” message is displayed. User needs to click **AGREE** to move forward.

Certification of Test Order

By submitting this order for testing, I hereby certify as follows:

- The ordering provider is an individual authorized under State law to order tests or receive test results, or both.
- I certify that the information submitted is true and correct to the best of my knowledge.

CANCEL **AGREE**

Once test order has been submitted, confirmation message is displayed.

Note: the Portal Order ID (in bold below) uniquely identifies the test order in the system.

Order Placed

Your test order **OIDIL200000012** has been successfully submitted. Please check All Specimens section of your Dashboard for status updates.

Click Print button below to view/print the completed submission form.

Click Copy Order button to apply current order information to the new order.

PRINT COPY ORDER CLOSE

1. Click **Copy Order** to continue adding more orders for your facility. It will copy all the information from the current order except patient information.
2. Click **Print** button to print the Order manifest in a pdf format.

Note: the barcode in the upper right corner represents the Portal Order ID.

A printed copy of the manifest should always accompany the specimen.

The Order manifest can be accessed at any point by clicking on the value under Portal Id column in the **All Orders** data grid.

Nashville Central Laboratory
630 Hart Lane, Nashville, TN 37216
(615) 262-6300
Kara Levinson, PhD, MPH, D(ABMM), Director

Serology
Date Submitted: 10/25/2024 1:15:18 PM CST
Submitted By: Matt_LWP_Facility_Submitter_AllTests



Order ID: **OIDTL240000032**

Patient Information	
Last Name: tnlwp Date of Birth: 01/02/1986 Address: 123 Baker Ln. City: Nashville County of Residence: Davidson Sex: Female Race: Asian Submitter Patient ID: 369258	First Name: tnfirst Phone Number: (123) 456-7897 State: TN Zip Code: 12345 Ethnicity: Not Hispanic or Latino
Submitter Information	
Facility Name: Tennessee Dept of Health Lab Services - Nashville Phone Number: (615) 262-6300 Fax Number: (615) 262-6393 Address: 630 Hart Lane City: Nashville State: TN Zip Code: 37247 Point of Contact: Phone Number: Fax Number: Ordering Provider: tntest, tndr NPI: 9876543210 Address: 123 tntestdr rd. Email: tntestdr@tndr.gov Phone Number: (987) 654-3210 Fax Number: (147) 258-3690	
Is the Collection Facility the same as Submitting Facility: Yes	
Specimen Information	
Collection Date And Time: 10/25/2024 1:14:00 PM CST Specimen Type Serum Specimen Source: Vein Tests: HCV Screen Outbreak/Event ID: PUI ID: The order will be sent to: Nashville Laboratory Address: 630 Hart Lane, Nashville, TN 37216 Comments:	
Q&A	
Is this an isolate/specimen being submitted in response to the TDH Reportable Diseases and Events Guidelines	Yes
Is this an isolate/specimen being submitted as part of a surveillance program	Yes

Order ID: **OIDTL240000032**

Saving Test Orders

Incomplete test orders can be saved to be completed and submitted later.

- Click the **Save** button in the bottom right corner of the Test Order form.
- Click **Yes** in the dialog below.

Save order

Would you like to save this order?

CANCEL YES

Confirmation message is displayed.

Note: the Portal Order ID uniquely identifies test order in the system.

Order saved

Your test order has been saved as **OIDIL200000013** in Incomplete Orders.

CLOSE

The saved order will be placed in the **Incomplete Orders**. A navigation link will be accessible on the **Dashboard**.

To retrieve the saved order, go to the **Incomplete Orders** navigation link, locate the order record and click on it. To discard saved order, click on  icon.

