

Online Electronic Orders User Guide

First Time Users - Important Information for Completing Your Online Electronic Order Request

If this is your first time completing our electronic test request form or your first time submitting a sample to Ambry Genetics, please contact our **Client Services at 866-262-7943** to obtain your organization and contact IDs. These IDs are required on the general test requisition to ensure prompt processing of samples. If you wish to change the location of where the sample is going and you have already set an address and phone/fax in our system, complete the non-required organizational and contact fields on the form and the results will go there.

Introduction

The new online General Test Requisition form allows you to enter all required information online, the ability of electronically submitting information (via SSL) to Ambry's laboratory information system, as well as acquire a copy of the request for your records via email or printed copies when submitting your patients' samples. This system is intended to make test ordering easier for you as well as increasing your patients' security, while eliminating transcription errors. This form can also be used for Insurance Preverifications prior to sample submission.

Requirements

IE 8.0 or later
Safari 5.1 or later
Mozilla Firefox 6.0
(CHROME NOT COMPATIBLE)
Adobe 8.0 or higher with all updates current

Instructions for Submission

1. Please read ALL of these User Guide instructions prior to submitting your first online test request.
2. Please click on the following link to the Electronic Orders Form - <http://www.ambrygen.com/PDF/OnlineGeneralTestRequisition.pdf>
3. Complete all fields. Required fields are marked in red. You cannot submit electronically to Ambry if required fields are not completed.
4. Complete the non-required fields of the form to the best of your ability. Having all of the information possible will allow our genetic services to create the most detailed report possible for you.
5. Once finished, you may:
 - a. Submit and print the requisition form (recommended)
 - b. Print the form for you records (this will not electronically submit the info to Ambry)
 - c. Save via email (will not electronically submit your information to Ambry)
 - d. Clear all of the fields of the test request to start over
6. Please ensure a copy of the test request form is submitted along with the patient's sample. Failure to do so could result in a delay during the processing of your sample.
7. You are finished! If you have any questions regarding online orders, please call 949-900-5517 or email ap@ambrygen.com.

Required Fields

This requisition form has required fields, which are highlighted in red squares or circles. You cannot submit a test request unless these fields are accurately completed. Do not forget to select a test! Also, although the sample's collection date was not highlighted, it is a required field, so please fill that in as well.

Test Changes

If a test addition, cancellation or change is needed for an already electronically submitted test, please call our **Client Services at 866-262-7943** to make the test change. A Change Authorization form will be sent to you to approve the test change. In the near future, an online Change Authorization will be available for completion and electronic submission. **DO NOT** submit a new electronic test request for test changes.

One Electronic General Test Request Per Sample

Please submit only **one** online test request per sample. If you need to make a change, contact our **Client Services at 866-262-7943**.

Insurance Preverifications

This form now acts as an Insurance Preverification form as well. Upon completing this form, click the box on the top of page one that states "Perform Preverification Prior to Sample Testing". This will allow for our Billing Department to perform the Insurance Preverification prior to a sample submission. Once the sample is ready to be sent in, DO NOT submit another electronic test request. *The first one is sufficient.*

If you submit the test request as an Insurance Preverification, please print out the test request form prior to submitting the sample, write in the collection date. Please make sure to submit the hard copy test request with the sample.

Final Instructions for Submission

Click the Submit and Print button at the bottom of second page of the test request. This will call up the following actions:

- You may email a copy of the test request to yourself for future follow ups.
- Print two copies of the test request form. This will automatically be requested.
 - One copy is for your records, one to submit with the sample.
 - Please ensure the collection date is on the test request, whether entered electronically or hand written.
- A screen will display to notify you that the online submission was received by Ambry successfully. If you do not see this screen after submission, please contact Ambry at 866-262-7943 to verify it was received.
- The medical professional authorizing testing will sign the first page of the request form and submit the paperwork with the sample.

Troubleshooting

Data is printed, but not the background image – This could be a driver issue with your printer. Make sure print driver is up to date for your printer.

Thank you for using Ambry Genetics!