 <b>YALE-NEW HAVEN HOSPITAL</b>	<b>TITLE:</b> <b>ARUP Connect: Ordering Supplies &amp; Obtaining Patient Result Reports</b>		<b>DEPT OF LAB MEDICINE Immunology Policy and Procedure Manual</b>
			<b>DOCUMENT # IMM 116</b>
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**I. Intended Use**

ARUP Connect is a tool provided by ARUP Laboratories. It enables medical technologists and laboratory associates to retrieve patient result reports, order supplies needed by the laboratory, as well as track supply orders.

**II. Explanation of Procedure**

Each member of the front processing bench team has their own account with a username and password in which they can retrieve results, order supplies and keep track of incoming supply shipments.

**III. Principles of the Procedure**

This procedure acts as a guide for staff members on the front processing bench to help them navigate the ARUP Connect website.

**IV. Procedure**

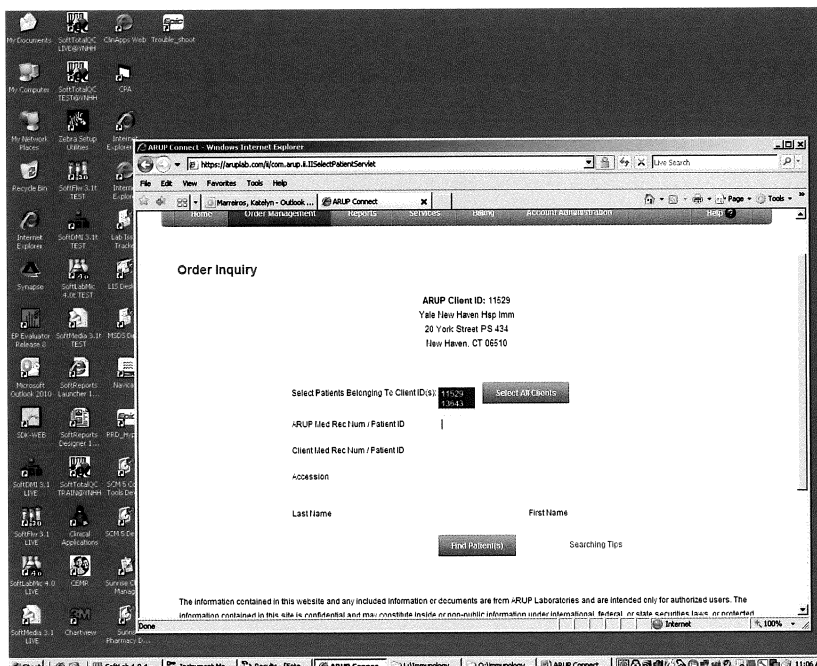
*1. Logging on to ARUP Connect:*

- a. Pull up Internet Explorer on the desktop
- b. Go the ARUP’s main website: [www.aruplab.com](http://www.aruplab.com)
- c. In the upper right hand corner, there’s a tab for ARUP Connect. Select the icon “ARUP Connect Login.”
- d. Under the “Get Connected” phrase, enter your user name and password. The initial password is temporary. You will be asked to pick a specific password. Follow the directions to ensure a secure password.
  - i. PLEASE NOTE: Passwords are time and case sensitive. If you get locked out for some reason, a new password needs to be created. Notify an ARUP Connect super user right away.

- e. If your log in is successful, you will be brought to the home page where you can navigate to your specific task.

2. *Looking up patient results:*

- a. Once you arrive at the home page of ARUP Connect, select the tab that says “Order Management.”
- b. Under the “Order Management” homepage, select the words “Order Inquiry.”
- c. On the “Order Inquiry” homepage, there are a number of boxes to enter patient demographics.
  - i. Leave the Client ID’s as the default.
  - ii. If you have a specific ID from ARUP, enter that number into the MRN box OR the Accession box
  - iii. If you only have YNHH information, type in the patient’s last and first name.
  - iv. Select “Find Patients”



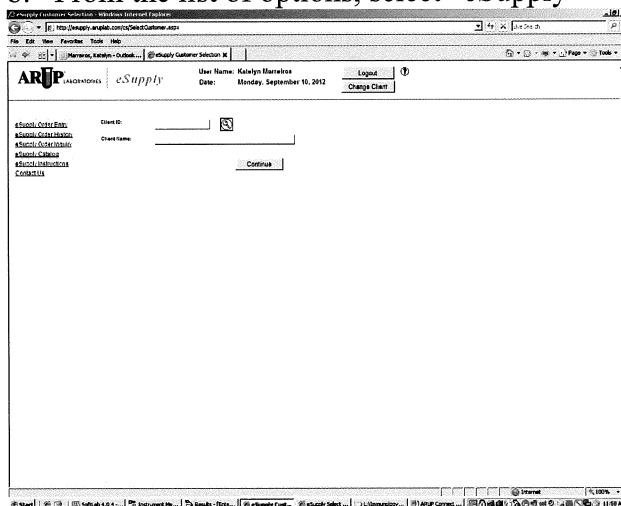
- d. Once you find the correct patient, you can select the order that coincides with your Soft order number or collection/receive date.

Make sure that the date of birth and name of the patient corresponds to what is in our Soft records.

- e. Click on “See Orders” to pull up patient results.
- f. On the “Order” page, you should see the ARUP order corresponding to the Soft order
  - i. The test name should be the same as what is ordered in Soft
  - ii. The collection date is when ARUP received the specimen in their laboratory
  - iii. The status box will tell you the whereabouts of the specimen at ARUP
    1. If it says “In Lab,” it means that ARUP has received the specimen and the test is being performed
    2. If it says “Completed,” it means the test has been performed and you can view results.
    3. Under the “Results” column, select “View Results.” This will allow you to view the result of that *one test*.
      - a. If the test is non-interfaced, an ARUP super user will enter the result for you.
      - b. If the test is interfaced, but the result is showing as pending in Soft, check the Result field for any error messages or special handling issues.
    4. Under the “Charts” column, you can select “By Accession” or “By Encounter”
      - a. “By Accession”: Gives you the entire report with orders for that *specific accession number*.
      - b. “By Encounter”: Gives you *all* of the results from ARUP for that patient.