4

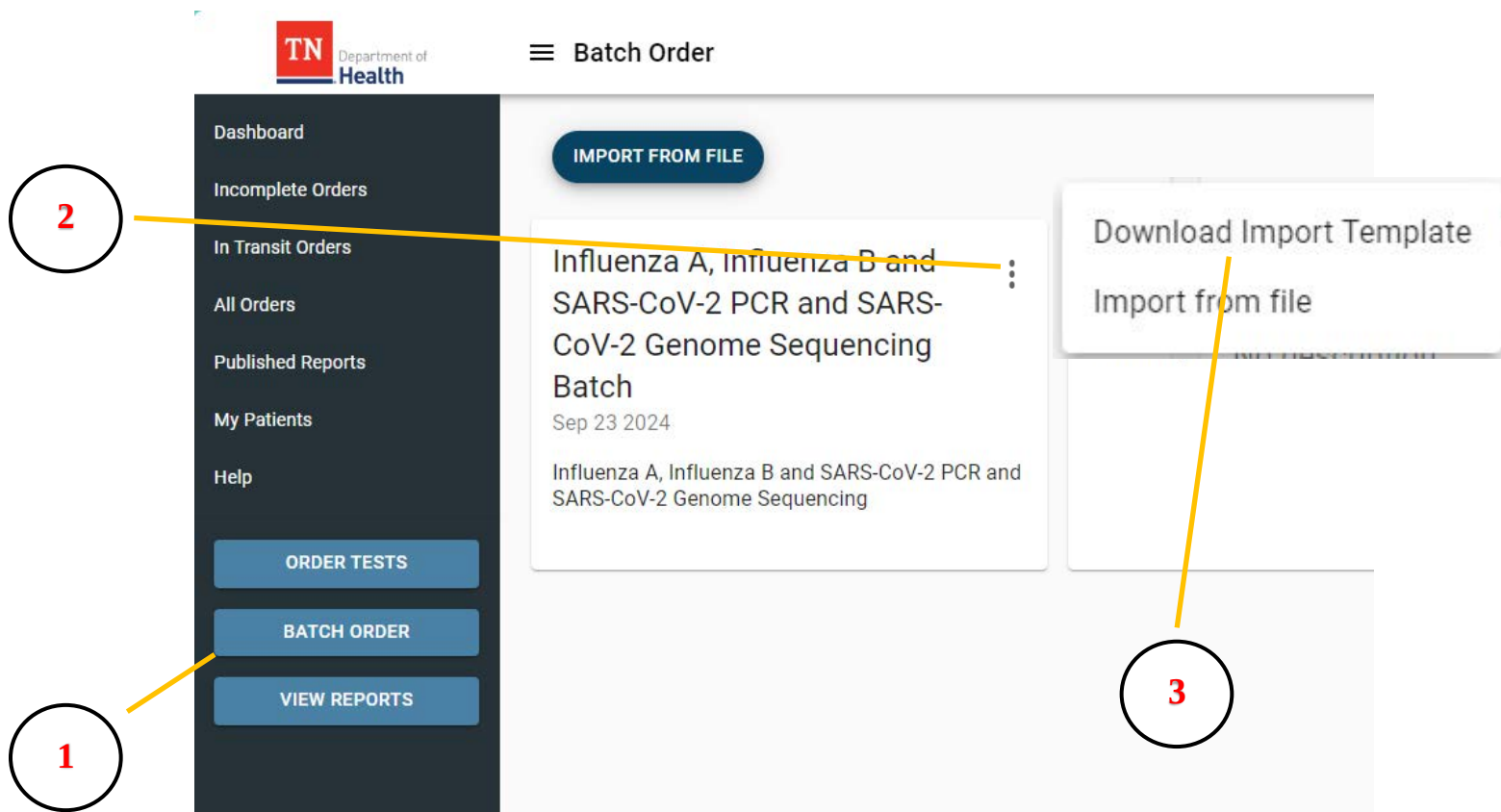
Batch Order

Upload multiple test orders at once.

Download the **Import Template** that has all the required fields and response options required for the Batch Upload prior to specimen collection and submission. This is important in order to correctly gather the required order fields and patient information.

