

4medica Portal Reference Guide

Introduction

Marshfield Labs portal, powered by 4medica, provides reference lab clients a complete web-based solution for electronic transmission of test orders, results, supply orders and accurate billing.

Table of Contents

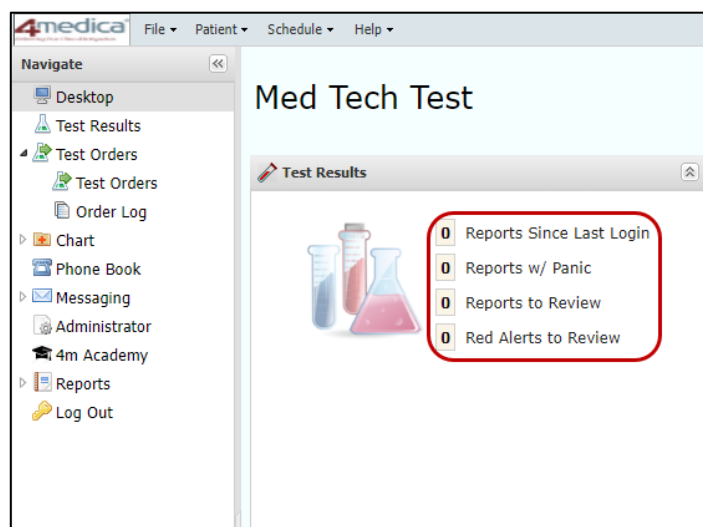
Log In to Marshfield Labs Portal	2
Order Tests	2
Create New Patient Chart	3
Select Test(s)	3
Add Patient Insurance Information, Bill Insurance, ICD10 Diagnosis Codes	5
Change Patient Demographics	7
Check Test Status	7
Reprint Requisition	7
Batch Print Requisitions	8
Modify a Test	8
View Results.....	8
Batch Print Results	9
Order Supplies and Request Courier	10
View Billing and Fee Schedule	10
Helpful Hints	11
Place a Surgical Order with Multiple Specimens.....	11
Place a MISC Test Order	11
Enter an Order Level Comment.....	11
Manifest for Test Orders	12
Resources	12
4m Academy User Videos.....	13
Questions and Support.....	13

Copyright © 2010-2021 by Marshfield Clinic Health System. All rights reserved. Marshfield Clinic Health System's products and processes including, but not limited to, its software applications, may be covered by one or more patents and are subject to other trade secret and proprietary rights. Marshfield Clinic Health System retains full and complete title to any and all intellectual property rights in the products and/or processes that are the subject of this documentation including, but not limited to, software applications.

Last Updated 7/09/24

Log In to Marshfield Labs Portal

1. Use the following link to access portal:
<https://www.4medica.net/home/extjs4/desktop/index.html>
 - a. Consider bookmarking or adding as a desktop shortcut.
2. Enter username and password provided by Marshfield Labs and click **OK**.
 - a. Upon initial login, you will be prompted to create a new password.
 - b. Password must contain one uppercase letter and one number and should not contain symbols.
3. User desktop displays number of available reports and any **Red Alerts**.
 - a. Red alert notification is functionality that enables a provider to be notified when a test exceeds a certain value, as determined by the client.
 - b. Red alerts can be set, edited and removed by you.

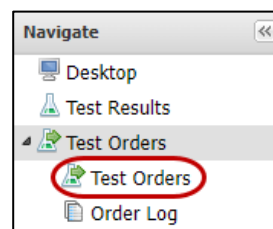


Order Tests

1. From left navigation, double-click **Test Orders** to expand menu.
2. Select **Test Orders** from expanded menu.

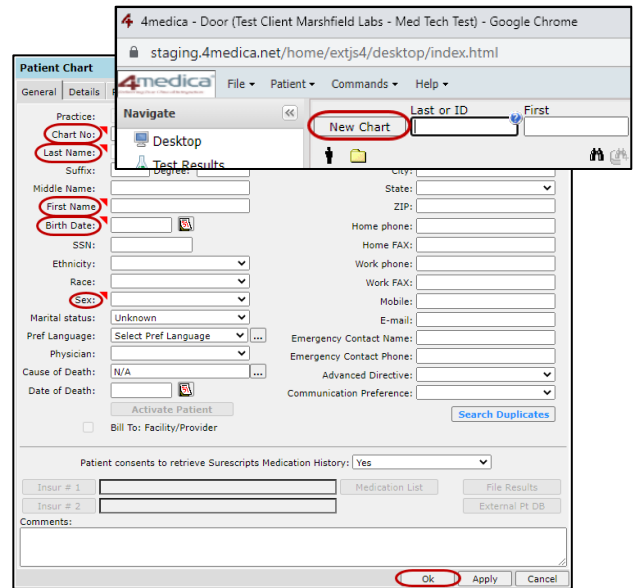
Search For Existing Patient

1. Enter Last Name of patient in the Last Name field.
2. Click Go
3. A list of possible patient matches will drop down with Last Name, First Name, DOB and patient ID. Choose patient if applicable.
4. If no match is found, create a New Patient Chart.



