



# **Message Center User's Guide**

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## Introduction

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The Message Center functionality on [MayoClinicLabs.com](https://www.mayocliniclabs.com) lets you work with Mayo Clinic Laboratories quickly and efficiently to resolve issues and focus on the needs of the patient. It enables two-way communication between you and Mayo Lab Inquiry to resolve problems, process Test Add On and Test Cancel requests, and answer general or specific inquiries.

In Message Center **SETTINGS**, a user can set email notifications for specific account numbers. A variety of attachments can be uploaded and downloaded as supporting documentation. In addition, Message Center allows teams to work on open issues collaboratively and to view each message's history.

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## Registration

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For instructions on how to register on [MayoClinicLabs.com](https://www.mayocliniclabs.com), please see our [Frequently Asked Questions](#) page.

To request permission to access Message Center, contact [Customer Service](#).

**Note:** Acceptable browsers include Chrome, Edge, Firefox, and Safari.

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## Logging into Message Center

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To access the Message Center functionality once you have completed registration:

1. On [MayoClinicLabs.com](https://www.mayocliniclabs.com), at top right, click **My Dashboard**.



If you have not already logged in, the login window appears.

MAYO CLINIC

## Welcome

Log in to Mayo Clinic Laboratories

Professional Username

Password [SHOW](#)

[Log in](#)

[Forgot username or password?](#)

Don't have an account? [Create one now.](#)

[Mayo Clinic Employee Log in](#)

Online support can be found under [Account help](#).

2. Enter your **Professional Username** (email address) and **Password**.

**Notes:**

- Passwords are case sensitive.
- To help ensure you type your password correctly, you can click the **SHOW** link at the right end of the **Password** field. Your password becomes fully visible, and the link text changes to **HIDE**.

Password

 [HIDE](#)

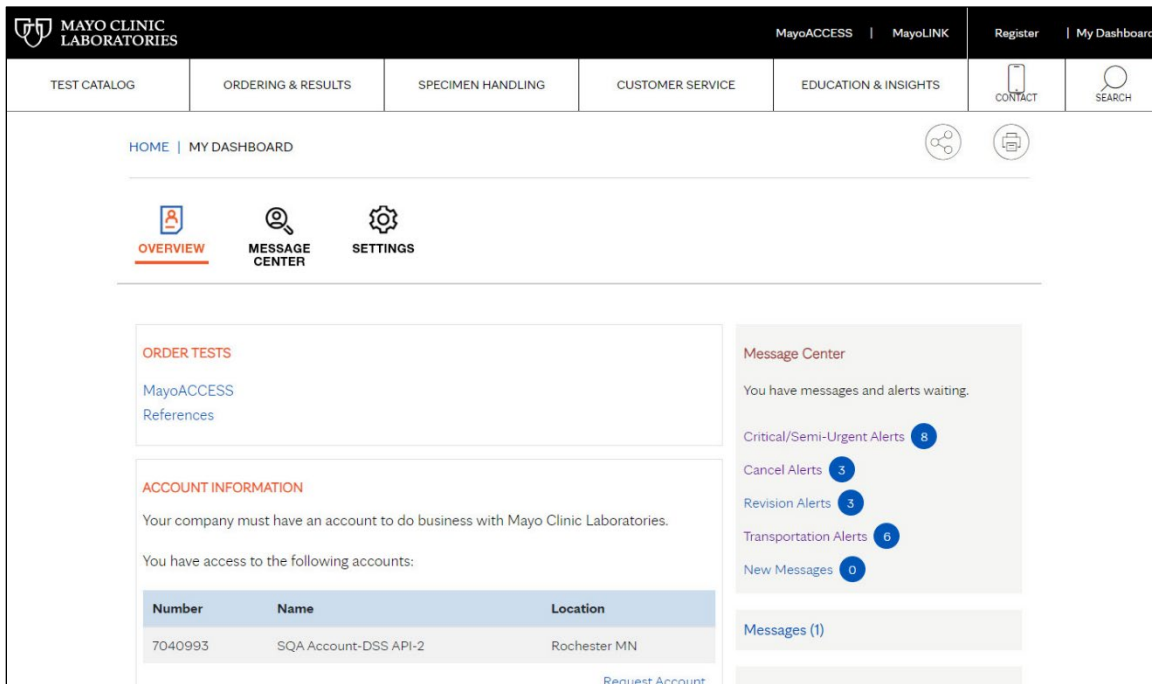
To hide your password again, click the **HIDE** link. Your password is represented again by a series of dots, and the link text reverts to **SHOW**.

