

# PROVIDER PORTAL

## Quick Start Guide

### Welcome to Clinical Labs of Hawaii's Provider Portal

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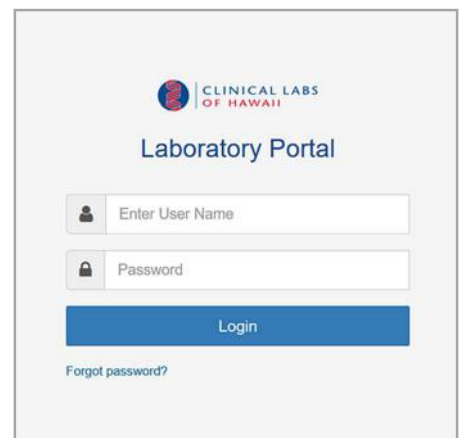
Clinical Labs of Hawaii's provider portal will allow you to access all of your patient's Clinical Labs results, as well as results for patients new to your practice. This guide will help to get you started right away.

### Logging in for the First Time

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Before you can log into the CLH Provider Portal for the first time you must create a password for your account by following the instructions received in the welcome email.

1. Click on the URL link in the email to start the process. This will take you directly to the *Change Password* page to create your new password.
2. After creating your password, use the username from the welcome email and your new password to log in to the system.
3. Upon a successful log in you will be presented with the *Terms and Conditions* page. You must agree to the CLH Provider Portal terms and conditions before you can gain access to the system.



The screenshot shows the login interface for the Laboratory Portal. At the top, there is the Clinical Labs of Hawaii logo and the text "Laboratory Portal". Below this, there are two input fields: "Enter User Name" with a person icon and "Password" with a lock icon. A blue "Login" button is positioned below the password field. At the bottom left of the form, there is a link that says "Forgot password?".

## Established Patient Search

An established patient search is a search of lab results for your patient population. In other words, it is a search of lab results for patients who have been in your care and for whom you have previously placed lab orders. This is the main search by default.

**Patient Search**

First Name (Required) <b>1</b> CA	Last Name (Required) <b>2</b> MA	Portal CLH Portal
DOB (Optional)	SSN (Optional)	Lab MRN (Optional) Laboratory Medical Record Number (LMRN)
Gender (Optional)		

**Patients**

Established Patients (Partial first name and partial last name required)  
 Expanded Search (You must complete all required fields, plus one optional field)

SEARCH
CLEAR

## Search Requirements

The following information is required to complete an established patient search.

- Partial patient first name, at least the first 2 characters [1]
- Partial patient last name, at least the first 2 characters [2]

Any additional patient information provided must be an exact match for a successful search. If no match is found, then it may be best to begin the search with just the patient name.

Search results will be presented as shown below for all search types.

**Search Results** 1 Results

Show 10 entries

	Name	MRN	DOB	Gender	Phone	Lab MRN	Search Scope	Address
+	MARVEL, CAPTAIN		1968-05-01	F	818-123-4567	AAAB2830;1	ESTABLISHED	12345 MARVEL UNIVERSE, BEVERLY HILLS, CA, 90210

**SEARCH RESULTS**

**SEARCH PARAMETERS**

First Name  
CA

Last Name  
MA

Search Scope  
Established Patients

ClientId  
CLH

Showing 1 to 1 of 1 entries **NUMBER OF MATCHES**

Previous 1 Next

## Expanded Patient Search

An expanded patient search is a search for patients for whom you have not previously placed lab orders. The expanded search is equivalent to what is commonly known as a “Break the Glass” search.

**Patient Search**

First Name <i>(Required)</i> CA <b>1</b>	Last Name <i>(Required)</i> MA <b>2</b>	Portal CLH Test Portal
DOB <i>(Required)</i> <b>3</b>	Invalid Date ✖ SSN <i>(Optional)</i> 	Invalid SSN ✖ Lab MRN <i>(Optional)</i> Laboratory Medical Record Number (MRN) <b>4</b>
Gender <i>(Optional)</i> <b>5</b>	Please select a gender ✖ Street Address <i>(Optional)</i> Home Address <b>6</b>	2 Word Minimum ✖ Home Phone # <i>(Optional)</i> <b>7</b> Invalid Phone ✖

**Patients**

Established Patients (Partial first name and partial last name required)  
 Expanded Search (You must complete all required fields, plus one optional field)

**DISCLAIMER: Expanded Search** **8**

This search gives access to patient data from sources where you may not be the provider of record. Only use this search to treat your current patients or those patients who have scheduled an appointment with you and/or your organization.

## Search Requirements

The following information is required to complete an expanded patient search.

