OLIS-MORE Job Aid – Submitting COVID-19 Results

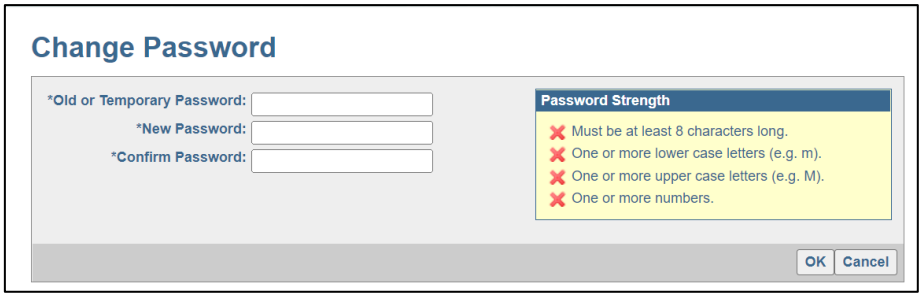
This job aid provides instructions on how to complete the OLIS-MORE COVID-19 Results Report web form. You can also review instructions by watching the COVID-19 Results Report Training Video.

Validating ONE ID and 2FA

Before you begin, validate that your ONE ID login and 2 factor Authentication (2FA) are set up.

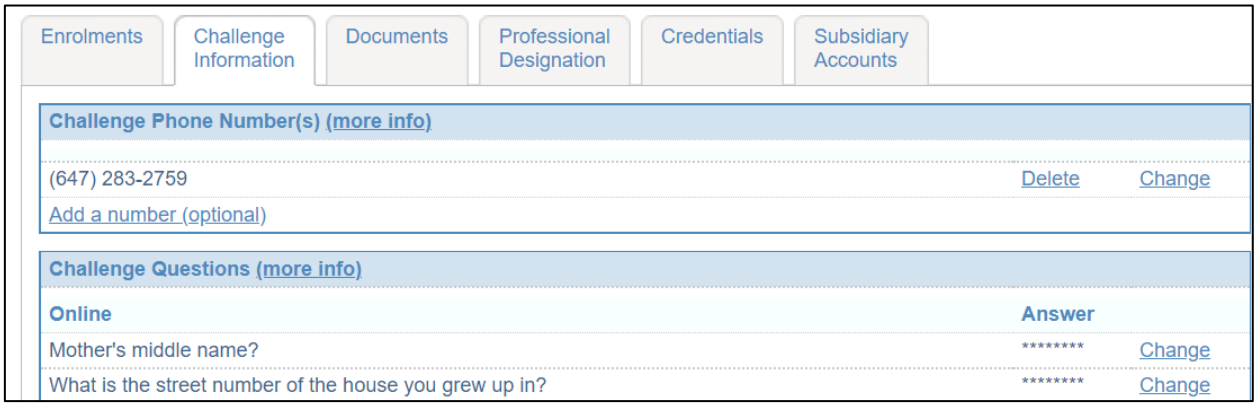
1. Log in to ONE ID: oneid.ehealthontario.ca

2. Review your ONE ID My Profile.
3. Change your temporary password. All first time ONE ID accounts users are provided with a temporary password—please ensure that you have changed it and set up 2FA.



4. Set up 2FA.

    - Login to your ONE ID Account and select the Challenge Information tab to set up 2FA, a phone-based secondary means of identity verification through a separate and unconnected communication channel. If you do not have a phone available when logging into ONE ID, you will be presented with online Challenge Questions. If you have not set up 2FA, you will be challenged with Knowledge-Based Authentication the first time you login.



UPDATING YOUR CHALLENGE PHONE NUMBER(S)

To add, remove, or update your challenge phone number:

1. Select the Challenge Information tab.
2. In the Challenge Phone Number(s) section you can add, delete, or change a phone number:
    a. To delete a number, click delete beside it.
    b. To change a number, click change beside it and enter the appropriate number.

UPDATING YOUR ONLINE OR SERVICE DESK CHALLENGE QUESTIONS

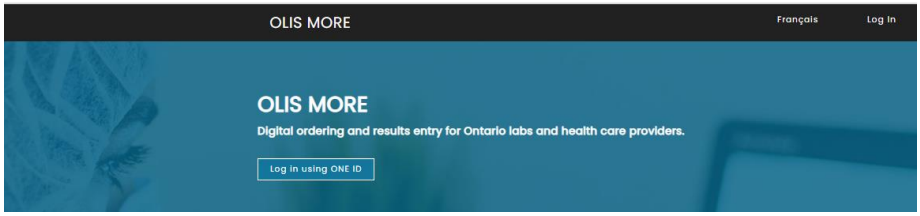
To update your online or service desk challenge questions:

1. Select the Challenge Information tab.
2. In the Challenge Questions section:
    a. Click Change beside the question(s) you would like to update.
    b. Enter the appropriate answer.

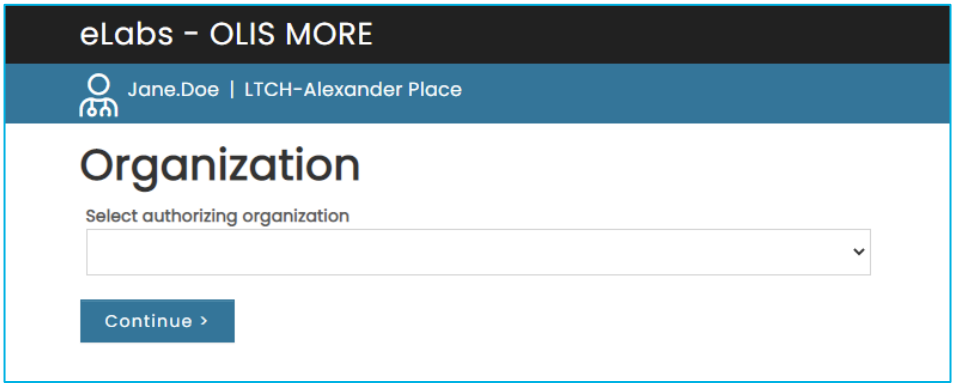
Creating a Results Report

Note: All fields are mandatory unless marked Optional.

