1. NYC.ID Account Creation

To access eOrder, all non-City of New York employees must create an NYC.ID account. To do so, users can visit the NYC.ID login website URL at https://a816-phleorder.nyc.gov/PHLeOrder/. The user should follow the steps outlined on the website to create their NYC.ID account.

Please note: Employees of New York City Health and Hospital Corporation (HHC) do not need to create a NYC.ID. If you are an HHC employee, please login on the right side of the screen and click "NYC Employees".

PHL recommends the following browsers when using eOrder:

Browser	Supported Versions
Google Chrome	78
Safari	13
Firefox	71
Internet Explorer	11
Microsoft Edge for Windows 10	18

Once completed, the system will display a message indicating that the NYC.ID account has been created and that the user will need to confirm their email address.

Last updated 04/20/2020

Visit **alpha.nyc.gov** to help us test out new ideas for NYC's website.

The Official Website of the City of New York

NYC

Translate | ▼   Text Size

Confirmation Email Sent

Welcome! Your account was created. You cannot log in until your email address is confirmed. To confirm your email address, click on the link in the email that was sent to you. If you have not received the email, check your spam/junk folder.

2. eOrder Registration

When the user logs into the eOrder application for the first time they will be required to register within eOrder itself if eOrder Support staff or your Site Admin has not done so for you already. To register, you must enter the specific information for your facility, accept the legal agreement and confirm registration through an automatic email.

User Registration Form

Reminder: This should be your work email address.

Login Information

First Name *	Last Name *	User Name (NYCID) *
User	Testing	

Contact Information

Street Address *		Street Address 2

City *	State *	Zip Code *
	Select a State ▼	

Phone # *	Fax #	Mobile Phone #

Do you have a valid form of identification (i.e., NPI #, PFI #, or Medical License #)? ⦿Yes ○No

Identification Type *	Identification Number *
○ Clinical Lab PFI # ○ Medical License ○ National Provider ID #	

Cancel   Continue

Legal Agreement
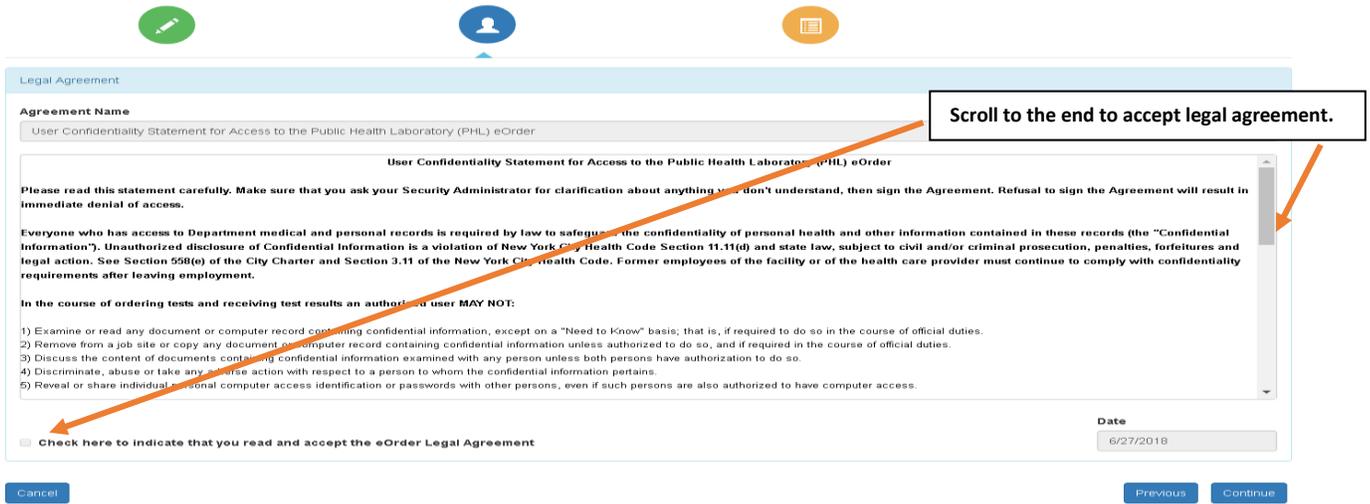
Scroll to the end to accept legal agreement.

Agreement Name

User Confidentiality Statement for Access to the Public Health Laboratory (PHL) eOrder

User Confidentiality Statement for Access to the Public Health Laboratory (PHL) eOrder

Please read this statement carefully. Make sure that you ask your Security Administrator for clarification about anything you don't understand, then sign the Agreement. Refusal to sign the Agreement will result in immediate denial of access.