Password

 [SHOW](#)

3. Click the **Log in** button.

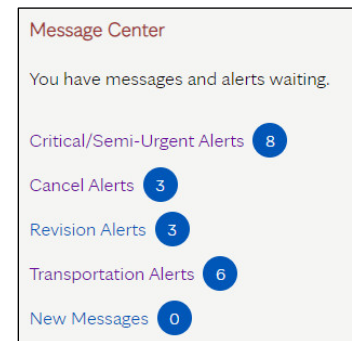
Once you have logged in, your **Dashboard** appears.



**Note:** The **Message Center** section on the right side of the **Dashboard** (right) links to each [category/subtab](#) view in the application. The white numbers in the **blue circles** **8** indicate how many new alerts and messages you have.

4. Do one of the following:

- To be redirected to the corresponding category/subtab in Message Center, click a link in the **Message Center** section of the **Dashboard** (for example, **Cancel Alerts**).
- To open the application without choosing a category/subtab, at top left of the **Dashboard**, click the **MESSAGE CENTER** icon (right).



## Selecting accounts

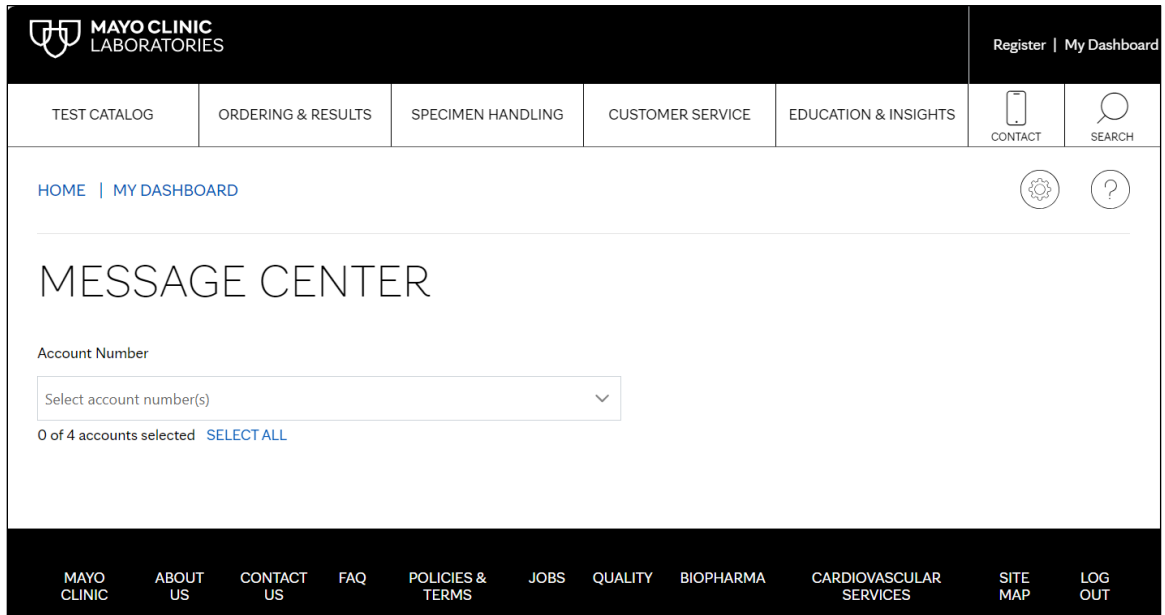
To use Message Center, you must select at least one of the Mayo Clinic Laboratories accounts you have access to in the application. The first page you will see depends on:

- How many accounts you have access to.
- Whether this is your first time logging into Message Center.
- If this is not your first time logging into the application, how many accounts were selected when you last logged out.

The example screenshots below are of a user with access to four accounts.

## First login

If this is your first time logging into Message Center, you will be asked to select at least one account.



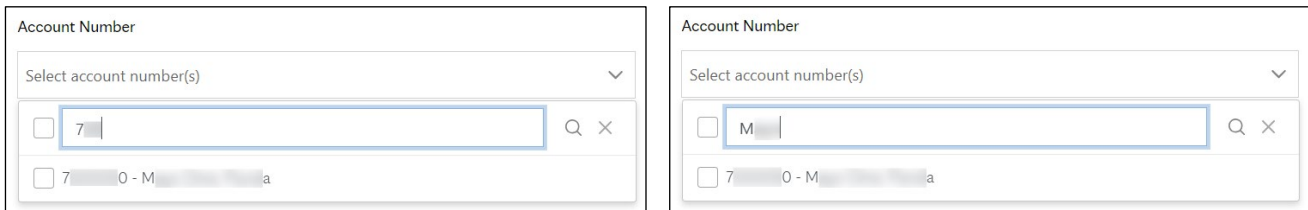
1. Do one of the following:

- From the **Account Number** drop-down menu, check the box  to the left of each account you want to select. Once an account is selected, its name and number appear in the **Account Number** field.