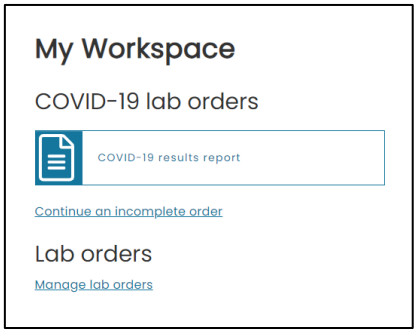
1. Login to OLIS-MORE: https://olis-more.accessonehealth.ca/



Organization



2. If you are enrolled under a single Organization, you will be taken directly to your MORE Workspace.
3. If you are enrolled under more than one Organization, select the Organization for which you are authorized to submit test requisitions (authorizing organization) from the drop-down list.
4. Click **Continue**.
5. Select **COVID-19 results report.**



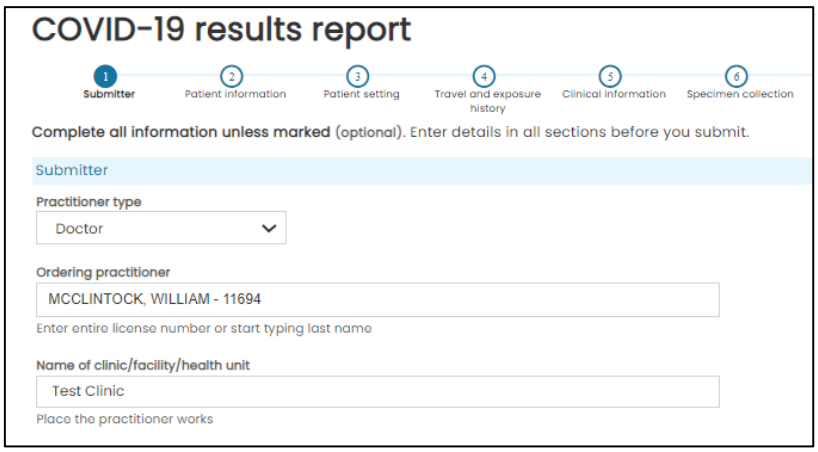
Note: For first time entry, please ensure that you have all the information required to populate the form before beginning:

- Destination Lab Name
- Ordering Practitioner Name or license number
- Site Address & Postal Code
- Phone Number

Note: The Continue an incomplete order option can be used to finish any requisition saved within the last 24 hrs.

Submitter

1. Select **Practitioner type** from the dropdown.
2. Enter the **Ordering practitioner name**—just start typing the name or license number.



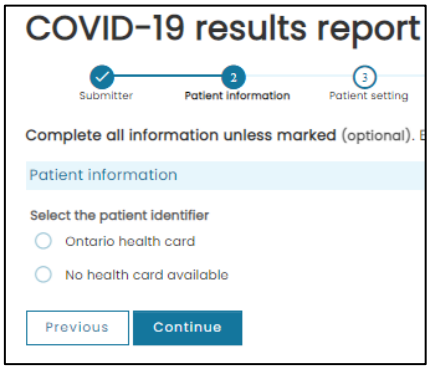
3. Click Continue.

Note: Submitter field:

- Information entered in submitter page will be retained for the next requisition.

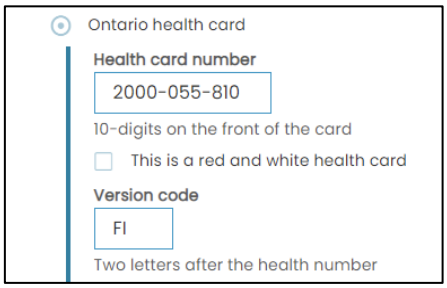
Patient information

Select the identification used for the patient: **Ontario health card** or **No health card available.**

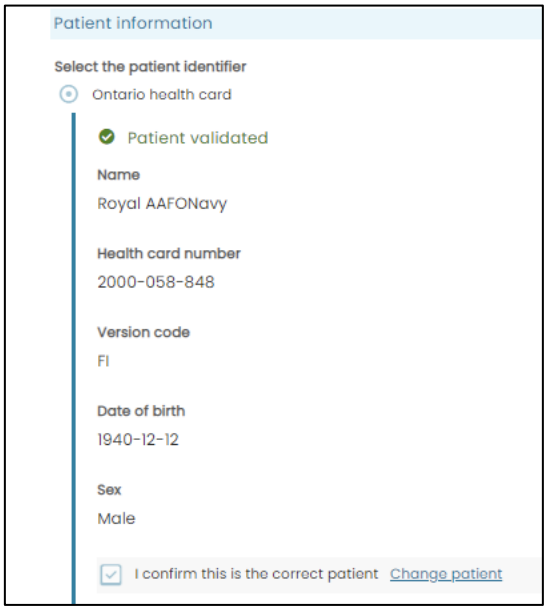


ONTARIO HEALTH CARD

1. Enter the 10-digit number on the front of the card.
2. If the card is green and white, enter the two-letter version code.



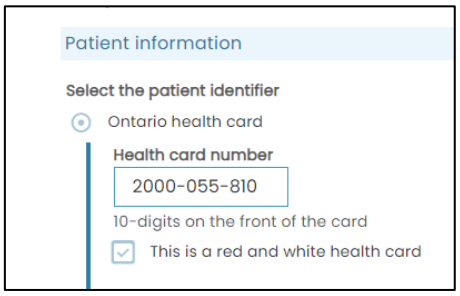
3. Click **Continue.**
4. OLIS-MORE will validate the health card number and the patient information associated with the health card number and will populate the form with the following fields: Name, Date of birth, Sex, Address, Phone number.
5. If all information is correct, a green **Patient validated** message will be displayed.



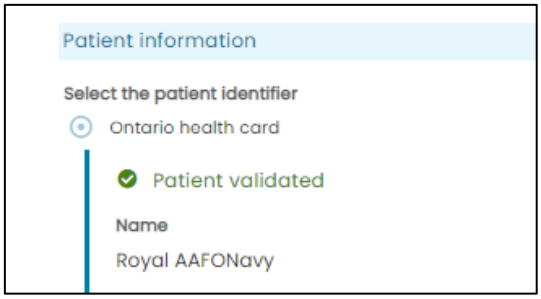
6. If this is the correct patient, click the box next to **I confirm this is the correct patient.**
7. If this is not the correct patient, click on **Change patient** and correct the patient information.
8. Once you have identified the correct patient, the patient's name will be displayed at the top right of the screen. You will now be able to use save for later at the bottom right of the screen.
9. Click **Continue.**

RED AND WHITE HEALTH CARD

1. If the Ontario Health Card is red and white, check the box next to **This is a red and white health card.**



2. A Patient Resolution call will be made.
3. If all information is correct, a green Patient **validated message** will be displayed.