Create New Patient Chart

1. Select **New Chart** button in upper-left corner and complete required fields (indicated by red triangles):
 - a. **Chart No** (Your Patient MRN or Patient Identifier) or it may pre-populate
 - b. **Last Name**
 - c. **First Name**
 - d. **Birth Date**
 - e. **Sex**
2. If Marshfield Labs is to bill insurance see *Add Patient Insurance and Bill Insurance* instructions.
3. Click **OK** to save patient.
 - a. **MPI Search** window appears if there is a possible duplicate patient already in system.
 - b. If your patient appears, highlight and click Select button.
 - c. If no patient matches your patient, click **Cancel** to close window.
4. Patient is now selected and test selection can begin.

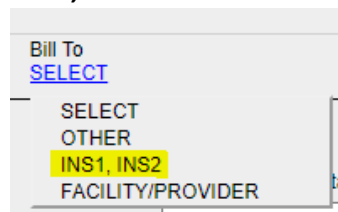


Select Test(s)

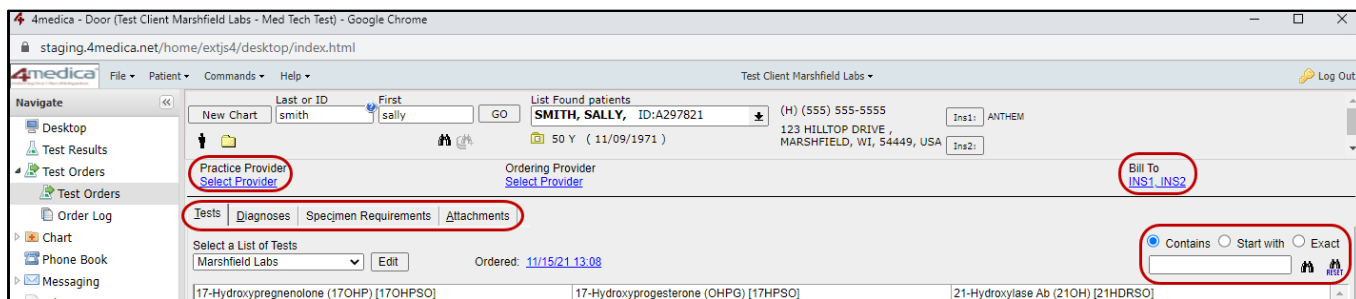
1. Select **Practice Provider** from drop down.
2. **Bill To** is typically defaulted, but can be changed by clicking hyperlink.

Facility/Provider bills your Facility (Client)

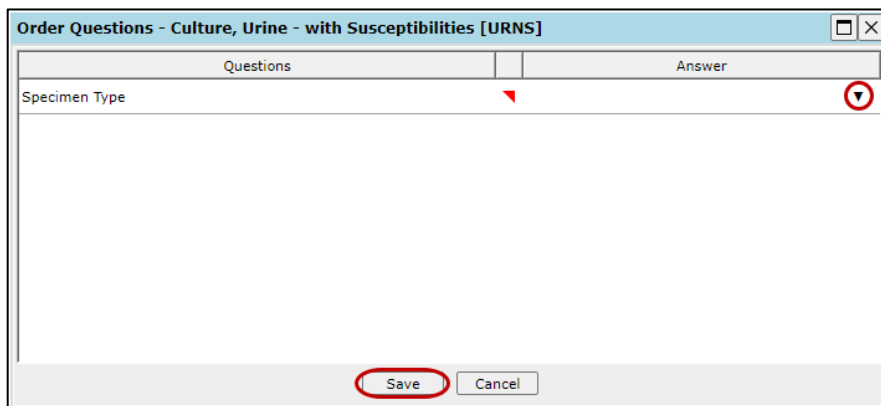
INS1, INS2 is used when insurance is to be billed (*See page 5 for instructions*)



3. **Test Order** screen displays information within tabs: **Tests**, **Diagnoses**, **Specimen Requirements**, and **Attachments**.