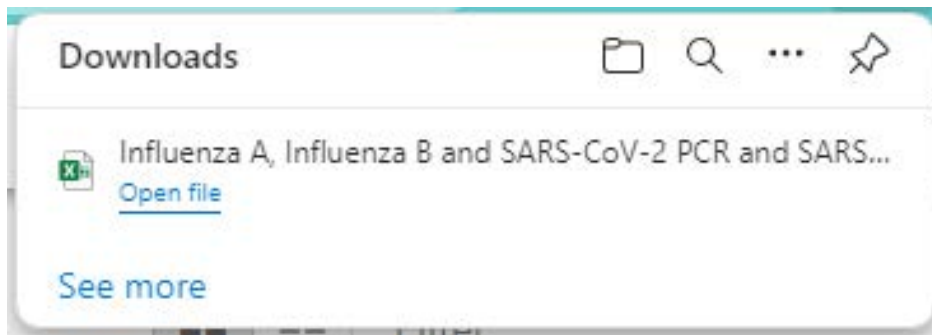
To Download the Excel Spreadsheet

1. Click **BATCH ORDER** button on the **Dashboard**.



2. Click the 3-button link on the upper corner of the tile.
3. Select **Download Import Template** from the two menu options.

4. The Download Template will be save to your computer.

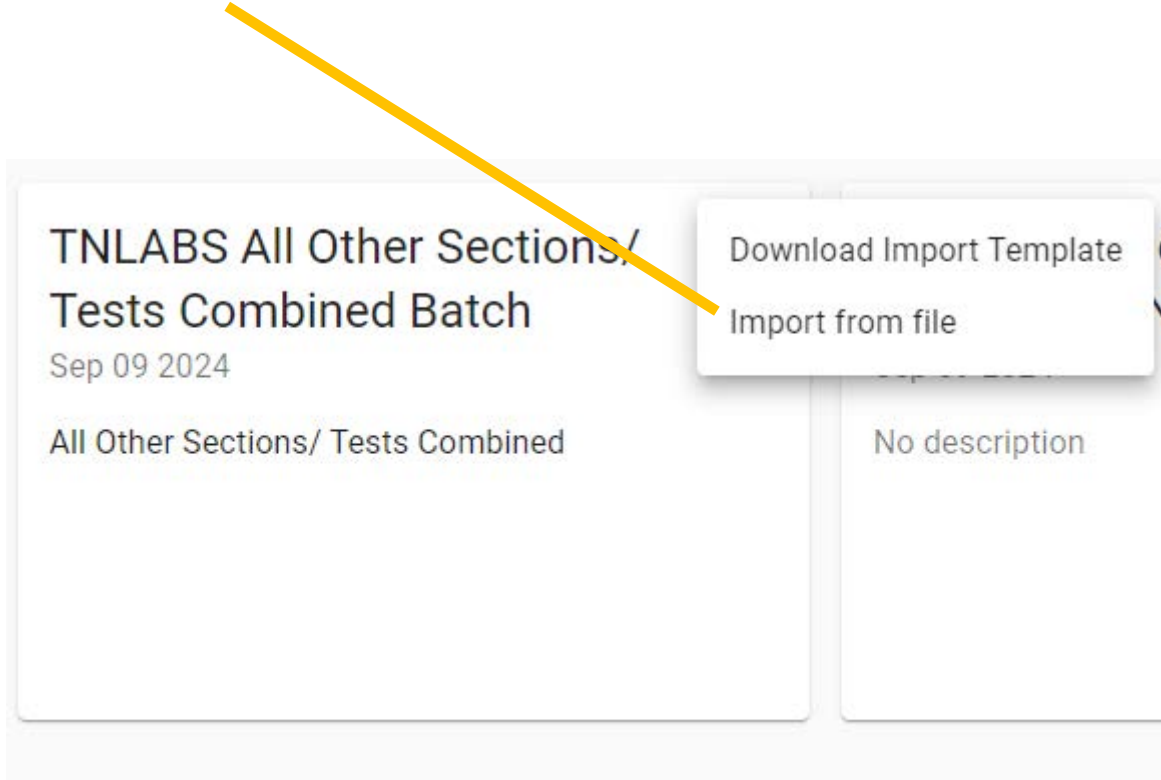


5. Open the saved Excel Spreadsheet and fill the required details in the fields.
Note: the dropdown menus for some of the required values.
6. Enter one line for each specimen that is being submitted.
7. Requirements of the **Batch Upload template:**
 - All fields in **red** are required
 - ALWAYS download it for every use

