

# Portal Sign up & Pre-registration Information

## P23 Laboratories Self-Collection Kits for COVID-19 PCR Testing

**Document Audience:**

Facilities using P23 labs self-test kits provided by the Tennessee Department of Health for COVID-19 testing.

**Document Purpose:**

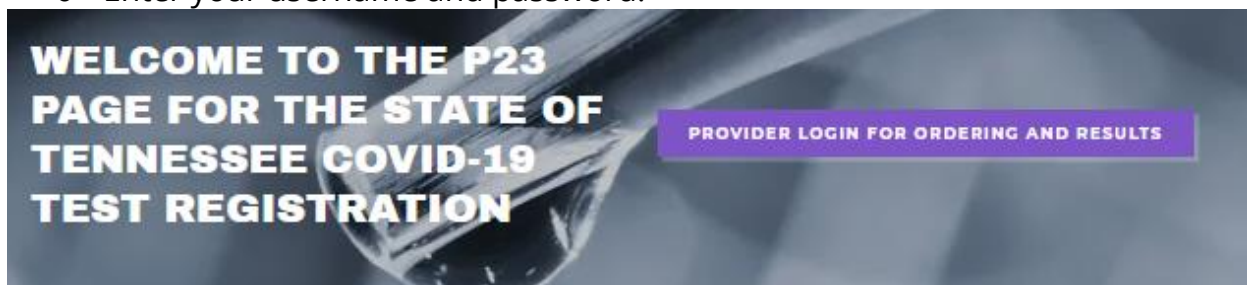
Please note that to ensure a smoother reporting experience, it is recommended that facilities use their portal and login information to pre-register samples. There have been some reporting challenges and we hope that pre-registration through the login portal will make reporting smoother.

*Please note that the full P23 SOP is also available.*

For any questions, please reach out to [covid19.testing@tn.gov](mailto:covid19.testing@tn.gov) or [covid.laboratory@tn.gov](mailto:covid.laboratory@tn.gov)

### Step 1: Request Access to get access to P23 Labs portal

- A. Once your facility has ordered supplies, please confirm that you have login access to the P23 TN Portal.
  - Visit <https://p23labs.com/tn> and click on “FDA Authorized COVID-19 Provider Login for Results and Ordering”. (see screenshot below)
  - Enter your username and password.



- B. If you do not have a username and password, please email [COVID19.testing@tn.gov](mailto:COVID19.testing@tn.gov) and [sandrine@p23labs.com](mailto:sandrine@p23labs.com) with the following information:

C. Sample Email:

Hello COVID Testing,

I have ordered P23 supplies through the Tennessee Department of Health/ TEMA. Please create a P23 TN portal account for me. Below is my information:

- Facility Information
  - Facility Name:
  - Facility Address:
  - Facility Phone Number
- Facility Contact Information
  - Contact Name:
  - Contact Phone Number:
  - Contact email:

D. Your facility will receive a unique User ID and password for your P23 online dashboard.

**E. Portal information should only be shared with those who should have access to ALL patient lab results**

F. Expected Turn Around time for portal access: 72 hours (3 business days)

- Within 3 business days of when your facility sends the email to Covid19.testing@tn.gov, you should receive portal login information. If you do not, please email [COVID19.testing@tn.gov](mailto:COVID19.testing@tn.gov) , & [COVID.Laboratory@tn.gov](mailto:COVID.Laboratory@tn.gov) and [sandrine@p23labs.com](mailto:sandrine@p23labs.com).

## Step 2. Prepare for Pre-registration:

- A. Identify patient for testing (e.g., *patient experiencing symptoms of COVID-19, employee required to have regular testing, voluntary testing at a vulnerable population testing event, cluster investigation, etc*)
- B. Background Information about Pre-registration
  - Please confirm portal access before registering patients. (see step 1)
  - Facilities can pre-register their kits in preparation for testing.
  - Pre-registration is highly recommended so that P23 can link specimens to reporting facility
- C. When can your facility pre-register?
  - It can be done before testing has occurred.
  - It can happen when the facility knows when the person is coming in for testing. (*It does not have to be for same day as testing*)

#### D. Items to Keep in Mind

- After completing the pre-registration, please print the requisition and put one copy into the pocket of a lab sample biohazard bag. Print additional copies for your facility's records, as needed.
- Each sample has to be entered for pre-registration individually. A multiple sample option is not available. An excel sheet cannot be sent.

#### E. Register specimens for testing using your facilities' portal

- Portal Access provides full access to all patients and results for tests ordered by the facility. It is **highly recommended** that this access be limited to essential clinical staff for which this access is necessary.
- Please see detailed steps below.