- Select **Tests** tab.
- The Lists of Tests available for your use: Marshfield Labs (includes the full compendium) or Marshfield Test Req (includes the most frequently ordered tests), Nursing Home. Select from the dropdown, which list you would like to search. Once a list is selected, it will default to that list at next login.
- Use search box in upper-right corner to find orderable by typing in a test code or test description and pressing **Enter**.
- Select test from search results.
- Answer any questions that appear in **Order Questions** box (red triangles indicate required fields):
 - Click black arrow to open drop down menu.
 - Choose appropriate response from drop down or type a free text entry.
 - Click **Save**.
- Test will be added to box at bottom of screen, indicating it has been added to the order. Repeat steps b-d to continue adding tests.
- If Marshfield Labs is billing insurance, click Diagnosis Tab next to Tests tab and enter ICD10 codes given by ordering provider. ICD10 diagnosis codes can be searched for in



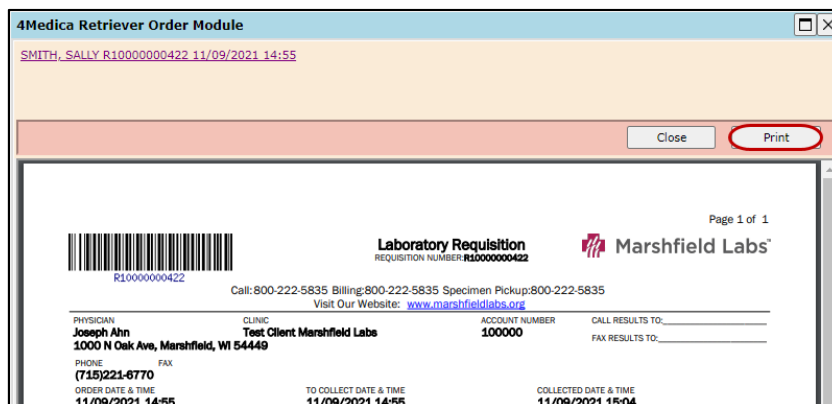
search box in upper-right corner as well. Also enter insurance information following instructions on Page 5.

h. To undo any test selection, highlight the test, click Clear One, click Go.

i. Click **Submit** in lower-right corner.

j. System will prompt for collection information.

- i. Can click **Now & Close** to enter current date/time and close collection detail window. OR enter correct date and collection time, click OK.



k. **Lab Requisition** form is generated –click Close. A delay is required to send information from the 4medical portal to Cerner and to allow the specimen to accession in Cerner.

l. To print Lab Requisition form to send with specimen, click **Order Log** (under Test Orders)

m. Filter to **Ordered Today** click **GO**.

n. Once the test is in **Sent** status highlight the patient order you want to print. Click the printer icon on the top tool bar.

o. Requisition will open. Make sure the barcodes at the bottom are true barcodes. If not,



wait a few minutes refresh screen. This delay allows the order to be accessioned.

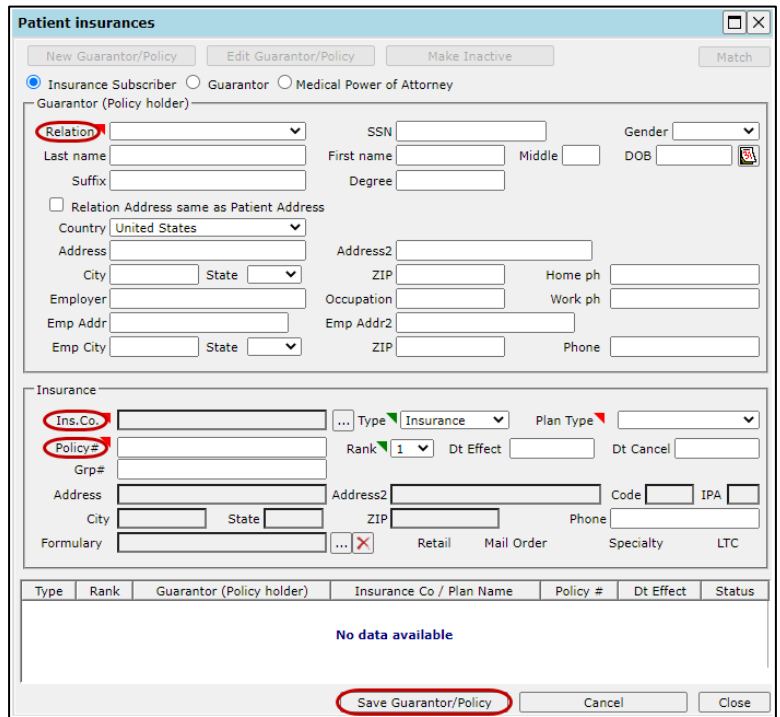
p. Click **Print** at the top right of the **Requisition** form that opens.

Add Patient Insurance Information and Bill Insurance

If Marshfield Labs is to bill the patient's insurance, please complete these steps during the test order.