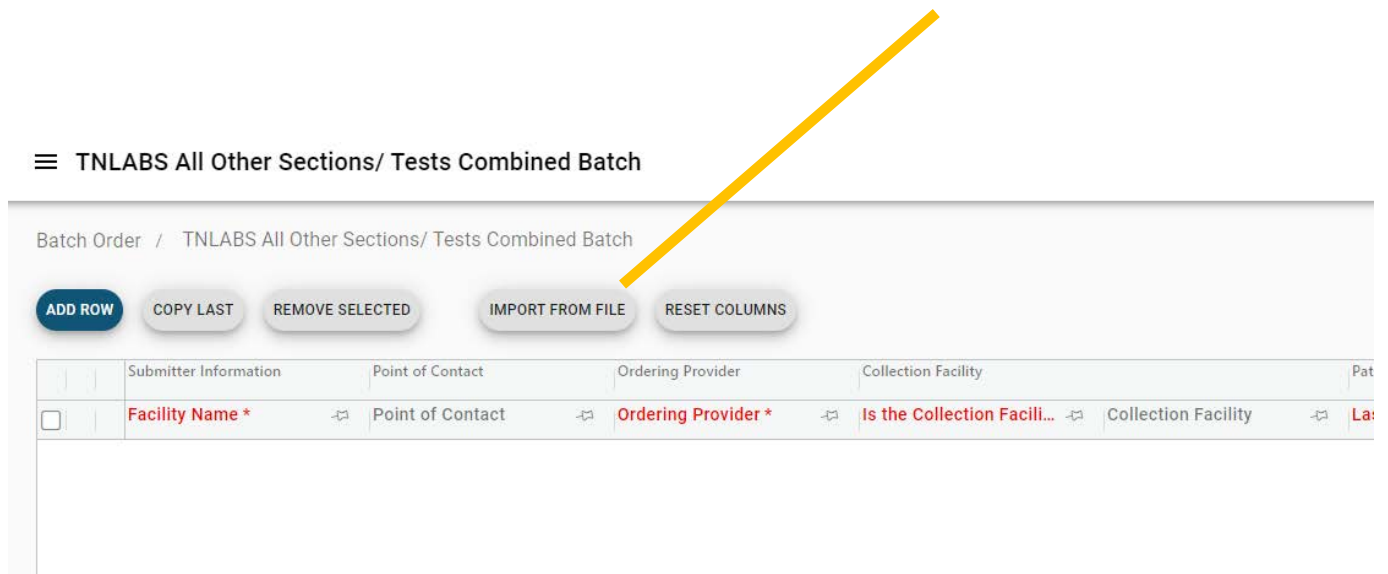
A screenshot of an Excel spreadsheet titled '[IL] COVID 19 - Protected View - Excel'. The spreadsheet is in Protected View. The header row (row 2) is labeled 'PATIENT INFORMATION'. The data rows (rows 3-29) have columns for Patient Information fields: First Name, Last Name, MI, Date Of Birth, Sex, Race, Ethnicity, Street Address, City, State, County, Zip Code, and Patient ID. The fields are color-coded: red for required fields and green for optional fields. The spreadsheet is empty, with only the header row and a few data rows visible.

○

8. Once all orders have been placed on the template, upload the template by clicking the 3-button link on the upper corner of the tile and selecting Import from file.



Alternatively the template can be uploaded from the Import From File button within the batch TRF.



Note: If there are any errors in the template a warning will display in a pop up window.
Hovering over the  icon will give more details on the error.