Everyone who has access to Department medical and personal records is required by law to safeguard the confidentiality of personal health and other information contained in these records (the "Confidential Information"). Unauthorized disclosure of Confidential Information is a violation of New York City Health Code Section 11.11(d) and state law, subject to civil and/or criminal prosecution, penalties, forfeitures and legal action. See Section 558(e) of the City Charter and Section 3.11 of the New York City Health Code. Former employees of the facility or of the health care provider must continue to comply with confidentiality requirements after leaving employment.

In the course of ordering tests and receiving test results an authorized user MAY NOT:

1) Examine or read any document or computer record containing confidential information, except on a "Need to Know" basis; that is, if required to do so in the course of official duties.
2) Remove from a job site or copy any document or computer record containing confidential information unless authorized to do so, and if required in the course of official duties.
3) Discuss the content of documents containing confidential information examined with any person unless both persons have authorization to do so.
4) Discriminate, abuse or take any adverse action with respect to a person to whom confidential information pertains.
5) Reveal or share individual personal computer access identification or passwords with other persons, even if such persons are also authorized to have computer access.
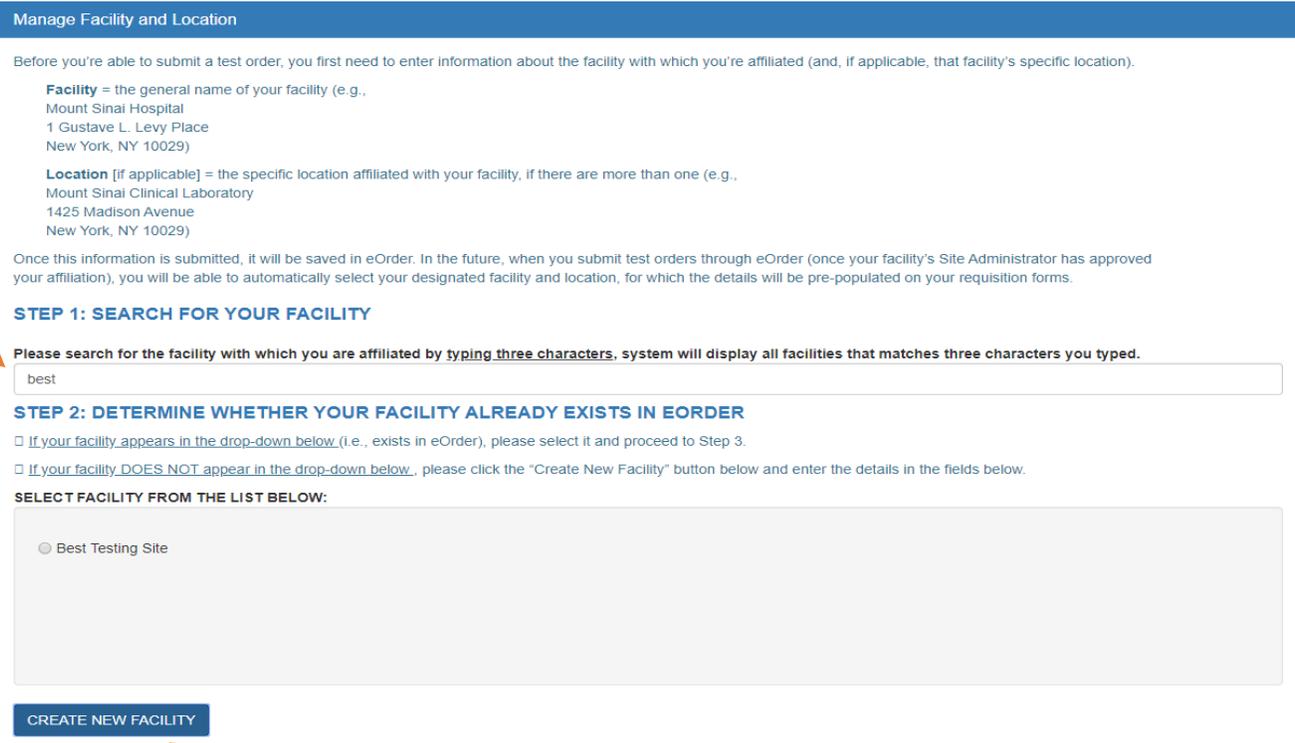
☐ Check here to indicate that you read and accept the eOrder Legal Agreement

Date

6/27/2018

Cancel   Previous   Continue

3. Existing Facility/Location Selection

Manage Facility and Location

Before you're able to submit a test order, you first need to enter information about the facility with which you're affiliated (and, if applicable, that facility's specific location).