### Step 3. Register Patient for testing:

- A. Visit <https://p23labs.com/tn> and click on "FDA Authorized COVID-19 Provider Login for Results and Ordering". (see screenshot below)

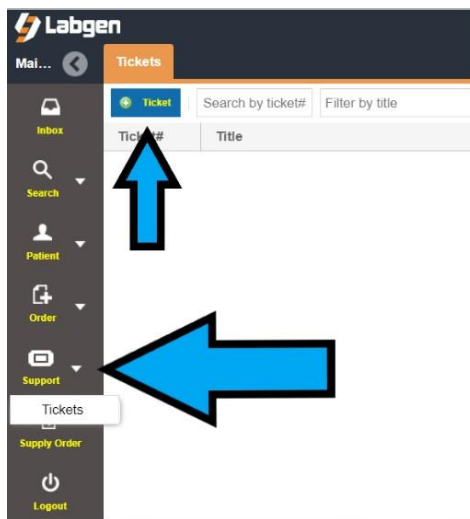
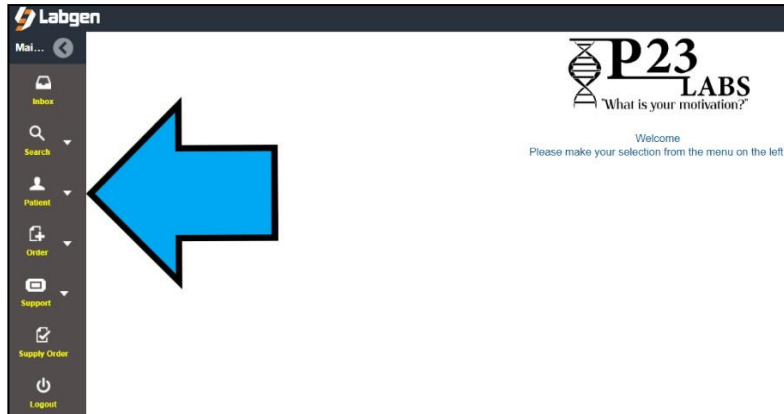


- B. Use your facility's P23 Labs User ID and Password to access your facility's dashboard.

Now, you register the patient

- C. From the menu on the left, click "Patient" and enter patient information
- "Chart Number" and "Room" are optional.
  - "Phone Number" is required. If the patient does not have a phone number, enter the facility's phone number.
  - Enter the patient's email if you would like the patient to receive an emailed copy of their results. (*optional*)
  - Choose your facility from the dropdown in "Patient Client".
    - Only facilities associated with your organization should be on the drop down.

- If the facility name listed is incorrect, click “Support” and “Ticket” from the menu and click “+Ticket” to request a change. (You can still proceed with the patient registration and ordering)
- Click “Save”



D. Second, you need to fill in insurance section

- Neither the patient nor the facility will be billed for the processing of this test;
- In the upper left corner check the box next to “Same as Patient” to auto fill the patient information
- “Selected Insurance”: from the drop down, select “Bill Client”.
  - The “Client” is the State of Tennessee
- “Plan #” will automatically populate as “3”. Leave that alone.
- The remainder of the insurance fields should be left blank.
- Click “Save”

Now the patient is fully registered.