TN Clinical QuantiFERON¹

Batch Order / TN Clinical QuantiFERON

ADD ROW

COPY LAST

REMOVE SELECTED

IMPORT FROM FILE

RESET COLUMNS

	Submitter Information	Point of Contact	Ordering Provider	Collection Facility	
☐	Facility Name *	Point of Contact	Ordering Provider *	Is the Collection Facili...	Collection Facility
☐	 Tennessee Dept of Health Lab Servic Gibbs, Paula	tntest, tndr	Yes		

Warning

Some records were imported with errors. Hover over the () icon) on the left of the record to view the details.
Please correct the errors by populating the missing fields in the grid or delete and reimport the corrected record from spreadsheet.

CLOSE

TN Clinical QuantiFERON¹

Batch Order / TN Clinical QuantiFERON

ADD ROW

COPY LAST

REMOVE SELECTED

IMPORT FROM FILE

RESET COLUMNS

	Submitter Information	Point of Contact	Ordering Provider	Collection Facility	
☐	Facility Name *	Point of Contact	Ordering Provider *	Is the Collection Facili...	Collecti
☐					

Spreadsheet line #4 errors:

Specimen Information: Date/Time of Collection - is a required field. Please correct this error and resubmit!

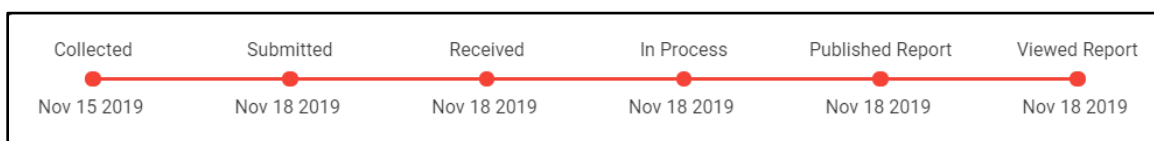
Accessing Orders, Reports and Patients

Tracking Order Status

To see a status of your test order, open **All Orders** grid, locate your order and look for a value in the **Status** column. It can be one of the following:

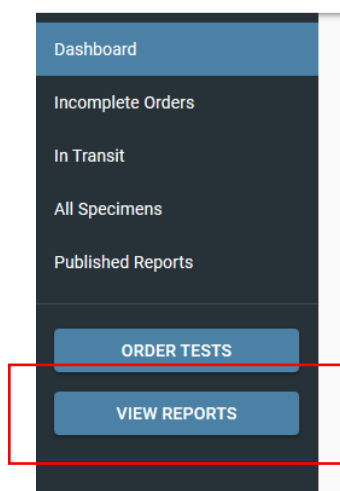
- **InTransit** – order has been submitted but not yet received by the lab
- **ReceivedInLab** – order has been received in lab but not yet tested
- **InProcess** – order is being tested by the lab
- **Released** – testing is done, order is released, results reports published
- **Canceled** – order is canceled

To view order related events across time, open **All Specimens** grid, locate your order and hover over  icon:



Viewing Reports

To view new (i.e. unread) published reports, click **VIEW REPORTS** button in the navigation bar.



The **Unread Reports** grid is displayed.

- Not viewed orders are displayed in bold.
- Once report has been viewed, the order disappears from the Unread Reports grid and moves to the Published Reports grid.