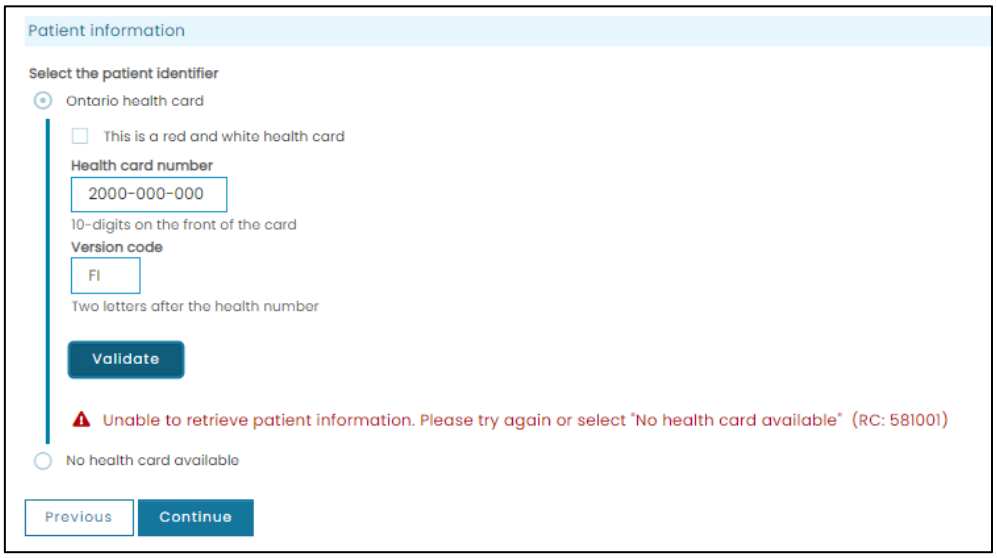
4. Check the **I confirm this is the correct patient** checkbox.
5. Click **Continue.**

NO HEALTH CARD

1. Complete the form with all required patient information.
2. Check the **I confirm this is the correct patient** checkbox.
3. Click **Continue.**

Note: If auto-filled information is unavailable or incorrect:

- If address and phone number are unavailable, an alert message suggests manually entering this information.
- If date of birth and sex are incorrect or health card number cannot be validated, select **No health card available.**

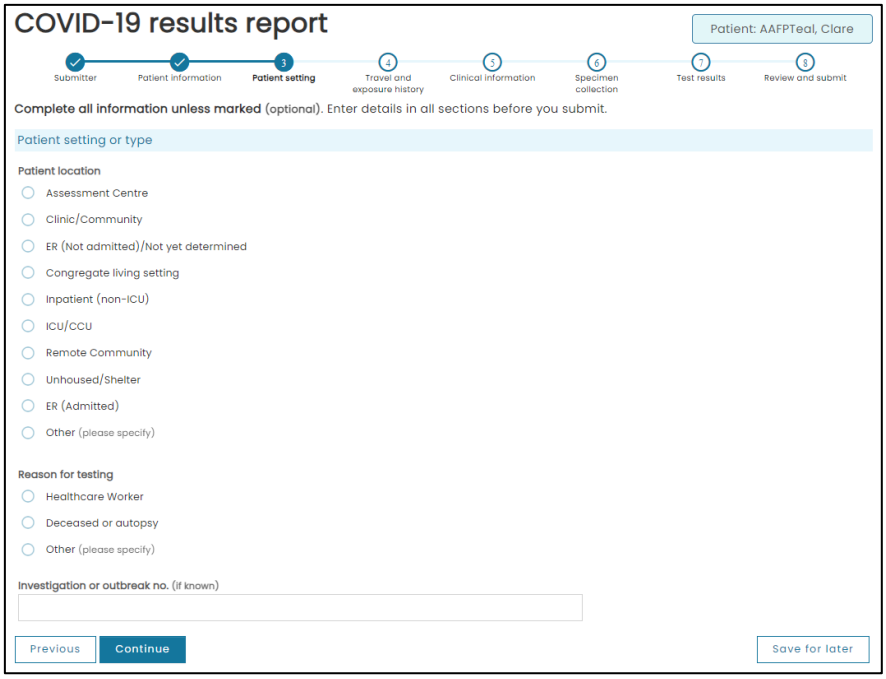


Patient Setting and Group

Note: After completing the patient information section, you can now save the requisition and complete within the next 24 hours by clicking **save for later** at the bottom right of the screen.

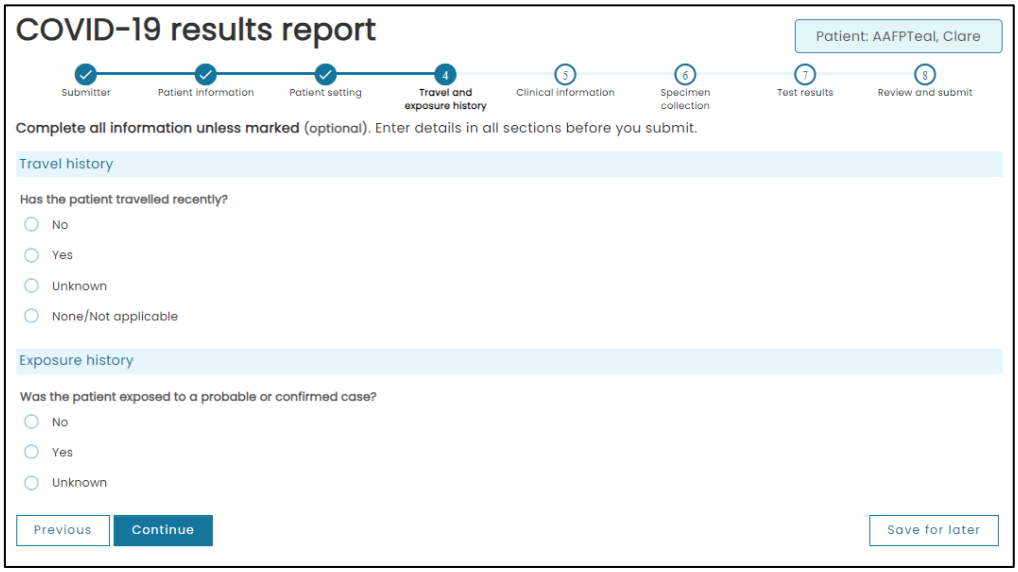
The patient's name will be displayed at the top right of the screen.