1. Follow steps 1-2 of *Create New Patient Chart* instructions.
2. Instead of clicking **OK**, click **Apply**.
3. Click **Insur #1** button.
4. **Patient Insurances** window opens:
 - a. Select **Insurance Subscriber** or **Guarantor** radio button.
 - b. Complete required fields (indicated by red triangles):

- i. Select **Relation** from drop down.
 - ii. Select **Insurance Co** by clicking .
 - iii. Select **Plan Type** from drop down.
 - iv. Enter policy number.
 - c. Click **Save Guarantor/Policy**.
 - d. Click **Close**.
5. Repeat steps for **Secondary Insurance**.
 6. To add insurances, see **Helpful Hints**.
 7. When finished, click **OK**.
 8. To continue ordering a test, follow step #3 under Select Tests. Also add ICD10 Diagnosis codes using the Diagnosis tab.



Patient insurances

New Guarantor/Policy Edit Guarantor/Policy Make Inactive Match

☒ Insurance Subscriber ☐ Guarantor ☐ Medical Power of Attorney

Guarantor (Policy holder)

Relation SSN Gender

Last name First name Middle DOB

Suffix Degree

☐ Relation Address same as Patient Address

Country Address Address2

City State ZIP Home ph

Employer Occupation Work ph

Emp Addr Emp Addr2

Emp City State ZIP Phone

Insurance

Ins.Co. Type Plan Type

Policy# Rank Dt Effect Dt Cancel

Grp#

Address Address2 Code IPA

City State ZIP Phone

Formulary Retail Mail Order Specialty LTC

Type	Rank	Guarantor (Policy holder)	Insurance Co / Plan Name	Policy #	Dt Effect	Status
No data available						

Save Guarantor/Policy Cancel Close

Change Patient Demographics

Change patient demographics of an existing patient from Test Results, Test Orders or Order Log in left navigation.

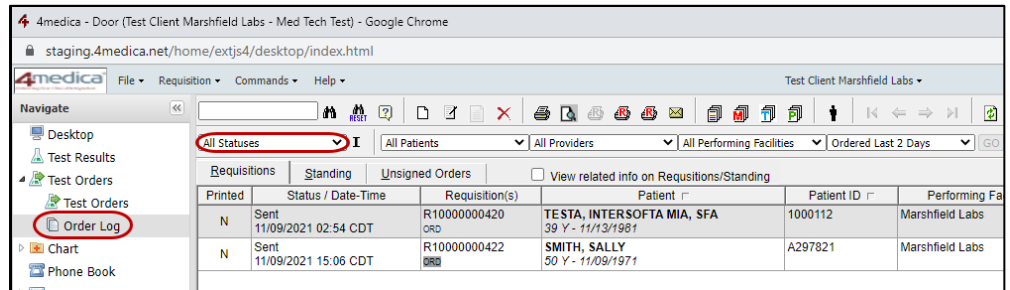
1. From **Test Results**, **Test Orders** or **Order Log** page, select patient and click **Patient Demographics** icon.
2. **Patient Chart** page opens – make necessary changes.
3. Click **OK**.



Check Test Status

Check the status of a test order.

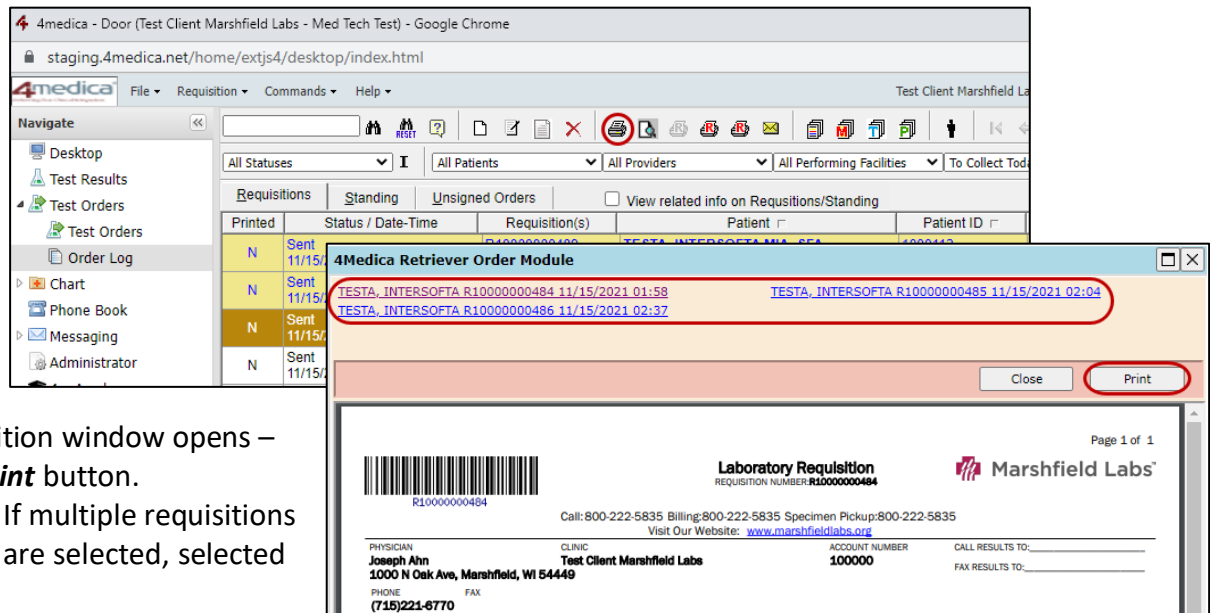
1. Select **Order Log** from expanded **Test Orders** menu on left.
2. Use filters to define search criteria:
 - a. **All Statuses** – open dropdown to choose desired status.
 - b. **All Patients** – search for a particular patient.



