<u>Health & Environmental Testing Laboratory (HETL)</u>

<u>FAQ for Electronic Testing Order and Reporting (eTOR) and Submitting COVID19 Specimens</u>

How do I enroll in the portal?

- All facilities submitting COVID19 specimens to HETL for processing will need to enroll in the portal. The lab web portal is a mechanism for your facility to download an excel spreadsheet, fill in the information, then upload into the portal as a "batch." You can print the reports or save the pdf to attach to the person's medical or personnel file.

  The link to the lab web portal is
  https://lwp-web.aimsplatform.com/me/

  Click on the link then click on "Create New Account" to submit your information. Once the information is processed, you will be sent an approval notification to begin using the portal.

  **BEFORE YOU SEND SPECIMENS FOR THE FIRST TIME, PLEASE CALL ONE OF OUR LAB SUPERVISORS AT:

  > **Lori Webber: 207- 287-1707**
  > **OR**
  > **Heather Grieser: 207-287-5769**

How do I do a "batch" upload?

- Once you have enrolled in the portal and received confirmation of your enrollment, you will download an Excel template from the portal. You will use that template to input the information for each person, in the order tested, into each row. Aside from the basic demographic information, much of the cells allow for drop down, which allows you to select the correct answer. Please do not change the format or rules of the template, otherwise it will not upload correctly.
- Once you have completed the spreadsheet with all those individuals tested, you will upload into the portal, following the User Guide's instruction manual. Once you have uploaded the spreadsheet and it has been accepted, it will automatically create each "requisition order" matching the specimens collected. You will then select all samples and click on "print." This will print all requisition forms in the order of the batch upload. Do NOT submit the handwritten Covid19 submission forms in addition to these forms.

What if I don't have all the information for each entry on the Batch Excel template?

- You are required to enter all the fields that have a red asterisk. For some fields there is a drop down, so if you do not have the information, you can select "not specified." If you are an employer and are testing staff and do not have access to their personal phone number or

address, you can use the employer's phone number and facility address. You still need to enter the employee's date of birth.

What is needed for each entry on Batch Excel file template?

- You are required to enter all the fields that have a red asterisk. For some fields there is a drop down, so if you do not have the information, you can select "not specified." If you are an employer and are testing staff and do not have access to their person phone number or address, you can use the employer's phone number and facility address. You still need to enter the employee's date of birth.

How soon can I upload my batch excel file?

- Do not upload your file more than the day before the specimens will be collected.

What are the storing and shipping requirements of specimens?

- All specimens must be stored at 4°C after collection. Specimens are good for 72 hours at 4°C, after such time they must be stored at -80°C and kept at -80°C (shipped on dry ice) until we can test them. Samples not stored at the proper temperature WILL be rejected and NOT tested. Specimens should be transported in a cooler with ice packs, DO NOT used bagged or loose ice.

Can you have more than one user for a facility?

- Yes, you just need to have each person create an account and when choosing facility, you need to have them linked to the same facility.

How do I secure testing kits?

- HETL, DHHS and the CDC cannot send you testing kits. If you need testing swabs and viral transport media (VTM), you will need to contact your local county EMA. You should be prepared to answer a few questions about your request, such as facility name, address, phone, and point of contact. Once the county EMA submits your request into WebEOC, a team in the State operations center assigns the request to the Maine CDC team for order fulfillment. Orders are processed and picked daily in the afternoon and shipped via UPS the following morning. Total time for requested items to arrive can take 5-7 days, so requestors should be warned that they may be asked to pick up their request if State resources are not able to deliver an emergency supply to the requestor.

How do I use the Standing Order?

- The Standing Order allows for an individual to be tested if they meet certain criteria without having a provider submit an order. Please find information about the State's Standing Order here: https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/documents/Standing-Order-FAQs.pdf#:~:text=A%3A%20The%20Standing%20Order%20is%20a%20Maine%20Center,an%20assessment%20or%20direct%20order%20from%20a%20health
- To use the Standing Order in eTOR, please use the provider name BENNETT, SIIRI with NPI#9999999999

Can I partner with a Swab and Send site to courier samples to HETL?

- Any organization that needs to submit specimens to HETL can partner with another organization, including a Swab and Send, to coordinate delivery of specimens to HETL. This should be arranged between the two organizations. We recommend reaching out to the organization that you know is couriering samples and asking if you can work with them to coordinate. DHHS, CDC and HETL does not directly coordinate for you.

Where do I drop specimens at HETL?

- You can drop specimens at 221 State Street, Augusta, Maine. The lab entrance is accessed via the lower parking lot (the one with the mobile lab trailer in it). Enter through the door marked D7, which is to the left of the loading dock. It is up to each facility/organization to get your samples to HETL. Please ensure that your samples are packaged correctly and that the forms printed from eTOR are enclosed with corresponding samples.

Can I drop specimens after regular business hours?

- Yes, you can drop after hours. Please follow the instructions for afterhours drop off, which are posted on door D7.

Do I need a requisition form for submission?

- Please use the portal requisition forms that are generated when you batch upload the information on each specimen. This should be printed and provided in sequential order with the specimens. This is the only way that HETL knows your samples were submitted via the portal. Do not send in Health and Environment Testing Laboratory SARS-CoV-2 Specimen Submission Form, if you send in this form, your samples will be processed in the conventional manner which will cause duplicates for each sample AND increase the turnaround time for your samples. You should organize your specimens in groups and include the corresponding requisition forms.

How should my specimens be organized for shipment and processing?

- Please make sure to do a batch upload, DO NOT upload one by one. Bag up the samples in the order in which they are listed on the excel spreadsheet. For example, place the first 5-10 samples into a biohazard bags, place that bag into a bigger bag, place all associated PORTAL requisitions into the big bag, repeat in batches of 5-10 until all samples are accounted for. Again, DO NOT include the SARS-Cov2 HETL submission form with the samples.

Will our organization be charged for using HETL to process a specimen?

- No, there is no charge to your organization or facility for sending a sample to HETL for processing. You will need to pay for courier services to HETL, as well as the labor cost of collecting the specimen.

What are the courier options to get specimens to HETL?

- A facility can contract with a courier service, such as UNISHIP, or can arrange to have a staff member deliver the specimens. Alternatively, you can partner with another organization that already is bringing specimens to HETL.