Facility = the general name of your facility (e.g.,
Mount Sinai Hospital
1 Gustave L. Levy Place
New York, NY 10029)

Location [if applicable] = the specific location affiliated with your facility, if there are more than one (e.g.,
Mount Sinai Clinical Laboratory
1425 Madison Avenue
New York, NY 10029)

Enter your facility name

Once this information is submitted, it will be saved in eOrder. In the future, when you submit test orders through eOrder (once your facility's Site Administrator has approved your affiliation), you will be able to automatically select your designated facility and location, for which the details will be pre-populated on your requisition forms.

STEP 1: SEARCH FOR YOUR FACILITY

Please search for the facility with which you are affiliated by typing three characters, system will display all facilities that matches three characters you typed.

best

STEP 2: DETERMINE WHETHER YOUR FACILITY ALREADY EXISTS IN EORDER

☐ If your facility appears in the drop-down below (i.e., exists in eOrder), please select it and proceed to Step 3.

☐ If your facility DOES NOT appear in the drop-down below, please click the "Create New Facility" button below and enter the details in the fields below.

SELECT FACILITY FROM THE LIST BELOW:

○ Best Testing Site

CREATE NEW FACILITY

If the user wants to be associated with a facility and location that is not already in eOrder they may create a new facility and location for which they will be provisionally assigned as the Site Admin until PHL staff verify the user.

Please visit https://www1.nyc.gov/assets/doh/downloads/pdf/labs/phl-eorder-new-facility-flowchart.pdf *to learn how to create a new facility and location.*

Facility Details

EDIT Facility

Facility Name *
Best Testing Site

Street Address *
455 1st Ave

Street Address 2
12 Floor

City *
Ner York City

State *
New York

Zip Code *
10016

Phone # *
212-999-9999

Fax #
212-888-8888

STEP 3: CHOOSE A SPECIFIC LOCATION (IF APPLICABLE)

Please select a location affiliated with your facility from the drop-down menu below (note: if there is only one location affiliated with your facility, the location details below will be automatically pre-populated):

Select Location

○ 2nd Perfect Testing site
◉ Perfect Testing Site

Create New Location

Location Details

EDIT Location   SAME AS FACILITY

Location Name *
Perfect Testing Site

Street Address *
456 First Ave

Street Address 2

City *
New York City

State *
New York

Zip Code *
10016

Phone # *
212-444-4444

Fax #
212-555-5555

Test Profile *
Medical License #

Cancel

Note:
- New users will need to request access from their designated Site Admin for approval. Once the Site Admin approves the user, the person requesting access will receive an email notifying them of their approval.
- You may order tests while awaiting approval from your Site Admin.
- If you do not receive approval you will not receive test results for the order submitted.
- Contact your Site Admin or PHL eOrder Support if you are having issues obtaining results.

4. Creating a new facility

After completing eOrder registration the user will be required to **select** or **create** their facility and then choose or add their location with which to be associated.

CREATE NEW FACILITY ← Add a new facility

Facility Details

Facility Name *
[Enter Name]

Street Address *
[Street Address]

Street Address 2
[ ]

City *   State *   Zip Code *
[City]   [Select a State ▾]   [Zip]

Phone # *   Fax #
[phone]   [Fax]

STEP 3: CHOOSE A SPECIFIC LOCATION (IF APPLICABLE)
Please select a location affiliated with your facility from the drop-down menu below (note: if there is only one location affiliated with your facility, the location details below will be automatically pre-populated):

Select Location
[ ]

Location Details   SAME AS FACILITY

Location Name *   ← Add the specific location associated with your lab or submitting facility (if one exists)
[ ]

Street Address *
[Street Address]

Street Address 2
[ ]

City *   State *   Zip Code *
[City]   [Select a State ▾]   [Zip]

Phone # *   Fax #
[phone]   [Fax]

Test Profile *
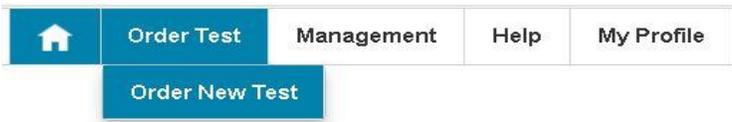[Select a Test Profile ▾]

Cancel   Reset   Submit

Note:
- **New facilities are subject to approval by PHL staff. If your site is not approved you will not receive results for any orders placed.**
- **Always check if your facility already exists in eOrder before attempting to create a new one. (See Section 3)**
- **Existing sites will not be approved for access as a new facility.**

5. Submitting an eOrder

To place an order, hover over "Order Test" and click on "Order New Test".

