

GENETWORX

COPIA® Training

"How To" Order Tests & Review Results in COPIA

Copia is the Lab Information System (LIS) that GENETWORx uses to process, store, and manage patient data related to samples in our lab. The instructions in this guide walk through the steps how to submit patient lab orders and review results.

STEP 1: LOG IN

Go to https://orders.genetworx.com

Copia Login Username: Password: (Record your password for future reference.)	



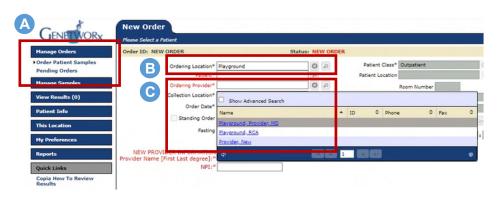
Login

STEP 2: CREATE ORDER

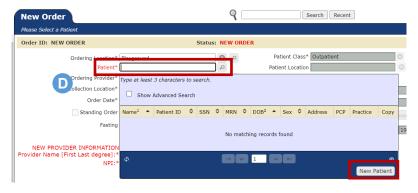
When creating an order, you enter information for either a **NEW** or **EXISTING** patient.

New Patient

- Manage Orders: Select Order Patient Samples
- Ordering Location: The location will populate for the account.
- Ordering Provider: Click in the field and select a provider from the menu. Only providers for this location will be listed.
- Patient: Click in the field and type and select New Patient.



Create Order



Create Order: New Patient





STEP 2: CREATE ORDER New Patient (cont'd.)



Demographics:

Enter patient information:

- Last Name
- First Name
- · Date of Birth
- Gender
- Race
- Phone
- Address
- Zip Code (will populate City and State)
- E-mail (preferred but optional)

Leave the default for Patient is Orderable selected, check your work, and select Save.

All fields highlighted in red are required for state health departments.

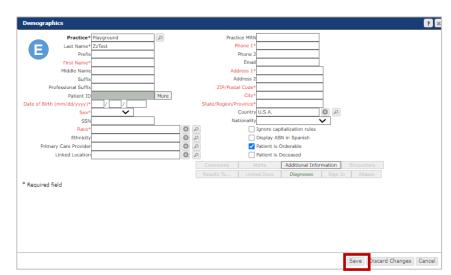
Existing Patient



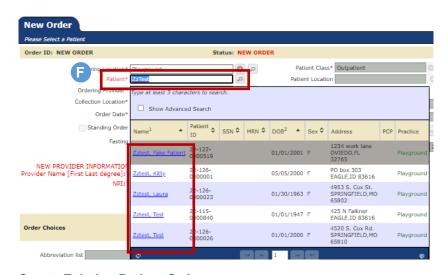
Patient:

Search for the patient by typing the patient's last name and select from the dropdown menu.

Shortcut: Narrow your search by typing the first three letters of the patient's last name, a comma, and the first three letters of their first name (e.g., Smi, Joh for John Smith).



New Patient Demographics



Create Existing Patient Order



COPIA® Training "How To" Order Tests & Review Results in COPIA

STEP 3: ORDER CHOICE

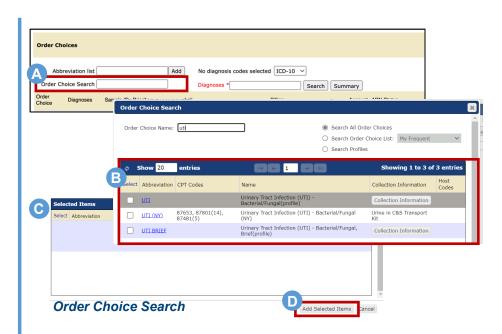
- A Order Choice Search:

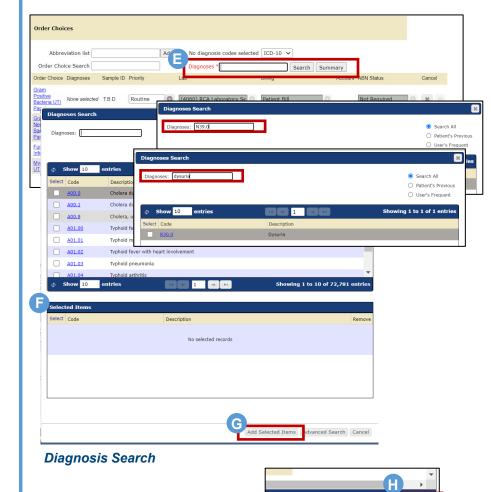
 Begin typing the desired test to activate a list of available panels.
- B Select the box to the left of the correct test.
- C Scroll to the bottom of the page, ensure the correct test is listed under **Selected Items**.
- D Repeat until all desired tests are listed under Selected Items, then click Add Selected Items.
- E Diagnosis:

