



Using CGM SCHUYLAB to its Full Potential

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Welcome to an overview of CGM SCHUYLAB's more advanced capabilities and features.

We will review features for optimizing work-intensive needs such as processing and reviewing requisitions, orders and results, delivering results electronically via interfaces, web portals and email, critical managerial functions built-in customization options.

We'll also discuss what to do before you call CGM SCHUYLAB support, and how to get the most out of your support plan by utilizing common troubleshooting tips, cover some frequently asked questions, and inform you how to best reach us.

Let's get started...

Processing and Reviewing Requisitions, Orders and Results

Orders

- Processing
 - In addition to our normal options for entering orders, CGM SCHUYLAB offers options for optimizing your workflow, especially for higher-volume settings.
 - Check-In Module
 - Allows efficient processing of large volumes of orders, especially for those received electronically.
 - Survey Module
 - Provides the ability to import lists of patients from a spreadsheet or .csv file and automate test ordering.
- Reviewing
 - Review Orders Module
 - Intended for large throughput laboratories, allows the initial input of orders to be fault-tolerant. Review Orders serves as a 'safety net' to require supervisory confirmation of demographics without delaying analysis of a sample by working in a parallel time frame so that the demographic review is completed by the time the results are ready to be released.

Processing and Reviewing Requisitions, Orders and Results

Requisitions

- Processing and Reviewing
 - Requisitions can be received directly from clients or patients, through System Interfaces, and even through the CGM SCHUYNET Client Portal. For high-volume testing such as Covid-19, we also offer the ability to import large numbers of tests at a time from a spreadsheet or .csv file.
 - Batch Requisitions Module
 - Aids in streamlining large-volume, multi-personnel specimen entry processes.
 - Survey Module
 - Provides the ability to import large numbers of orders from a client-provided spreadsheet or .csv file.

Processing and Reviewing Requisitions, Orders and Results

Results

- Processing
 - Autoverification Module
 - CGM SCHUYLAB provides rule-based options that allow normal results to be automatically accepted as soon as performed. Technologists only need to review exceptions/ abnormal results.
- Reviewing
 - CGM SCHUYLAB
 - Provides multiple options for efficiently reviewing results as they come across from your analyzers (under F4 Devices), including reviewing prior results and current Quality Control data, adding test or specimen notes, and even managing re-runs, from the same screen with just a couple of clicks.
 - Review Results
 - Provides efficient means for supervisory review of results before they are released.

Delivering Results

Portals

- CGM SCHUYNET Client Portal
 - Results are instantly available for viewing and/or download by your clients online as soon as they are released. Access is secure and convenient, from any device with internet access.
- CGM SCHUYNET Patient Portal
 - Results are instantly available for viewing and/or download directly by patients online as soon as they are released. Access is secure and convenient, from any device with internet access.

System Interfaces

- EMR/HIS
 - Order and results transmissions can be automated between your Lab and any compatible system (such as eMDs).
- Reference Laboratory
 - Order and results transmissions can be automated between your Lab and any compatible Reference Laboratory (such as Quest or LabCorp).

Email

- Provides notification of available results via Portals, or direct result delivery where allowed by regulations.

Optimizing CGM SCHUYLAB Support

Contacting Us

24hr-7 Day/Week Hotline Number

- [888-724-8952](tel:888-724-8952) (within the US) or [573-499-1993](tel:573-499-1993)
- Navigating the Auto-Attendant, following prompts
 - If all engineers are busy helping customers, you can hold for up to 5 minutes, or leave a call-back message at any time.
 - After holding for 5-minutes you will be prompted to leave a call-back message.
 - Please listen for and follow prompts.
 - Callback messages are normally returned within 20 minutes.
 - Please always leave a message if an engineer is not available.

Email

- support.schuylab.labus.us@cgm.com
 - Monitored during business hours.

Optimizing CGM SCHUYLAB Support

CGM SCHUYLAB Troubleshooting Tips

- Restarting the affected computer/server can frequently resolve many networking and connectivity issues.
- Restarting Connect fixes many connection issues, to analyzers and other systems alike.
- For analyzer interface issues, running a loopback test can expedite a resolution.
- When experiencing any issue that wasn't present previously, one of the biggest clues can be determining what might have recently changed.
 - Was there a Windows update, a change in your network or update/maintenance to an analyzer?
 - Was there a power outage, surge or flickering lights, etc.?
 - Has anything been moved or altered?
 - Have there been cleaning or IT personnel moving or doing things around either an analyzer or computer workstation?

Optimizing CGM SCHUYLAB Support

CGM SCHUYLAB Troubleshooting Tips con't

- Knowing as specifically as possible what you were doing when an issue occurs is very helpful.
- When encountering a SCHUYLAB error, always note the affected database and specific error code listed on the pop-up, as this will tell us much about what is occurring.
- When modifying tests or reports, do one thing at a time and see what the effect is before making additional changes. This will prevent making unwanted changes, or being unable to determine what you have done, specifically.

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CGM SCHUYLAB Troubleshooting Tips can't

- If you get an error message saying the drive or shortcut is not available, check Windows File Explorer so see if a mapped drive (to your SCHUYLAB databases) has a red “X”.
- You can start Connect without a desktop shortcut from F8 Tools>Diagnose Problems, if the shortcut is not present.
- Having as many details about your issue as possible when calling CGM SCHUYLAB Support will help resolve issues more quickly.
- We do not care about who might have caused or created an issue, we only want to help you resolve it. If you “break” something, we’ll be happy to assist, regardless. It will be much easier for us to resolve it quickly if you simply tell us what happened... we don’t judge!

Optimizing CGM SCHUYLAB Support

Frequently Asked Questions

- How do I change my password?
- How can I add a new analyzer interface, or CGM SCHUYLAB workstation?
- How do I make a change on my report?
- How can I look up what tests have been done within a certain date range, or were ordered by a certain client?
- How do I enter a new lot of Controls in QC?
- How can I create a new Test/Panel?
- How do I change a reference range for a Test?
- Can I customize my Order Screens?
- How do I perform Backups of my data?
- Where can I obtain a copy of the CGM SCHUYLAB User Manual?

CGM SCHUYLAB Optional Features

- Archiving
- Autoverification
- Barcodes
- Batch Requisitions
- Billing
- Check-In
- Cytology
- Eligibility
- Email
- Export
- Images
- Medical Necessity
- Medication
- Messages
- Multi-Facility
- Multi-Language
- Microbiology
- Refer Tests
- Review Orders
- Review QA
- Review Results
- CGM SCHUYNET Client Results
- CGM SCHUYNET Client Order Entry
- CGM SCHUYNET Patient Portal
- Survey
- System Interfaces (EMR/HIS/etc.)

Thank you!

CGM LAB

 **VIRTUAL USER CONFERENCE**

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