4. Select the **Patient Setting.**
5. Select the **Patient Group.**
6. Enter the **Investigation or outbreak no.** Provided by Public Health *(if known)*
7. Click **Continue.**



Travel history and exposure history

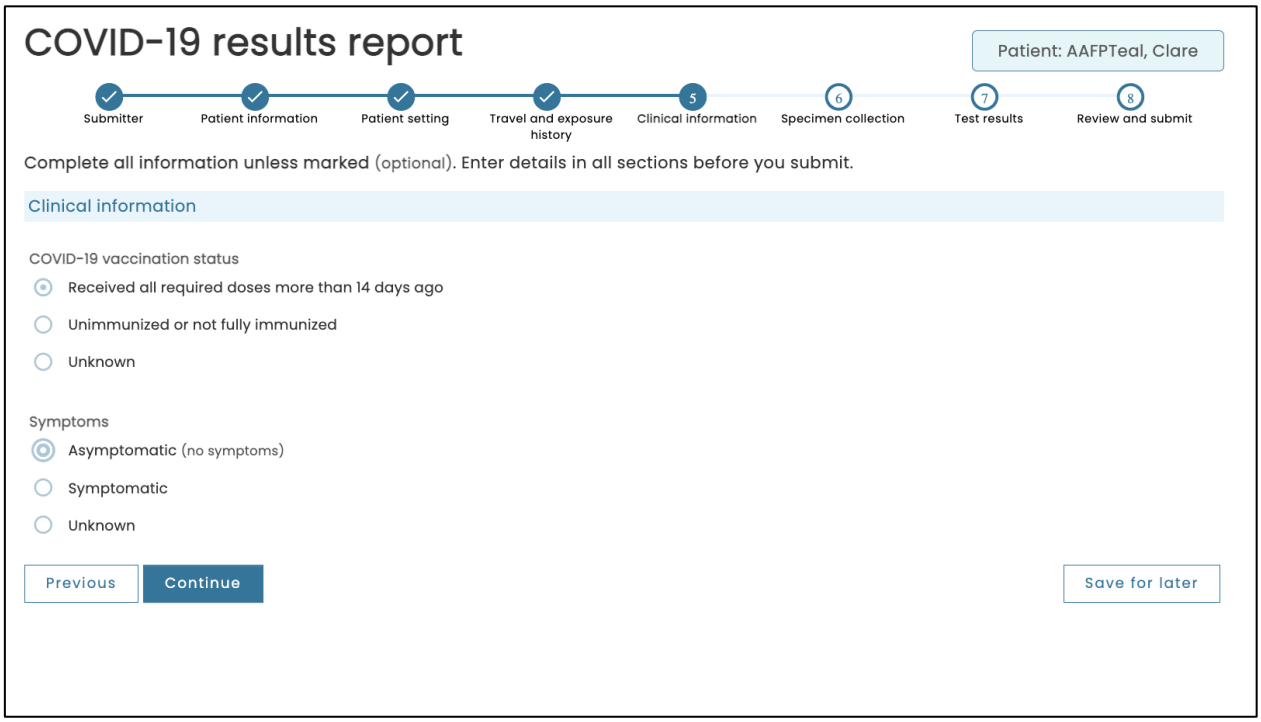
1. Select a response to question **Has the patient travelled recently?**
    a. If **Yes**, complete additional fields.
2. Select a response to question **Was the patient exposed to a probable or confirmed case?**
    a. If **Yes**, complete additional fields.
3. Click **Continue.**



Clinical Information

Complete all information unless marked optional.

1. Select a response for **COVID-19 vaccination status.**
2. Select a response for **Symptoms:**
    a. If **Symptomatic**, complete additional fields.
3. Click **Continue.**



Specimen collection

1. Select the **Specimen type**.
2. If required, enter **Additional comments**.
3. Specimen collection date and time will be pre-populated *(will default to the date and time this page is accessed but can be changed—follow the process provided by your organization for completion of this field)*.

   Prior to submission to OLIS, sites now can pre-print the specimen label, patient instructions or patient label (including MRN number generation for Red and White Health card and No Health card). *Depending on site workflow.
4. Click the **Patient instructions label** link to print the patient instructions label. Click the arrow to download the document.
5. Click the **Patient instructions PDF** link to print the patient instructions PDF. Click the arrow to download the document.
6. Click the **Specimen label link** to print the specimen label. Click the arrow to download the document.
7. Click **Continue**.

Unsuccessful submission Alerts! For requisitions not successfully submitted to OLIS, please re-print the requisition and updated specimen label PDF and any patient instructions post-submission.

COVID-19 results report

Patient: AAFPTeal, Clare

Submitter · Patient information · Patient setting · Travel and exposure history · Clinical information · 6 Specimen collection · 7 Test results · 8 Review and submit

Complete all information unless marked (optional). Enter details in all sections before you submit.