### 3. Ordering ARUP supplies

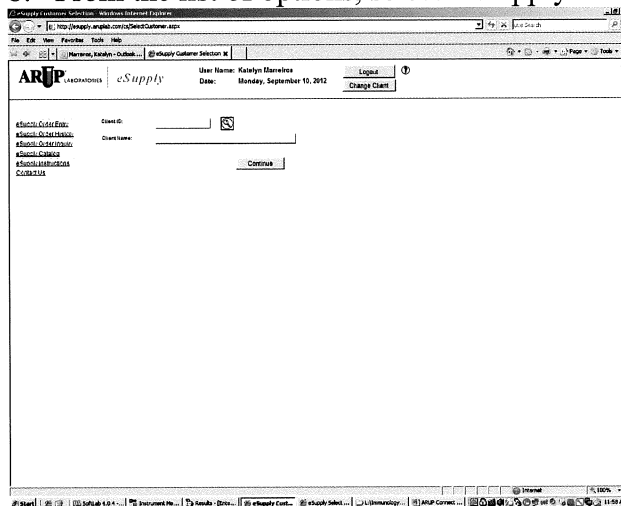
- a. Once you arrive at the homepage of ARUP Connect, select the “Services” tab.
- b. From the list of options, select “eSupply”



- c. Under client ID, select the magnifying glass to select which of our accounts to use. Type the ID into the box. “YALE NEW HAVEN HOSPITAL IMM” should appear in the client name box. **Either can be used for ordering purposes.** Select continue.
- d. You must select an option from the left hand side of the screen. Select “Order Entry” to place an order.
- e. An order form will appear. Select item # from the Excel Spreadsheet of our most frequently ordered items. Or you can look up supplies from the eSupply Catalogue.
  - i. As soon as you fill in the item # all of the other fields are automatically filled.
- f. Select “submit order” or “add item” if there are other supplies to be added to that order.

#### 4. Tracking an ARUP order

- a. Once you arrive at the homepage of ARUP Connect, select the “Services” tab.
- b. From the list of options, select “eSupply”



- c. Under client ID, select the magnifying glass to select which of our accounts to use. **You can go back and forth between client ID's to look for packages.** Type the ID into the box. “YALE NEW HAVEN HOSPITAL IMM” should appear in the client name box. Either can be used for ordering purposes. Select continue.
- d. You must select an option from the left hand side of the screen. Select “Order History” to find an order.
- e. The orders all have numbers associated with them and ordering dates. You can track your order by either.
- f. Once you find your order, you’ll see what items were ordered along with how it was shipped. Under the shipping portion, a tracking number appears in blue. Select that number
- g. The tracking information from that order will appear in a new screen with the package tracking information.

**V. Appendix**

116-A ARUP Connect Training Checklist

116-B ARUP Connect Training Quiz

116-C ARUP Connect Ordering Chart

# ARUP Connect Training Checklist

Tech \_\_\_\_\_

Training Start

Date \_\_\_\_\_

1. Can locate ARUP Connect & log in.
2. Can pull up patient results.
  - a. Can print out a patient report by result, accession and encounter.
3. Can order ARUP supplies.
4. Can locate orders using order history.
  - a. Can track a package.

Assisted	Un-Assisted

Comments:

\_\_\_\_\_  
Tech Signature/Date

\_\_\_\_\_  
Trainer Signature/Date

## **ARUP Connect Training Quiz IMM 116-B**

### **Order Inquiry**

1. In Soft, pull up a pending list for ARUPI. Locate the first patient on the pending list in ARUP Connect to find out the status of the test. If results are available. Print them out for that specific test.
2. If you want to find all of the tests performed on one patient for one day, which icon would you select?
  - a. View Results
  - b. By Accession
  - c. By Encounter
3. If you want to find one result for one day on one patient, which icon would you select?
  - a. View Results
  - b. By Accession
  - c. By Encounter
4. True or False? Our Soft MRN is the same as the ARUP MRN?

### **eSupply**

1. What are our two Client ID's for ARUP Connect?
2. Check the status of the QFTG tubes placed on 9/6/12.
3. Order Item # 22274 using Client ID 11529.
4. Order Item # 22273 on Client ID 13643.

## ARUP Connect Ordering Info Imm 116-C

TUBES:			
ARUP Item #	Item Description	Unit of Measure	Quantity Ordered
45112	Kit, QuantiFERON-TB (Standard) Gold In-Tube	Each	30
43115	Tube, 4mL, Transport (Sterile) PK/100	Pack	6
45682	Kit, PCA3 (Referral Test) *Ground Ship*	Each	5
BAGS:			
ARUP Item #	Item Description	Unit of Measure	Quantity Ordered
22274	Bag, Sample, Frozen (Blue), PK/50	Pack of 50	6
22273	Bag, Sample, Refrigerated (Grey), PK/50	Pack of 50	6
22272	Bag, Sample, Ambient (Green), PK/50	Pack of 50	2
RACKS:			
ARUP Item #	Item Description	Unit of Measure	Quantity Ordered
10772	Rack, 10-Hole, for Transport Tube	Each	400
FORMS:			
ARUP Item #	Item Description	Unit of Measure	Quantity Ordered
32917	Form, Custom ARUP 3 Requisition, w/Barcode	Each	100
32919	Form, Cusom ARUP 1 Requisition	Each	100



