MAYO CLINIC LABORATORIES

Message Center

Quick Reference Guide

Log in to Message Center

1. Log in to MayoClinicLabs.com.
2. Navigate to **My Dashboard** > **Message Center**.

   Note: For access, contact Customer Service.
3. If you have access to more than one account, select the desired one(s) from the **Account Number** drop-down menu.

Filtering options

- Enter a search term into the **Search all columns…** field. To undo the search, click either the **X** at the right end of the field or **CLEAR ALL FILTERS**.
- Move slider to the right for **My Messages**, **Team Created Messages**, or for **Assigned Messages** or **Assigned Alerts**.
- Enter at least three characters of keyword text into the text box above a column to filter messages/alerts.
- To filter messages/alerts by status, use **Status** drop-down menu in the second column. Refer to **STATUS KEY** near top of page.

Notes:

- Urgent Mayo-created **MESSAGES** have exclamation points in the **STATUS KEY** and **Status** column plus bold red left border in **Actions** column.
- The **Created** column shows message/alert age. is less than 2 days, is 2–3 days, is 4+ days.

View message/alert details and history

To view a message or alert's **DETAILS** page, click its **Case Id**.

- If the **blue INTERNAL COMMENTS** and/or **MORE MESSAGES** bar is available, click to view internal comments and/or messages that are hidden by default.
- To print, click the **Print** icon at top right, then click **Continue**.
- The **AUDIT LOG** lists all actions performed on the case to date.

Create a new message

1. Click **NEW MESSAGE** or **SUBMIT ANOTHER MESSAGE**.
2. Enter at least one **Account Number** on **CREATE MESSAGE** page.

Test Add On

a. From **Message Type** drop-down menu, select **Test Add On**.

b. Check the box to authorize the Test Add On.

c. "*Is a separate specimen being sent for this request?*" **Yes** or **No**.

If **Yes**, click **Print** icon to print a PDF to be sent with the specimen.

d. Use any **PATIENT** [or **SUBJECT**] **INFORMATION** fields to find the order you want to add a test on to.

e. *"Was a new order created for this test?"* **Yes** or **No**.

If **Yes**, enter previously created **New Order Number (Client Order or Mayo Order Number)** and click search icon.

f. In the **Test ID or Test Name** field, begin entering a Test ID or name.

g. To select a test from the autocomplete list, click its **+** sign.

h. Answer any **ASK AT ORDER ENTRY (AOE) QUESTIONS**.

Mayo-initiated Test Add On request

a. In **Attestation Required** section, do one of the following:

- Click **Accept**, then do one of the following:
  - Click **Same**.
  - Click **New**, and (optional) enter a **New Client Order Number**.
- Click **Deny**.

b. Click **SAVE**.

You can also ask and send questions in the **DISCUSSION** text field before making a decision.

Inquiry

a. From the **Message Type** drop-down menu, select **Inquiry**.

b. **Optional:** Enter a **Subject** line of no more than 50 characters.

c. *"Is this inquiry about a specific patient order?"* **Yes** or **No**.

- If **Yes**, find the order using the **PATIENT** [or **SUBJECT**] **INFORMATION** fields as instructed under *Test Add On*.
- If **No**, proceed to step 3 below.

Test Cancel

a. From **Message Type** drop-down menu, select **Cancel Test**.

b. Find the order using the **PATIENT** [or **SUBJECT**] **INFORMATION** fields as instructed under *Test Add On*.

c. In the **TESTS TO CANCEL** section, check the boxes for tests you wish to cancel, or **Check/Uncheck All**.

Note: When you use **Check/Uncheck All**, you can change the reason individually for each test.

d. From the drop-down menu for each canceled test, select a **Cancellation Reason**.

3. In the **DISCUSSION** field, enter any additional information, and upload any attachments via the **ATTACH** function. ATTACH
4. **SUBMIT** the message.

Respond to a message/alert

1. To view a message or alert's **DETAILS** page, click its **Case Id**.
2. In the **DISCUSSION** field, enter any additional information, and upload any attachments via the **ATTACH** function. ATTACH
3. To save a draft of your message to be sent later, click **SAVE DRAFT**. To send the message immediately, click **SEND**.

Message/alert assignment

Assign a message/alert to a user

1. Click **ASSIGN**. ASSIGN
2. In **Assign** dialog box, either start to enter a name and choose from search results, or click down-arrow to select name from drop-down menu.
3. At bottom right, click **ASSIGN**.

Unassign a message/alert

Click **UNASSIGN**. UNASSIGN

Message/alert archival and unarchival

To archive a message/alert, click **ARCHIVE**. ARCHIVE

To archive all messages, click **ARCHIVE ALL**. ARCHIVE ALL

To unarchive a message/alert, click **UNARCHIVE**. UNARCHIVE

Settings

To customize your settings, click the gear icon.