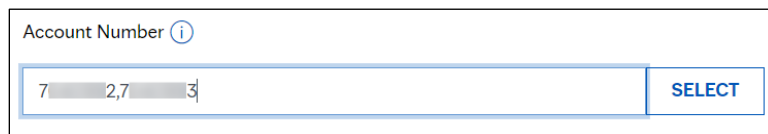



- In the **Account Number** field, begin to type either an account number or name, and then select it from the autopopulated list below.

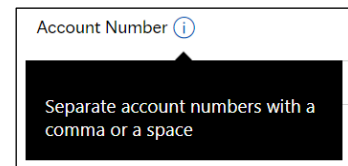


**Note:** You cannot select multiple accounts using this method.

- In the **Account Number** field, manually enter at least one account number. Separate multiple numbers with commas or word spaces.



 **Tip:** Click the **Information** icon ⓘ to the right of the words “**Account Number**” to bring up a tooltip explaining how to separate multiple numbers (right).



- To select all accounts to which you have access, below the **Account Number** field, click the **SELECT ALL** link.



2. Once you have selected the desired account(s), click on the screen anywhere outside of the **Account Number** field.

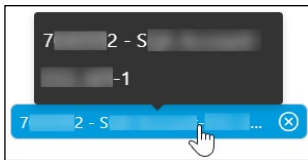
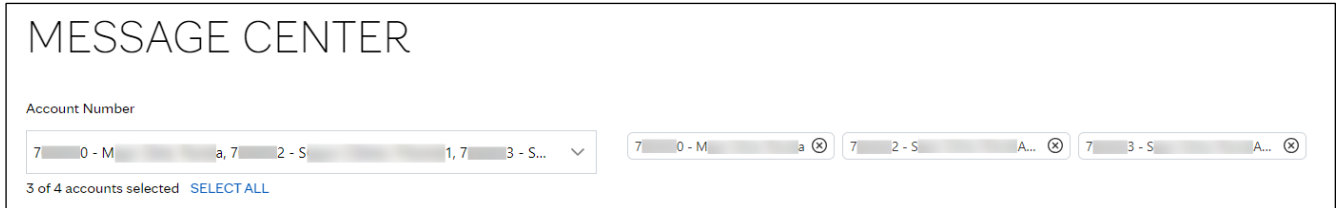
## Subsequent login


If this is not your first time logging into Message Center, the application displays the account(s) that were selected when you logged out of your last session:


- If not all of your accounts are selected:
  - The **Account Number** field displays the first few names and numbers, ending with an ellipsis (...) if not all of the information can be displayed.

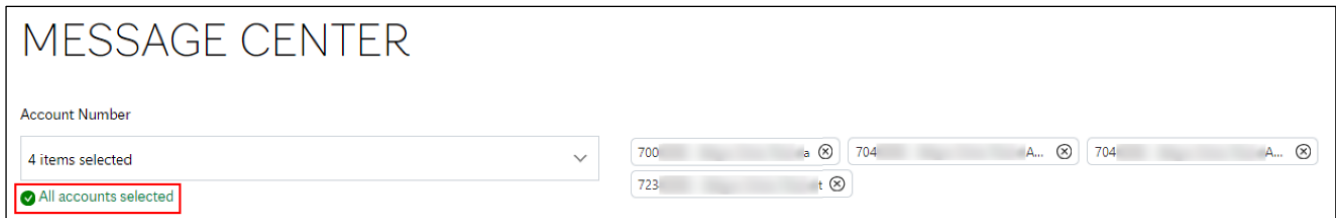
## Selecting accounts

- Below the field, the words “**x of y accounts selected**” appear, in which x is the number of accounts you have selected and y is your total number of accounts.
- To the right, a rectangular tile for each selected account appears, displaying the number and as much of the name as possible, followed by an ellipsis (...) if the name is long.



 **Tip:** Hover over any account tile, which will turn **blue**, to bring up a tooltip displaying the complete account name and number (left).