Specimen type

- ○ NPS
- ◉ Deep or mid-turbinate nasal swab
- ○ Throat swab
- ○ Throat and nasal
- ○ BAL
- ○ Saliva (swish and gargle)
- ○ Saliva (neat)
- ○ Anterior nasal (nose)
- ○ Oral (buccal) and deep nasal
- ○ Other (please specify)

Specimen collection date and time (24-hr)

2022-09-13 14:56

YYYY-MM-DD HH:MM

Additional comments (optional)

Maximum 512 characters

Pre-print options

Patient instructions label

Patient instructions PDF

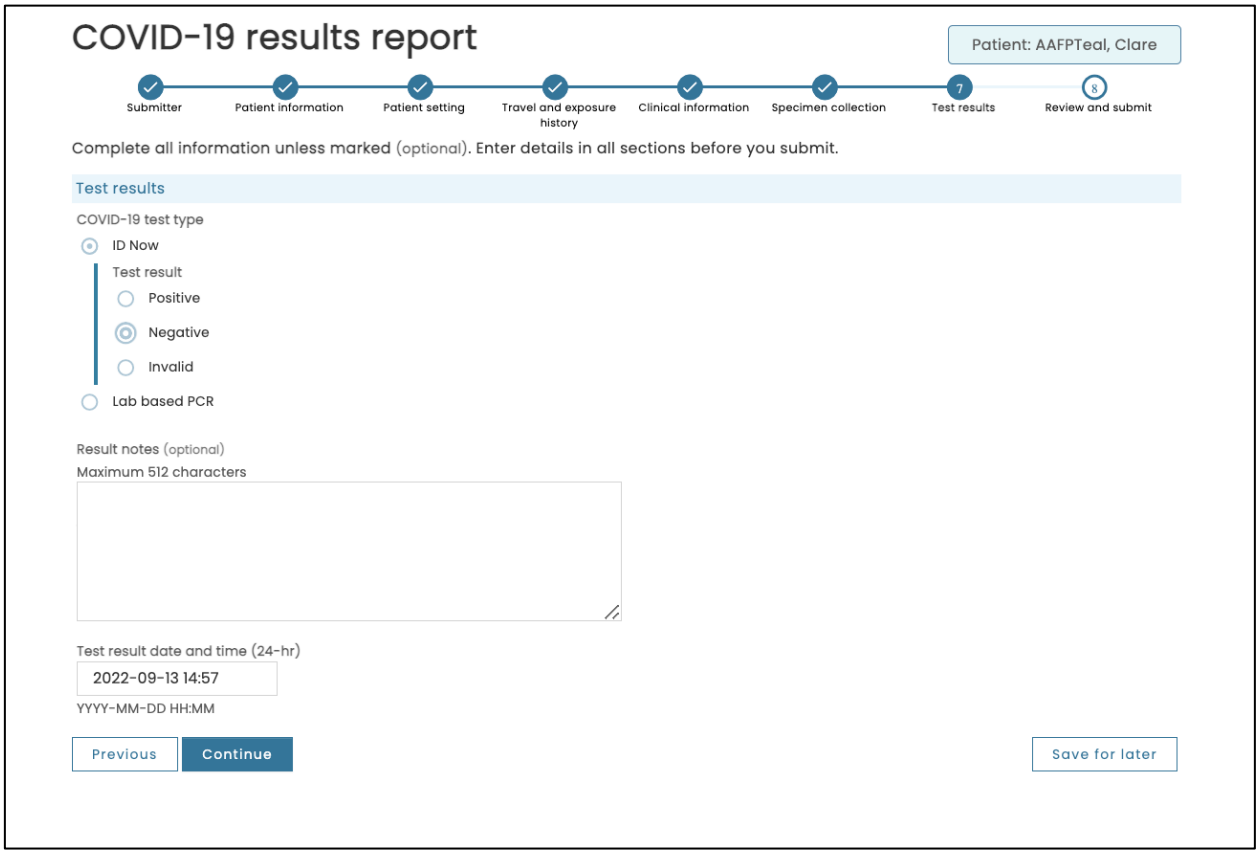
Specimen label

Previous | Continue | Save for later

Test results

Under **COVID-19 test type**:

1. Select **ID Now**.
2. From the drop down, select the appropriate **test result**: positive, negative, invalid.
3. Enter **Result notes** if required.
4. Confirm **Test result date and time**.
5. Click **Continue**.