Select your facility from the drop-down menu

Remaining fields will auto-populate

Select your submitter from the drop-down menu

Select a valid container and specimen source. All information is pre-populated based on the test selected.

Search the name of your test.

Add each test

Check here for send out tests (i.e. tests that are conducted at the CDC or New York State)

All tests ordered will be listed here.

PHL may assign an outbreak identifier in some scenarios. However, this field is not required.

Review the details of your order on the "Preview Data" page.

*Before submitting, save orders as **DRAFT** if your specimen is not in hand and ready to ship. Once an order is saved as a draft or submitted, you may only edit the patient's demographic information.
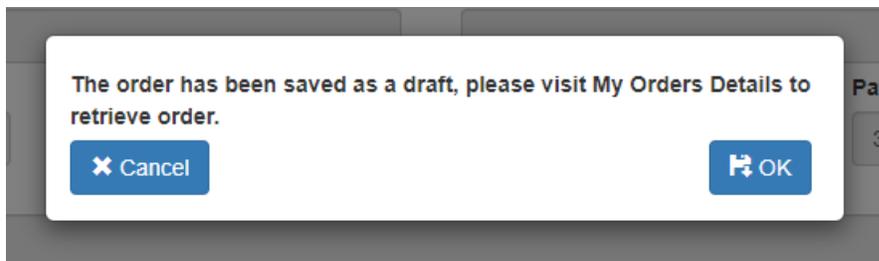
6. eOrder Dashboard

a) After submitting an order, the user will have up until the moment the submitted sample is accessioned by PHL staff to edit their order for any submitter or patient information (test information cannot be edited after the sample is accessioned).

b) If an order is saved as a draft, it can be stored and edited indefinitely until the user decides to submit the order, after which it can be edited subject to the criteria stated above.

c) If changes are required **after** PHL has received the sample, a corrected test order must be edited (by hand or electronically in eOrder) and faxed to 212-447-6170. PHL must be notified of the corrections via telephone in these scenarios.

Samples Accessioned: Displays the number of physical samples received by PHL that were sent by the user and have been accessioned.

Welcome to eOrder

ORDER NEW TEST

My Orders

Samples Accessioned : 157

Order Sent : 253

Cancelled by User : 206

Cancelled by PHL : 112

Draft : 7

Order Sent: Displays the number of orders submitted by the user but have not yet been accessioned by PHL staff.