Published Reports 25 LIMS CONNECT

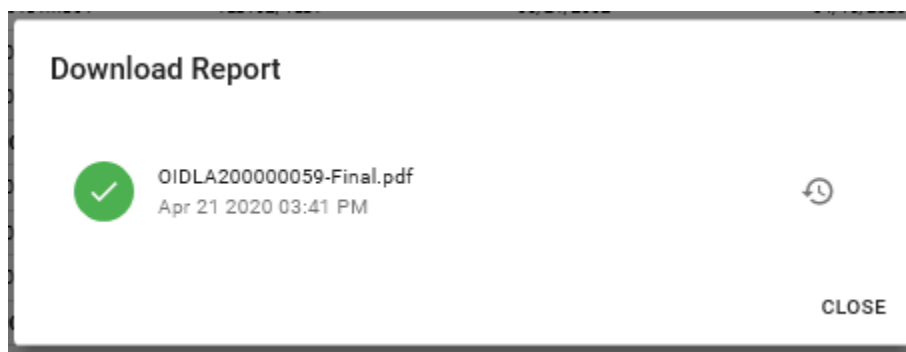
Quick Search

		SPECIMENID ↕	LIMSACCESSIONID ↕	PATIENTNAME ↕	PATIENTDATEOFBIRTH ↕	DATECOLLECTED ↕	DATERECEIVED ↕	OUTCOME
☐		OIDLA200000059	C20000212MB01	Cruise, Tom	02/02/1963	04/19/2020 04:27 pm	04/21/2020 04:38 pm	SARS-Co
☐		OIDLA200000058	C20000211MB01	SNAKE, SILLY	02/06/2013	04/21/2020 04:06 pm	04/21/2020 04:10 pm	SARS-Co
☐		OIDLA200000057	C20000210MB01	ana, mama	02/02/2000	04/21/2020 02:30 pm	04/21/2020 04:04 pm	Positive
☐		OIDLA200000056	C20000209MB01	Silly, String R	04/12/1977	04/21/2020 02:18 pm	04/21/2020 02:24 pm	SARS-Co
☐		OIDLA200000053	C20000206MB01	Washington, George	09/10/1910	04/21/2020 12:13 pm	04/21/2020 01:13 pm	Positive
☐		OIDLA200000039	N20000191MB01	TEST, TEST	09/08/1985	04/20/2020 08:12 am	04/20/2020 01:20 pm	SARS-Co

Click on icon to view all published patient reports associated with an order.

Note: Latest report always appears on top.

Unopened report will have a “NEW” tag in red and no checkmark inside the green circle. The type of the report (Final, etc.) will be displayed as a part of the PDF name.



Use to open report history which provides an audit trail of all the actions taken on the report (viewing, sharing, etc.)

Click on icon to share published patient report with a 3rd party. Populate Subject, Email addresses, Message and click Submit.

Note: recipient will get temporary access to the portal to download shared reports. To download or share multiple patient reports at once, select multiple orders and then click

on to download a single PDF with multiple patient reports or to share multiple patient reports at once. Results Reports can also be viewed in the **All Specimens** data grid.

3 selected

CANCEL



		SPECIMENID	LIMSACCESSIONID	PATIENTNAME	PATIENTDATEOFBIRTH		
☒				OIDLA200000059	C20000212MB01	Cruise, Tom	02/02/1963
☒				OIDLA200000058	C20000211MB01	SNAKE, SILLY	02/06/2013
☒				OIDLA200000057	C20000210MB01	ana, mama	02/02/2000
☐				OIDLA200000056	C20000209MB01	Silly, String R	04/12/1977
☐				OIDLA200000055	C20000208MB01	Washington, George	09/10/1910

Data grids

Click on any column in the grid to order by it. To order by multiple columns, click and hold Shift and click on the columns to order.

Click on to pin one or multiple columns to the left side of the grid.

Quick Search

Use "Quick Search" box at the top to search across all columns in the grid:

≡ All Specimens ⁶⁰

LIMS CONNECT

Quick Search



☐		PORTAL ID	PATIENT NAME	PATIENT DOB	COLLECTED	SUBMITTED	FACILITY NAME	SPECIMEN TYPE
☐		OIDLA200000061	WINSTON, TONY	02/06/1974	04/21/2020 04:18 pm	04/21/2020	Test Health Unit	Original Material
☐		OIDLA200000059	Cruise, Tom	02/02/1963	04/19/2020 04:27 pm	04/21/2020	Test Health Unit	Original Material
☐		OIDLA200000058	SNAKE, SILLY	02/06/2013	04/21/2020 04:06 pm	04/21/2020	Test Health Unit	Swab
☐		OIDLA200000057	ana, mama	02/02/2000	04/21/2020 02:30 pm	04/21/2020	Test Health Unit	Aspirate/Wash
☐		OIDLA200000056	Silly, String R	04/12/1977	04/21/2020 02:18 pm	04/21/2020	Test Health Unit	Swab

Click on button to open filter panel for advance search options like searching on multiple fields at the same time, use date ranges, etc.