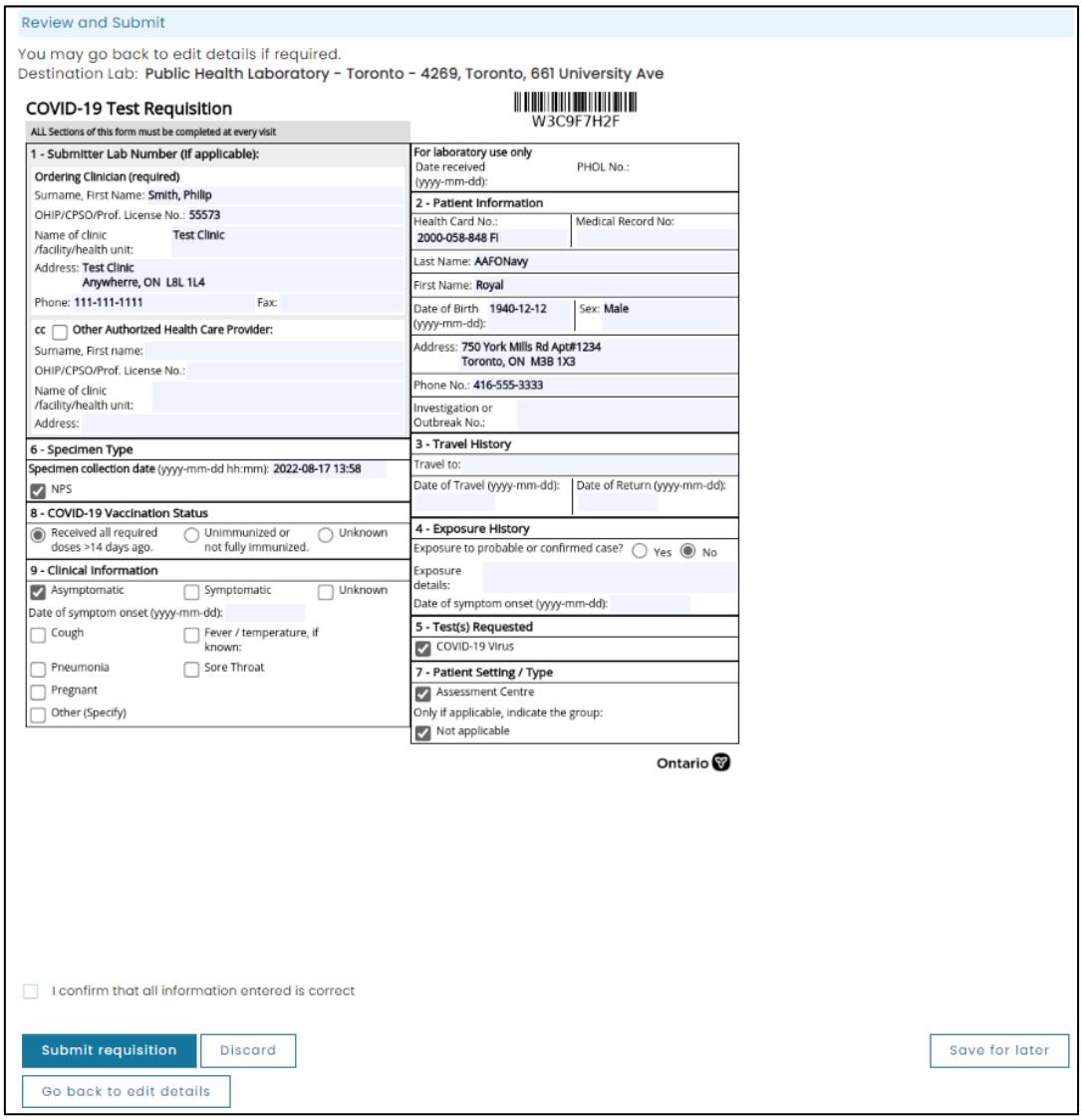


Review and submit

Review the requisition form. If you need to make changes, click **Go back to edit details** and make changes as required. Once the order is submitted, you cannot make changes to the requisition.

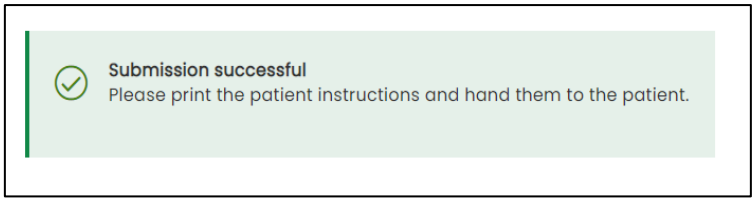
Note: This is the last opportunity to 'save for later'.

1. Click the box beside **I confirm that all information entered is correct.**
2. Click **Submit Requisition.**



SUBMISSION SUCCESSFUL

A green message will be displayed indicating that the submission was successful. Print the patient instructions and hand them to the patient.



SUBMISSION UNSUCCESSFUL

1. A red message will be displayed indicating that the submission was unsuccessful.
2. You can retry the submission or print it and send a paper copy with the specimen to the performing lab.

Note: If a patient does not have a green and white health card and the submission is unsuccessful, **the MRN and Verification code will not be created**. The patient will be unable to access their results online.

If the second attempt to submit is unsuccessful, click **Show/Hide Details** and copy the entire error message into an email to the Ontario Health Support Desk.

View and print requisition, patient instructions, label

3. Print the requisition if required by clicking the **Requisition** link.
4. Click the **Patient Instructions label** or **Patient instructions PDF** link, print the required documents, and provide to the patient. The PDF and label have the MRN and Verification code for patients without a green and white health card.
5. Print the specimen label by clicking the **Specimen Label** link, and affix to the specimen sample.

Note: Once you leave this page, you will not be able to print out the Requisition Form, Patient Instructions or Specimen Label.

Please save or print the requisition to ensure that you can re-create the order if the lab is not able to successfully retrieve it.

REQUISITION, PATIENT INSTRUCTIONS PDF, PATIENT LABEL, SPECIMEN LABEL EXAMPLES:

Test Date:
2023-10-18
Facility:
Training Clinic

MRN:
6998-QPSU-S6RT-P87V-SM95
Verification Code:
58D-7B6E-482

Phone: 123-123-1234

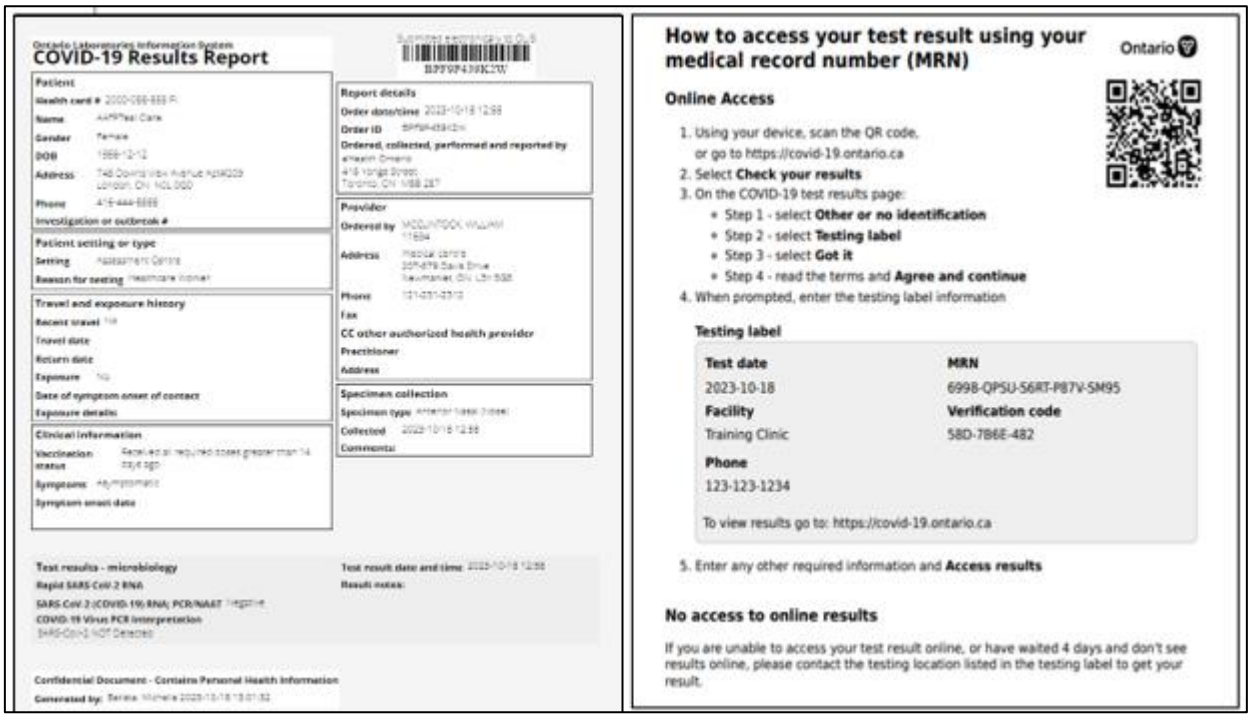
To view results go to: https://covid-19.ontario.ca