- Partial patient first name, at least the first 2 characters [1]
- Partial patient last name, at least the first 2 characters [2]
- Date of birth [3]

**AND** at least **ONE** of the following:

- Lab MRN [4]
- Gender [5]
- Street address [6]
- Home Phone # [7]

Any additional patient information provided must be an exact match for a successful search. If no match is found, then it may be best to begin the search with just the patient name, date of birth and one additional criterion, such as the gender.

Please note that by clicking on the SEARCH button you are agreeing to the *Disclaimer* [8] presented.

# Search Results

The *Results* page will display all results for the patient for the last three (3) months sorted by the collection date and time, beginning with the most recent lab tests. The results data list can be sorted by clicking on any of the column headers to sort by that column.

<b>AMERICA, CAPTAIN</b>			Primary Insurance		Address		
DOB	Gender	SSN	Group	Member ID	Phone	MRN	Lab MRN
07/04/1918 (102 Y)	M				123-456-7890		AAAB3285;1

Results       Demographics

Results (10) 0% of max report size

      Cumulative Report 0      **3**       **4**

Show **10** entries

	Requisition	Tests	Collection Date	Ordering Location	Ordering Physician	Status
<b>1</b> <input type="checkbox"/>	T17556_334L1981	<b>2</b> <input type="checkbox"/> Results Report SARS-CoV-2 RNA by TMA	2020/10/06 11:37 PM	TEST;1	BLUM, BARRY	F
<input type="checkbox"/>	T19313_336L31	<input type="checkbox"/> Results Report Automated Bld Cnt; Peripheral Blood Diff	2020/12/01 4:03 PM	WOP;1	PROTAIN, ADAM C	F

ACCESSION	TEST NAME	COLLECTED	RECEIVED
<b>6</b> T19313_336L31	Automated Bld Cnt	12/01/2020 4:03 PM	12/01/2020 4:02 PM
T19313_336L31	Peripheral Blood Diff	12/01/2020 4:03 PM	12/01/2020 4:02 PM

TEST	RESULT	UNITS	REFERENCE RANGE	RESULTED	PERFORMING LAB LOCATION	PERFORMING LAB CODE
Automated Bld Cnt						
WBC	3.6 <b>L</b>	10 (9) /L	3.8-11.2	12/01/2020 4:03 PM	CLH Aiea Heights	A1
RBC	4.17 <b>L</b>	10 (12) /L	4.4-6.0	12/01/2020 4:03 PM	CLH Aiea Heights	A1
Hemoglobin	12.5 <b>L</b>	g/dL	13.4-17.2	12/01/2020 4:03 PM	CLH Aiea Heights	A1
Hematocrit	37.6 <b>L</b>	%	39.5-49.7	12/01/2020 4:03 PM	CLH Aiea Heights	A1
MCV	90.2	fL	80-100	12/01/2020 4:03 PM	CLH Aiea Heights	A1
MCH	30.0	pg	27-33	12/01/2020 4:03 PM	CLH Aiea Heights	A1
MCHC	33.2	g/dL	30-35	12/01/2020 4:03 PM	CLH Aiea Heights	A1
RDW	12.1	%	11-15	12/01/2020 4:03 PM	CLH Aiea Heights	A1
Platelet Count	187	10 (9) /L	150-450	12/01/2020 4:03 PM	CLH Aiea Heights	A1
MPV	10.7	fL	8.8-12.7	12/01/2020 4:03 PM	CLH Aiea Heights	A1

Showing 1 to 2 of 2 entries (filtered from 6 total entries)

Previous  Next

No.	Action	Description								
<b>1</b>	View test results	Click on the plus (+) symbol to expand the grid. The symbol will now change to a minus (-) symbol. Click on the minus symbol to minimize the grid again.								
<b>2</b>	Print view	Click on the <i>Results Report</i> link to generate a print report, which can then be printed or saved as a PDF.								
<b>3</b>	Date filter	Click on the <i>Date Filter</i> link to filter results based on a specified date range.								
<b>4</b>	Filter test results	Limits the results displayed to a specific filter value.								
<b>5</b>	Current result status	<table border="1"> <thead> <tr> <th>Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>F</td> <td>All results are final.</td> </tr> <tr> <td>P</td> <td>Some or all results are still pending.</td> </tr> </tbody> </table>	Value	Description	F	All results are final.	P	Some or all results are still pending.		
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F	All results are final.									
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<b>6</b>	Abnormal flag status	<table border="1"> <thead> <tr> <th>Color</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><b>Red</b></td> <td>Results are extremely high or extremely low compared to the normal range.</td> </tr> <tr> <td><b>Yellow</b></td> <td>Test results are higher or lower than the normal range.</td> </tr> <tr> <td>None</td> <td>Test results are within the normal range.</td> </tr> </tbody> </table>	Color	Description	<b>Red</b>	Results are extremely high or extremely low compared to the normal range.	<b>Yellow</b>	Test results are higher or lower than the normal range.	None	Test results are within the normal range.
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