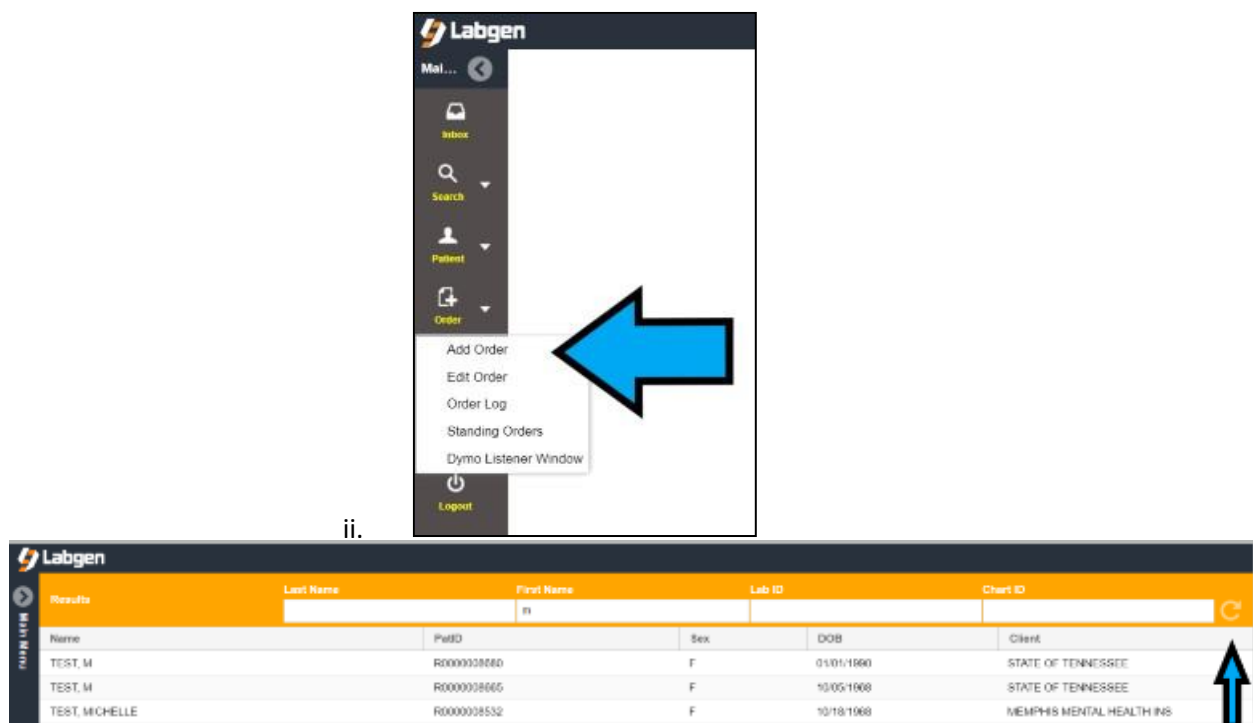
Now, you must order the test.

### Step 3. Order Test for Registered Patient:

E. Order the lab

- Select “ORDER” and “Add Order” from the menu on the left and enter all or part of the patient’s name. Click on the refresh icon at the right side of the search bar.

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The screenshot shows the Labgen application interface. On the left, a vertical menu has an 'Order' option highlighted with a blue arrow. Below the menu, a table displays patient search results. The table has columns for Name, PatID, Sex, DOB, and Client. Three patients are listed: TEST, M; TEST, M; and TEST, MICHELLE. A blue arrow points to the refresh icon (a circular arrow) at the bottom right of the table.

Name	PatID	Sex	DOB	Client
TEST, M	R0000028860	F	01/01/1990	STATE OF TENNESSEE
TEST, M	R0000028860	F	10/05/1968	STATE OF TENNESSEE
TEST, MICHELLE	R0000028532	F	10/18/1968	MEMPHIS MENTAL HEALTH INS

- Search the patient. Their information will auto populate to the order screen.
- Select “Ord. Phy” from the drop down. This is a P23 physician which relieves you of the need to provide an ordering physician for the order.
- Enter the collection kit’s unique ID number in the “Cons. Phy.” line
- Change the order and collection dates and times, if needed.
- At “Please select or type new source” choose “saliva” or “nasalpharyngeal” or type “nasal”

- On the orange “test ordered” line enter “19” for the “Code”, which denotes SARS-CoV2 COVID testing. Click the “+” to the right of the “Code” field to add the test, or press “Enter”. The lab will then be listed below
- Click “Submit” on the lower right of the screen
- On the pop-up screen, enter the initials of the individual entering the order

The screenshot shows the Labgen 'New House Call Order' form. Key fields include Patient Name (TEST), Order (07/26/2020), Acc. Unit (STATE OF TENNESSEE), and Insurance (Bil Client). The 'Tests Ordered' section shows a table with columns for Code, Test Name, and Spec. The code '19' is entered for SARS-CoV2 (COVID19). The 'Diagnosis Selected' section has a 'Diag. Code' field. The 'Submit' button is at the bottom right.

Now the test has been ordered for the patient.

F. Print the ticket that pops up and put one copy into the pocket of a lab sample biohazard bag. (sample below)

G. Print additional copies for your facility's records, as needed.

The screenshot shows a P23 Labs order form. It includes patient information (Client # 55, 500 S. University Ave. St. 504, Little Rock, AR 72211), insurance information (Bill-To: 3-CLIENT, Order Entered By: COVID19), specimen information (Collection Date: 10/16/20, Time: 11:21), and a list of ordered tests (CODE 1919, DESCRIPTION COVID19 ANTIBODY TEST (Ig)). The form also includes a section for 'Comments' and 'Special Instructions'.