2023-10-18 11:30
5000 OLIS BSD
AAFONavy, Royal

DOB:1940-12-12
SEX:Male
HCN:2000-058-848

Src:Nasal
Test:COVID-19 virus

5XHTF4TP8PN



COVID-19 Results Report

How to access your test result using your medical record number (MRN)

Ontario

Online Access

1. Using your device, scan the QR code, or go to https://covid-19.ontario.ca
2. Select **Check your results**
3. On the COVID-19 test results page:
   - Step 1 - select **Other or no identification**
   - Step 2 - select **Testing label**
   - Step 3 - select **Got it**
   - Step 4 - read the terms and **Agree and continue**
4. When prompted, enter the testing label information

Testing label

Test date	MRN
2023-10-18	6998-QPSU-S6RT-P87V-SM95
Facility	**Verification code**
Training Clinic	58D-7B6E-482
Phone	
123-123-1234	

To view results go to: https://covid-19.ontario.ca

5. Enter any other required information and **Access results**

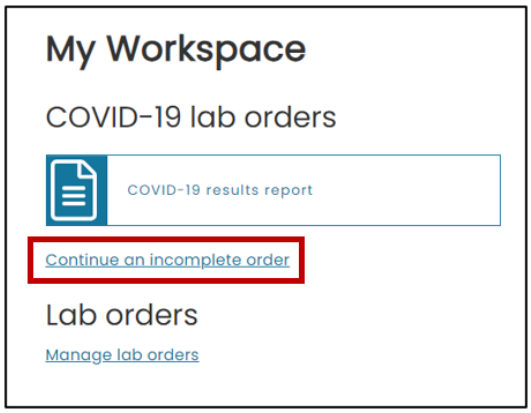
No access to online results

If you are unable to access your test result online, or have waited 4 days and don't see results online, please contact the testing location listed in the testing label to get your result.

Continue an Incomplete lab order

To submit an incomplete order requisition:

1. On the main screen, click Continue an incomplete order.



2. Click on the gray arrow to search by 'saved,' 'saved by,' and 'last step completed' or press <ctrl> and < F> to type the patients name into the search bar.
3. Click the patient name of the results entry to be completed.
4. Complete the steps that were not completed previously.
5. If you wish to **delete** a requisition, click on the **garbage can** icon at the end of its row.

Note: Incomplete lab orders are available for completion for 24 hours from the time they were last saved.

Suggested workflows using Save for Later

PRE-REGISTERING PATIENTS:

1. Complete the **Destination** and **Submitter** sections.
2. Complete any additional information on MORE from the pre-booking appointment information, i.e., Patient Information (health card, DOB, sex validating, address, phone number).
3. Complete the **Patient Setting** section.

4. Click **Save for later**.

WHEN PATIENT ARRIVES AT THE TESTING SITE:

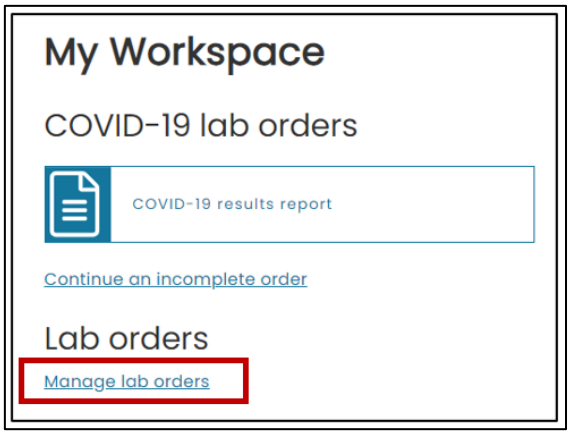
5. Go to the incomplete section and select the patient.
6. Verify the patient information with the patient and complete the outstanding fields, i.e., Vaccination Status, Symptoms, etc.
7. When completed, submit the requisition.

Note: A requisition must be either printed or saved to capture the patient encounter at the site. This process assists in remediation of any potential issues with the lab not receiving or being able to consume the e-Order.

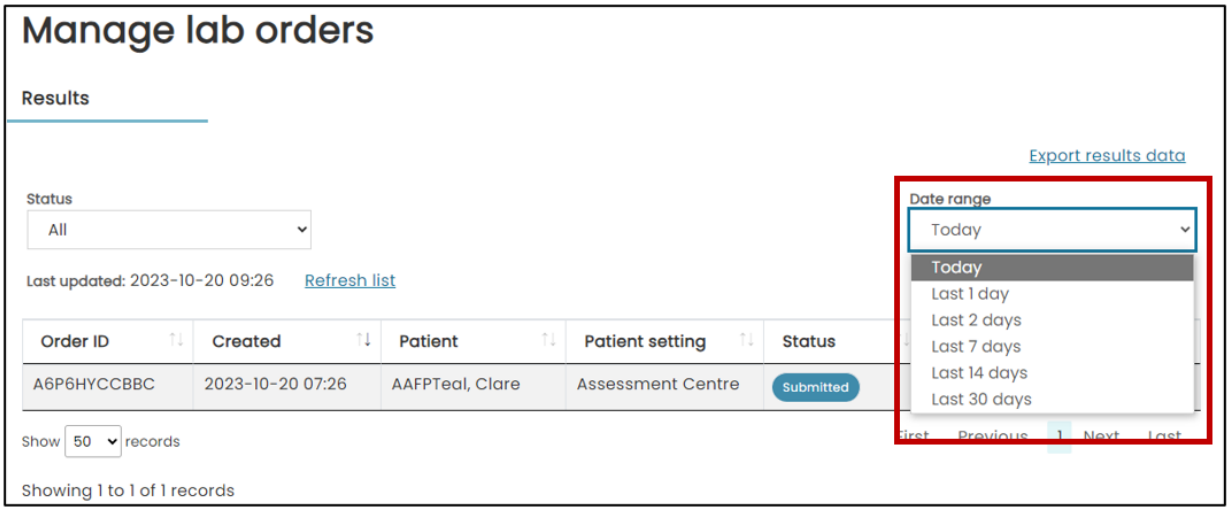
Manage Lab Orders

Manage Lab Orders allows users to view completed results entries for up to 30 days.