Printed	Status / Date-Time	Requisition(s)	Patient	Patient ID	Performing Facility
N	Sent 11/09/2021 02:54 CDT	R10000000420	TESTA, INTERSOFT MIA, SFA	1000112	Marshfield Labs
N	Sent 11/09/2021 15:06 CDT	R10000000422	SMITH, SALLY	A297821	Marshfield Labs

Reprint Requisition

1. From **Order Log**, select order to reprint and click printer icon.
 - a. To print multiple requisitions, hold Ctrl key while selecting requisitions to print, then click printer icon.



4Medica Retriever Order Module

TESTA, INTERSOFT R10000000484 11/15/2021 01:58 TESTA, INTERSOFT R10000000485 11/15/2021 02:04
 TESTA, INTERSOFT R10000000486 11/15/2021 02:37

Close Print

Page 1 of 1

Laboratory Requisition
 REQUISITION NUMBER: R10000000484

Call: 800-222-5835 Billing: 800-222-5835 Specimen Pickup: 800-222-5835
 Visit Our Website: www.marshfieldlabs.org

PHYSICIAN: Joseph Ahn CLINIC: Test Client Marshfield Labs ACCOUNT NUMBER: 100000 CALL RESULTS TO: _____
 1000 N Oak Ave, Marshfield, WI 54449 FAX RESULTS TO: _____
 PHONE: (715) 223-6770 FAX: _____

- requisitions can be previewed using hyperlinks at top of window.
- Click **Print**.

Batch Print Requisitions

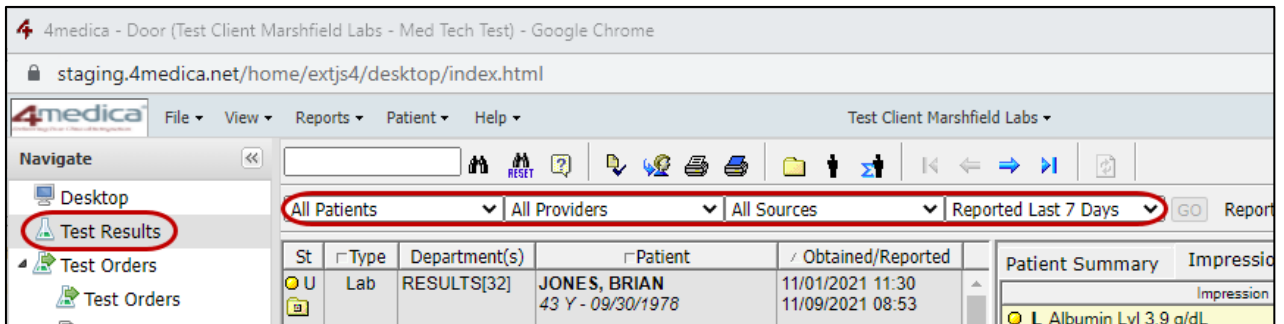
- From **Order Log**, click **File**.
- Select **Print All Non-Printed**.
- In requisition window, click **Print**.

Modify a Test

To add, modify or cancel a test, please contact Customer Service at 800-222-5835.

View Results

- From left navigation, select **Test Results**.
- Use filter drop-downs to filter result display.



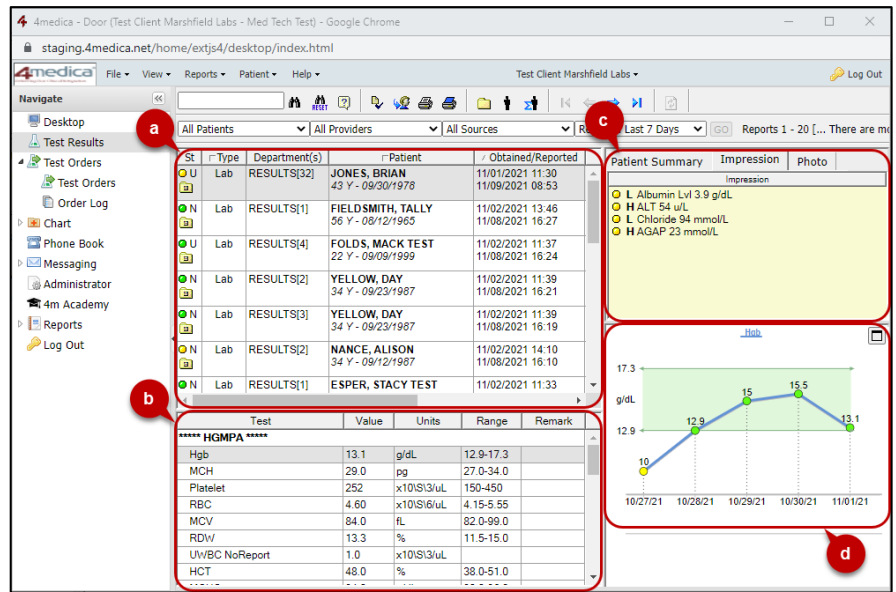
St	Type	Department(s)	Patient	Obtained/Reported
U	Lab	RESULTS[32]	JONES, BRIAN 43 Y - 09/30/1978	11/01/2021 11:30 11/09/2021 08:53