Quick Search

Field	Operator	Value
Patient Name	Contains	Golovkin
Submitted	Greater Or Equals	11/18/2019

Filters

SAVE

Saved Filters CLEAR APPLY

Use the SAVE button to save filters for repeated searches.

Patient Information

To access your patients at any time, click on **My Patients** link in the navigation bar. Search and click on the patient record to open patient information page.

Note: Patient page can also be accessed from All Specimens grid by clicking on a Patient Name link.

PATIENT DEMOGRAPHIC ORDERS

Last Name: Washington First Name: George MI

Date Of Birth: 09/10/1910 Date Of Death: 04/19/2020

Address: 123 American St City: Monroe

State: LA Zip Code: 71111 Parish: Madison

Marital Status

Gender: ☒ Male ☐ Female

Race: ☐ Other

Ethnicity: ☐ Hispanic

MRN: 12345 Medicaid Number: 65thg

EDIT

Patient **Demographics** page – displays patient demographic information. Information can be edited and saved.

Orders – displays all submitted orders for the patient. In addition to being patient specific, orders are also filtered by organizations user has access to.

PATIENT DEMOGRAPHIC ORDERS									
Quick Search									
☐	☐	☐	KEY	STATUS	SPECIMEN ID	COLLECTED	SUBMITTED	FACILITY NAME	SPECIMEN TYPE
☐	☐	☒	QID19200000377	InTransit		04/23/2020 03:17 pm	04/23/2020	Test Health Unit	
☐	☐	☒	QID19200000376	InTransit		04/23/2020 02:15 pm	04/23/2020	Test Health Unit	
☐	☐	☒	QID19200000370	InTransit		04/23/2020 09:53 am	04/23/2020	Test Health Unit	Blood - Serum
☐	☐	☒	QID19200000369	InTransit		04/23/2020 08:06 am	04/23/2020	Test Health Unit	Blood - Serum
☐	☐	☒	QID19200000358	InTransit		04/23/2020 06:12 am	04/23/2020	Test Health Unit	
☐	☐	☒	QID19200000344	InTransit		04/23/2020 03:18 am	04/23/2020	Test Health Unit	
☐	☐	☒	QID19200000337	InTransit		04/14/2020 10:57 pm	04/22/2020	Test Health Unit	
☐	☐	☒	QID19200000336	InTransit		04/14/2020 10:57 pm	04/22/2020	Test Health Unit	
☐	☐	☒	QID19200000333	InTransit		04/22/2020 04:41 pm	04/22/2020	Test Health Unit	Nasopharyngeal
☐	☐	☒	QID19200000332	InTransit		04/22/2020 04:41 pm	04/22/2020	Test Health Unit	Nasopharyngeal / Oropharyngeal (Combination)
☐	☐	☒	QID19200000328	InTransit		04/22/2020 04:20 pm	04/22/2020	Test Health Unit	Swab
☐	☐	☒	QID19200000326	PendingReview		04/22/2020 04:20 pm	04/22/2020	Test Health Unit	Nasopharyngeal / Oropharyngeal (Combination) Swab
☐	☐	☒	QID19200000322	InTransit		04/22/2020 11:56 am	04/22/2020	Test Health Unit	Swab
☐	☐	☒	QID19200000320	InTransit		04/22/2020 09:45 am	04/22/2020	Test Health Unit	Swab
☐	☐	☒	QID19200000314	InTransit		04/22/2020 08:37 am	04/22/2020	Test Health Unit	Swab
☐	☐	☒	QID19200000313	InTransit		04/22/2020 02:10 am	04/22/2020	Test Health Unit	Nasopharyngeal
☐	☐	☒	QID19200000312	InTransit		04/22/2020 01:06 am	04/22/2020	Test Health Unit	Nasopharyngeal