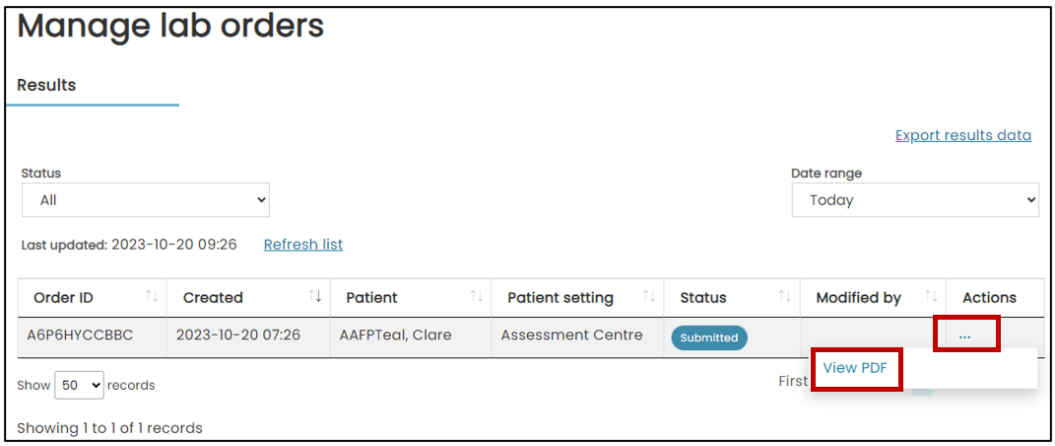
1. From My Workspace, click the **Manage lab orders** link.



2. Select a **Date range** from the drop down.



3. Click **[…]** under the actions column and **click View PDF**

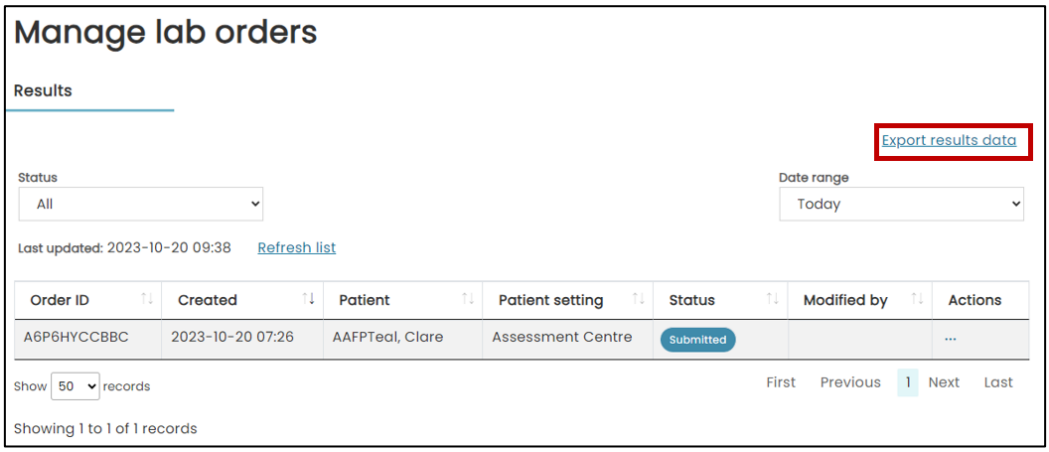


4. A copy of the **COVID-19 Results Report** will display.

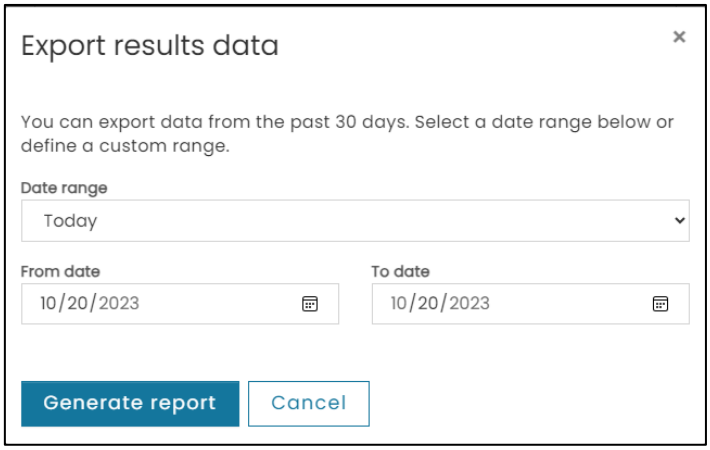
EXPORT RESULTS DATA

Users can export a CSV Excel file with reports submitted within the last 30 days.

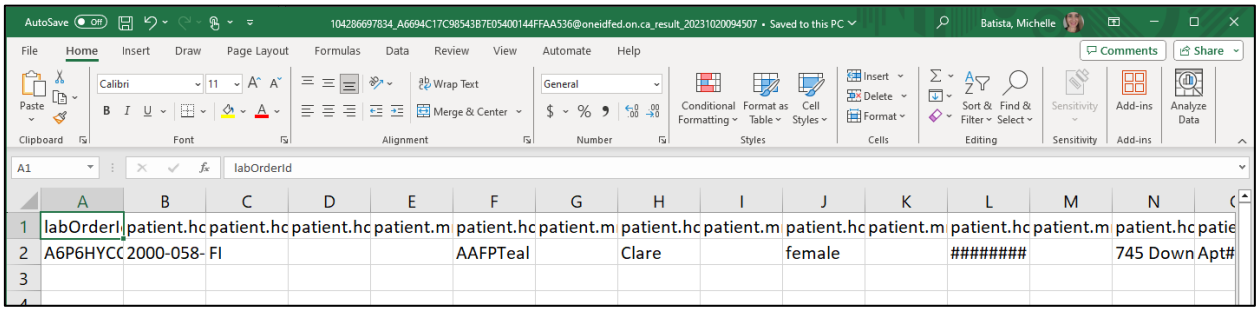
1. In Manage lab orders, click the Export results data link.



2. Select search option from **Date range** or select specific dates using the **From date** and **To date** fields.
3. Click **Generate Report.**



4. The Excel file will download. Open the file and all information entered in the results report is captured in this file.



Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@ontariohealth.ca.

Document disponible en français en contactant info@ontariohealth.ca