Patient Summary Impression

Albumin Lvl 3.9 g/dL

- Select result from list – result details display in the following windows:
 - Demographics
 - Impression

- c. Detail
d. Graph
4. **Impression** window displays the following indicators:
- WNL** – Within normal limits
 - H** – High value
 - HH** – Extremely high value
 - L** – Low value
 - LL** – Extremely low value
 - A** – Abnormal value
 - Pending** – Pending Results will be displayed
 - X** – Canceled
 - ?** – Partially completed test



5. Status in **Demographics** window is color-coded:

●	Green	Normal range
●	Yellow	Abnormal range
●	Red	Levels valued as "panic" or "critical."
●	Grey	Report does not contain numeric values. <i>PDF reports do not have values and will always display Grey light.</i>

6. To print, click printer icon  in toolbar.

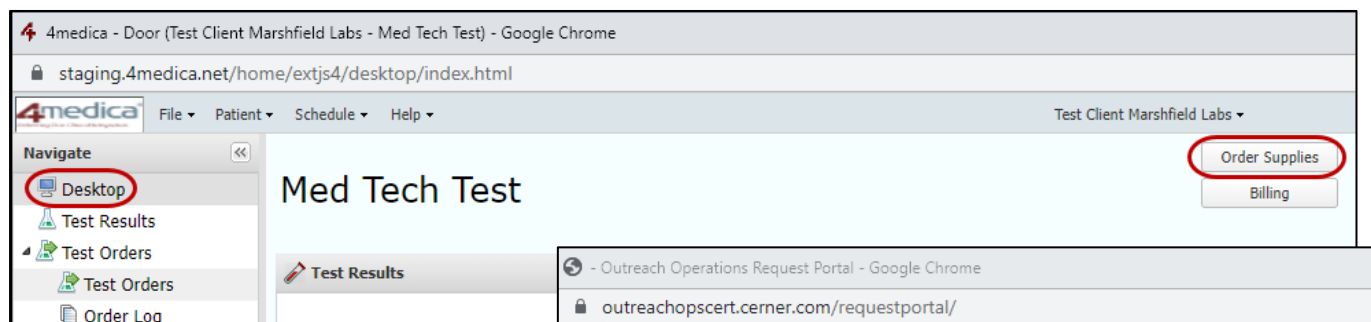
Batch Print Results

- From **Test Results**, select **File**.
- Select **Print All Non-Printed**.
- In requisition window, click **Print**.

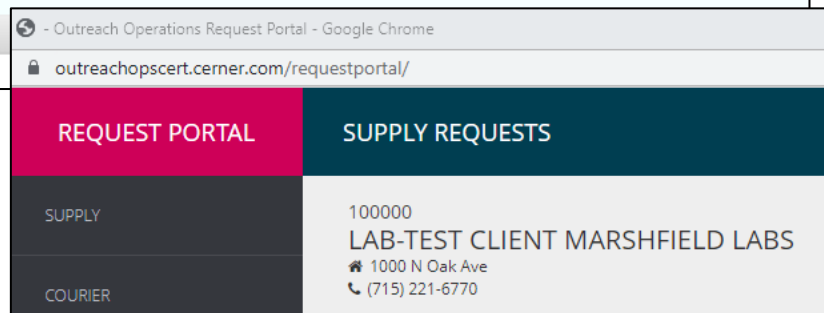
Note: If there are more than 20 reports to be printed, after printing the first 20, select **Next 20 reports**, to print the next batch.