My Results

Preliminary Report : 129

Final Report : 7619

Corrected Report : 1

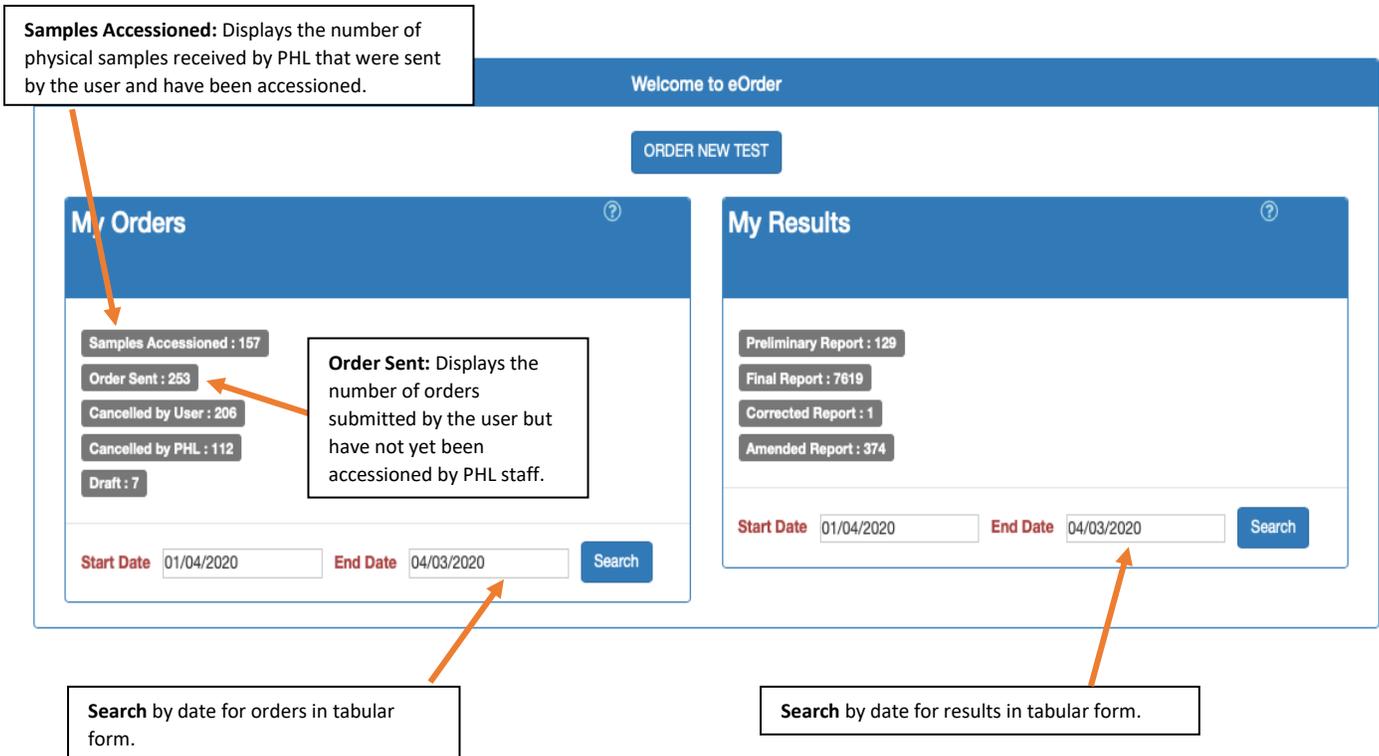Amended Report : 374

Start Date 01/04/2020   End Date 04/03/2020   Search

Start Date 01/04/2020   End Date 04/03/2020   Search

Search by date for orders in tabular form.

Search by date for results in tabular form.

MY ORDERS:

My Orders

Please select the date range for which you would like to view the status of your previous test orders.

Start Date
04/09/2020

End Date
04/09/2020

[Search]

[Export to Excel]

Cancel order

Edit order

	Test Order Id ⑦	PHL Lab Number	Created By	Created On	Facility Name	Location Name	Submitter Full Name	Patient Full Name	Ordering Provider Full Name	Specimen Source	Specimen Container	Test Name	Status
🔵 ✏️	700769	S00849062	Sharifah Suleiman	4/9/2020 10:03:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASPX	VTMSW	2019-nCoV real-time RT PCR	Order Sent
🔵 ✏️	700768	S00849061	Sharifah Suleiman	4/9/2020 10:03:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASAL	VTMSW	Influenza by rRT-PCR	Order Sent
	St	Sear	Sea	Sea	Search	Search	Search	Se	Sear	Searcl	Searcl	Se	Se

Showing 1 to 2 of 2 entries

Previous 1 Next

[Cancel]

MY RESULTS:

Select Test Order ID to retrieve order requisition form.

Result History

Please select the date range for which you would like to view the status of your previous test orders.

Start Date
04/08/2020

End Date
04/09/2020

[Search]

[Export to Excel]

Test Order Id ⑦	PHL Lab Number ⑦	Created On	Facility Name	Location Name	Submitter Full Name	Patient Full Name	Ordering Provider Full Name	Specimen Source	Specimen Container	Test Name	Status	Last Report seen
700767	S00849054-01	4/8/2020 9:52:00 AM	Best Testing Site	Perfect Testing Site	User Testing	Mickey Mouse		NASPX	VTMSW	Influenza by rRT-PCR	Final Report	
Se	Searc	Sea	Sea	Sea	Searc	Searc	Search	Searcl	Searcl	Se	Se	Sea

Showing 1 to 1 of 1 entries

Previous 1 Next

[Cancel]

Select PHL Lab Number to view test results.

Last updated 04/20/2020

Important eOrder Facts

1. Once your order is **saved** you can only **edit** the patient's demographic information. If you want to make other changes to your test, you will need to create and submit a new requisition form. PHL **MUST** be notified of all modifications.

2. If you need to order multiple tests for the same patient, click "add new test" after ordering the first test, then repeat the steps of choosing a test, a specimen source and container, etc.

3. Only fields in red are required for ordering.

4. Some tests may require a mandatory survey.

5. Any order placed without a specimen being sent to the lab will be cancelled after 3 business days.

Contact Us:

eOrder Support E-Mail PHLeOrderSupport@health.nyc.gov

Last updated 04/20/2020