

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.)

Password Requirements:

Minimum of 8 characters (must include at least one number and at least one special character)

New Password

New Password: _____

Confirm Password: _____

Note: Leading and trailing spaces in passwords will be removed.

Password Rules:

- Minimum Number of characters: 8
- Minimum Number of numeric characters: 1
- Minimum Number of non-alphabetic, non-numeric characters: 1

Login

STEP 2: CREATE ORDER

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

New Patient

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

E 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.

New Patient Demographics

Existing Patient

F 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).

Create Existing Patient Order

STEP 3: ORDER CHOICE

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

Order Choice Search

Abbreviation list: [] Add No diagnosis codes selected ICD-10

Order Choice Search: [UTI] Diagnoses * [] Search Summary

Order Choice: [] Diagnoses: [] Sample ID: [] Priority: [] Lab: [] Order: [] Account: [] ABN Status: [] Cancel

Order Choice Search

Order Choice Name: [UTI] Search All Order Choices Search Order Choice List: My Frequent Search Profiles

Show 20 entries Showing 1 to 3 of 3 entries

Select	Abbreviation	CPT Codes	Name	Collection Information	Host Codes
<input type="checkbox"/>	UTI		Urinary Tract Infection (UTI) - Bacterial/Fungal (profile)	Collection Information	
<input type="checkbox"/>	UTI (NY)	87653, 87801(14), 87481(5)	Urinary Tract Infection (UTI) - Bacterial/Fungal (NY)	Urine in C&S Transport Kit	
<input type="checkbox"/>	UTI BRIEF		Urinary Tract Infection (UTI) - Bacterial/Fungal, Brief (profile)	Collection Information	

Selected Items

Select	Abbreviation
<input type="checkbox"/>	

Order Choice Search

Add Selected Items Cancel

Order Choices

Abbreviation list: [] Add No diagnosis codes selected ICD-10

Order Choice Search: [] Diagnoses * [] Search Summary

Order Choice: [] Diagnoses: [] Sample ID: [] Priority: [] Lab: [] Order: [] Account: [] ABN Status: [] Cancel

Diagnosis Search

Diagnoses: [] Search All Patient's Previous User's Frequent

Diagnosis Search

Diagnoses: [N39.0] Search All Patient's Previous User's Frequent

Show 10 entries Showing 1 to 1 of 1 entries

Select	Code	Description
<input type="checkbox"/>	R39.0	Dysuria

Selected Items

Select	Code	Description	Remove
<input type="checkbox"/>			

Diagnosis Search

Add Selected Items Advanced Search Cancel

Diagnosis Search

REQUISITION

Ordering Lab: (4060) RCA Laboratory Services LLC dba GENETWORx

Order Information:

Order ID: 090221001163 Collection Date: 05/10/2022 5:58AM Date Printed: 05/10/2022 6:05AM

Location: Playground, Provider: MD Ordering Provider: Playground, MD Status: Collected

Order Comments:

NEW PROVIDER INFORMATION Not Required

Provider Name (Print Last Name): []

Patient Information:

Birth: [] Sex: [] Race: [] Ethnicity: []

Insurance Information:

Primary: [] Secondary: []

Order Choices for (4060) RCA Laboratory Services LLC dba GENETWORx:

Priority	CPT Code	Name	Test/Component	Panel Code	ICD Codes	APR Status
1	87653	Urine Positive Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A
1	87653	Urine Negative Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A
1	87653	Urine Positive Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A
1	87653	Urine Negative Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A
1	87653	Urine Positive Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A
1	87653	Urine Negative Bacteria (UTI)	(2) C&S Transport	87653	N/A	N/A

REQUISITION (4060) RCA Laboratory Services LLC dba GENETWORx Copy Page 1 of 1 Zlati, False Patient, Order ID: 090221001163

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**.
- D Acknowledge/Print:**
Once viewed, reports can be acknowledged, saved or printed.
- E 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

- Manage Orders:**
Select **Pending Orders**
- 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.

The screenshot shows the GENETWORx COPIA interface. On the left is a sidebar with navigation options: Manage Orders, Order Patient Samples, Order Choice Catalog, Pending Orders, Manage Samples, View Results (99+), Patient Info, This Location, and My Preferences. The main content area is titled 'Pending Orders' and contains a table with columns: Select, Print Req., Order ID, and Patient. A row is visible with Order ID 'ORM2210502333' and Patient 'Zztest, Bradley'. A filter panel is open on the right, showing options to 'Limit to orders that have had results pending for at least 3 days', 'Do not show orders older than 30 days', and 'Limit to orders ordered In the range'. The 'Limit to orders ordered' option is checked, and a date range is set from 05/15/2022 to 12:00 AM. A dropdown menu is set to 'Show orders sent and not sent to the lab'.