Order Supplies and Request Courier

1. From left navigation bar, select **Desktop**.

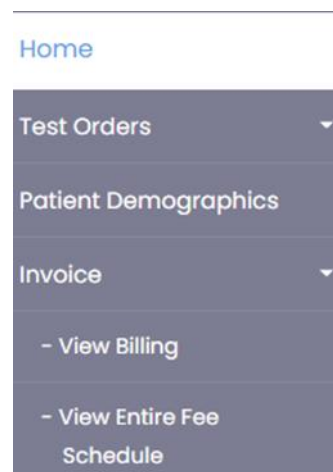


2. Click **Order Supplies** button, which will open **Courier and Supply Request Portal** window.
3. If needed, follow instructions in the Client Request Portal Instructions document. See *separate document*.
4. When supply order is complete, click **X** in upper-right to close **Courier and Supply Request Portal** window and return to 4medica portal desktop.



View Billing and Fee Schedule

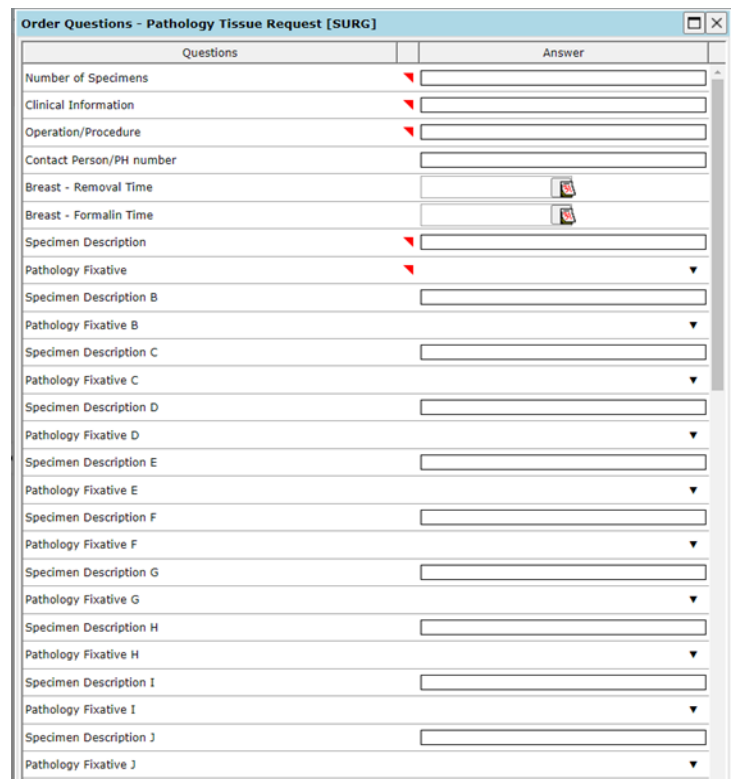
1. In Left Navigation click on **Desktop**
2. Click the **Billing Button** at the top right. You will be taken to the **Marshfield Billing and Invoice Module**.
3. Click on **Invoice**
 - a. Click View **Billing** for invoices and work in progress (there is usually a short delay for WIP)
 - b. Click View **Entire Fee Schedule**. You can search by **Test Code** or CPT code. Enter test code, click Search.
 - c. Click X to exit and return to portal.



Helpful Hints

Place a Surgical Order with Multiple Specimens

1. Navigate to **Test Orders**.
2. Click **Select Provider** to select a **Practice Provider**.
3. From **Test** tab, search **SURG** and select **Pathology Tissue Request (SURG)**.
4. Enter the total **Number of Specimens** being submitted.
5. Complete **Order Questions** when prompted for all specimens.
6. Click **Save**.



Questions	Answer
Number of Specimens	
Clinical Information	
Operation/Procedure	
Contact Person/PH number	
Breast - Removal Time	
Breast - Formalin Time	
Specimen Description	
Pathology Fixative	
Specimen Description B	
Pathology Fixative B	
Specimen Description C	
Pathology Fixative C	
Specimen Description D	
Pathology Fixative D	
Specimen Description E	
Pathology Fixative E	
Specimen Description F	
Pathology Fixative F	
Specimen Description G	
Pathology Fixative G	
Specimen Description H	
Pathology Fixative H	
Specimen Description I	
Pathology Fixative I	
Specimen Description J	
Pathology Fixative J	

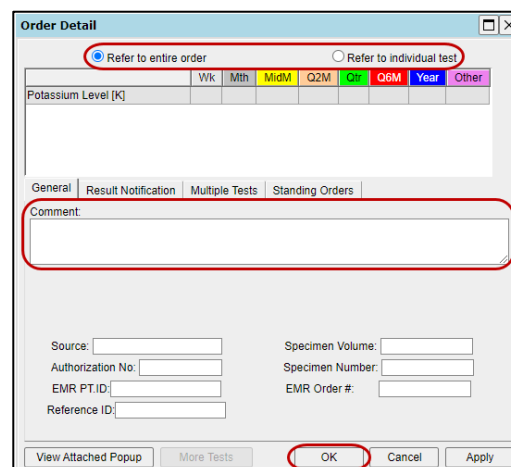
Place a MISC Test Order

1. Navigate to **Test Orders**.
2. Click **Select Provider** to select a **Practice Provider**.
3. From **Test** tab, search **MISC** and select **Miscellaneous Test (MISC)**.
4. Complete **Order Questions** when prompted and click **Save**.