 Each order requires at least one diagnosis code be assigned. Search by ICD-10 code or symptom (e.g., dysuria). Select the box to the left of the desired code.
- Scroll down and locate the code under **Selected Items**.
- G Repeat until all desired codes are listed under **Selected Items**, then click **Add Selected Items**.
- H When all tests and codes are entered, scroll to bottom right and select Save.

The requisition for the order will generate and display ready to print.









COPIA® Training

"How To" Order Tests & Review Results in COPIA

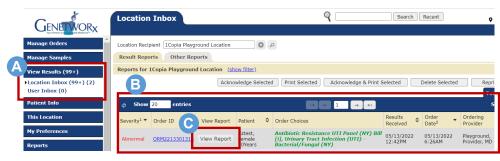
STEP 4: VIEW RESULTS

- A View Results: Select Location Inbox.
- B Results are defaulted to show the last 30 days and Abnormal or Critical patients at the top.

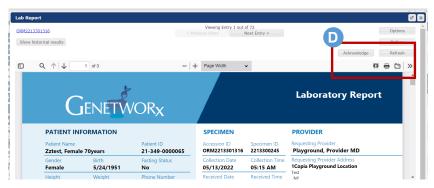
Result classifications include:

Abnormal: High Range (H) Critical: Critical Range (HH) Blank: Normal Range

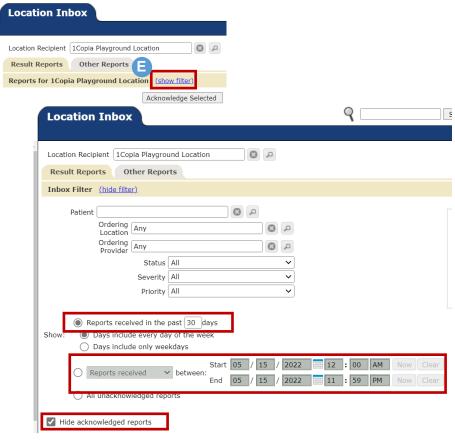
- C View Report:
 To view the full report, click View Report.
- Acknowledge/Print:
 Once viewed, reports can be acknowledged, saved or printed.
- Show Filter:
 To adjust filters, select
 Show Filter. Set filters for
 reviewing results as desired.



View Results



View Results and Acknowledge / Print



Adjust Filters in View Results





BEST PRACTICES

- Insurance Card/Cover Sheet: Always send a copy of the patient's insurance card or cover/face sheet with every sample.
- Sample Shipments: When shipping a sample to GENETWORx, the biohazard bag should contain:
 - Specimen sample
 - · Copy of the requisition form
 - Copy of patient's insurance card or cover/face sheet
- Two Identifiers: The patient's FIRST and LAST NAME and DATE OF BIRTH must be labeled on the specimen sample as an EXACT MATCH to the information on the requisition form.

Specimens will be rejected if:

- The name and/or DOB are missing on the sample
- The name and/or DOB on the sample does not match the requisition included in the biohazard bag
- **Missing Information:** If a sample is missing information, it processed but results are placed on hold until the needed information is submitted by the account.

ACCOUNT SUPPORT

Additional Copia Users: If login credentials are needed for additional users, please contact your GENETWORx Account Manager.

Password Reset: The system locks after three attempts when an incorrect password is used. To request a password reset, email Client Services at accountsupportmanagement@genetworx.com.

BULK PRINTING REQUISITIONS

- A Manage Orders: Select Pending Orders
- B Show Filter: Select Show Filter next to Pending Orders.
- Check the box next to Limit to orders and set the desired date range. And set the dropdown to "Only show orders not sent to the lab".
- Select the desired orders from the list and click *Print Requisitions*.

IMPORTANT: Check to make sure the requisition and specimen in each biohazard bag match or the sample will be rejected for misidentification.