Note: Provide test name or description in **Order Name** field.

Enter an Order Level Comment

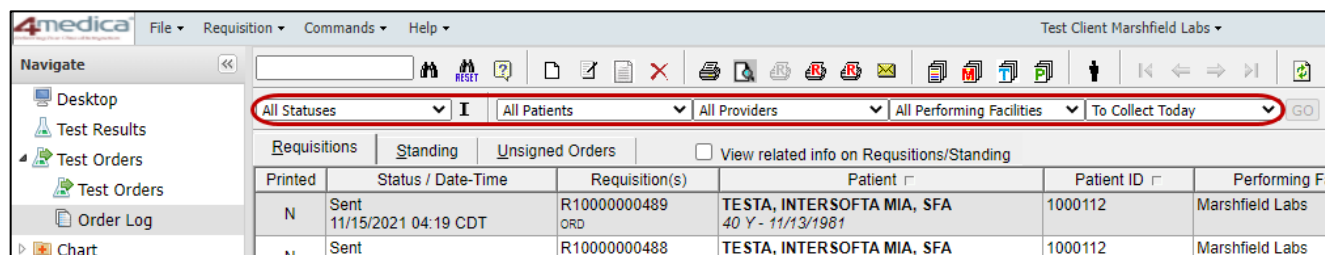
1. With order selected, click **Order Detail** button.
2. Select **Refer to entire order** or **Refer to individual test** from top of **Order Detail** window.
3. On **General** tab, type comment into **Comment** field.
4. Click **OK**.



Manifest for Test Orders

A manifest is an optional feature that can be used for client record keeping or as a specimen log.

1. Click **Test Orders** and select **Order Log**.
2. Use dropdown menus across top of screen to select one or more filters.



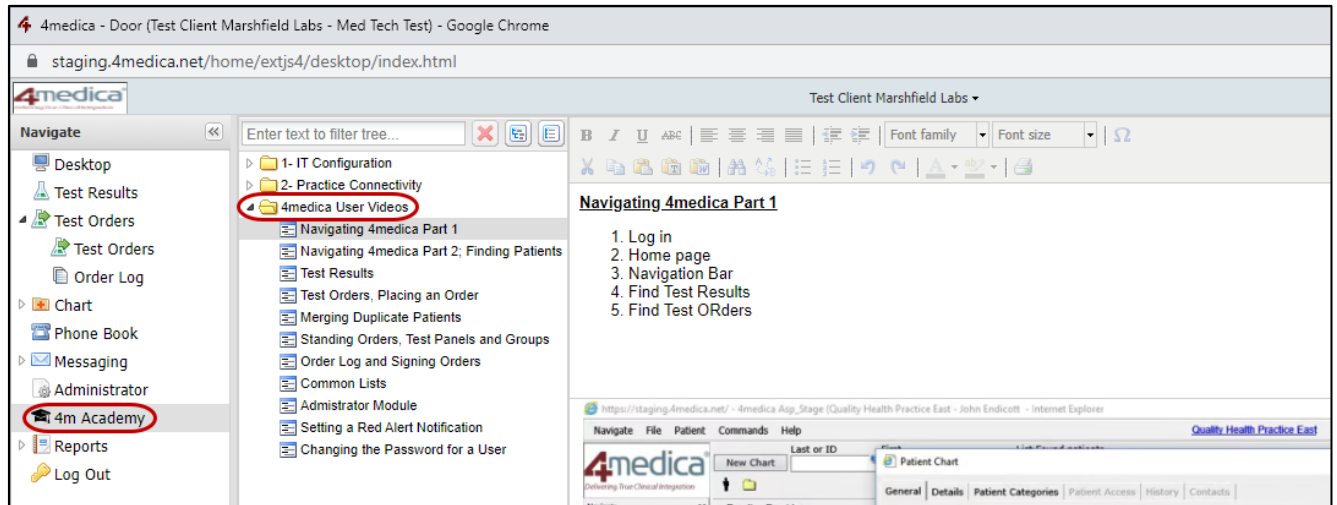
3. In toolbar, click **Manifest orders** .
4. **Manifest for the test order** window opens.
5. Click **Sort/Date** hyperlink.
 - a. Select sort order.
 - b. Enter collected date and time range.
 - c. Click **OK**.
6. Click **GO** button.
7. Click **Print** button to print manifest.

Resources

4m Academy User Videos

Videos on a variety of topics are available in the 4m Academy.

1. From left navigation, select **4m Academy**.
2. Select **4medica User Videos** folder.



Questions and Support

For questions or support, please call Customer Support at 800-222-5835.