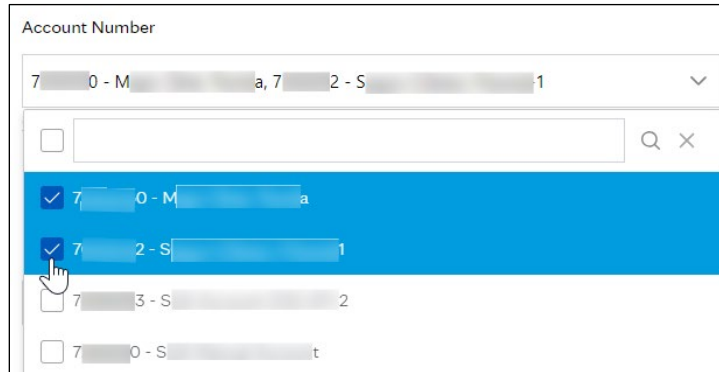
- If all of your accounts are selected:
  - The **Account Number** field displays the words “**x accounts selected**” appear, in which x is your total number of accounts.
  - Below the field, the **All accounts selected** message  **All accounts selected** appears.
  - To the right, a tile for each of your accounts is displayed.



To change your account selection, do one of the following:

- Select additional accounts using one of the methods described above.

- Deselect accounts as desired by unchecking their boxes  in the **Account Number** drop-down menu.



- Deselect an individual account by clicking the circled **X** at the right end of its tile (right).



When at least one account is selected, the full Message Center landing page appears.

HOME | MY DASHBOARD

## MESSAGE CENTER

Account Number  -1,7-3-S- SELECT  A...  A...

All accounts selected

Display messages created: LAST WEEK | LAST 30 DAYS | LAST 90 DAYS

STATUS KEY   
 Urgent

From: 03/12/2024 To: 06/10/2024

ALERTS 4814 MESSAGES 290 ARCHIVED Tab Information


Critical/Semi-Urgent 3607 Cancel 899 Revision 299 Transportation 9

Search all columns... CLEAR ALL FILTERS REFRESH NEW MESSAGE

Filter By: Assigned Alerts Last refreshed 6/10/2024 at 8:35:27 AM Hide/Show Columns

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
ARCHIVE ALL	All							
ASSIGN ARCHIVE		CAS-161467-F5W8B7	MSGCTR09072022 7-2 Q1 Collected: 3/4/2024 9:49:00 AM	LAST, FIRST MI mm123 3/1/2022		Alert Semi-Urgent Result	6/10/2024 5:56:46 AM 2 hours	6/10/2024 5:56:56 AM
ASSIGN ARCHIVE		CAS-161466-J2L0R4	MSGCTR09072022 7-2 Q1 Collected: 3/4/2024 9:49:00 AM	LAST, FIRST MI mm123 3/1/2022		Alert Semi-Urgent Result	6/10/2024 5:56:40 AM 2 hours	6/10/2024 5:56:48 AM
ASSIGN ARCHIVE	Urgent	CAS-161465-F7M0V6	MSGCTR09072022 7-2 Q1 Collected: 3/4/2024 9:49:00 AM	LAST, FIRST MI mm123 3/1/2022		Alert Critical Result	6/10/2024 5:56:36 AM 2 hours	6/10/2024 5:56:44 AM
ASSIGN ARCHIVE	Urgent	CAS-161448-Z0N5Y7	00Critical110723 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 11 10/12/2020	PTOX Toxoplasma gondii, Molecular Detection, PCR	Alert Critical Result	6/10/2024 5:27:02 AM 3 hours	6/10/2024 5:27:13 AM
ASSIGN ARCHIVE		CAS-161449-Y6M2B9	00Critical110723 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 11 10/12/2020	PTOX Toxoplasma gondii, Molecular Detection, PCR	Alert Semi-Urgent Result	6/10/2024 5:27:03 AM 3 hours	6/10/2024 5:27:13 AM
ASSIGN ARCHIVE		CAS-161445-Q7K8D7	00Critical110723 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 11 10/12/2020	PTOX Toxoplasma gondii, Molecular Detection, PCR	Alert Semi-Urgent Result	6/10/2024 5:26:56 AM 3 hours	6/10/2024 5:27:08 AM
ASSIGN ARCHIVE	Urgent	CAS-161444-B4L8M5	00Critical110723 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 11 10/12/2020	PTOX Toxoplasma gondii, Molecular Detection, PCR	Alert Critical Result	6/10/2024 5:26:55 AM 3 hours	6/10/2024 5:27:07 AM
ASSIGN ARCHIVE	Urgent	CAS-161427-X4Q6L1	WEB4MVR7959T 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 1111 5/26/1966	COVSQ SARS-CoV- 2 Spike Ab, Semi- Quant, S	Alert Critical Result URGENT4be9cbf1- 9462-40b8-baa6- eb9cbbdfc966	6/10/2024 5:25:32 AM 3 hours	6/10/2024 5:25:54 AM
ASSIGN ARCHIVE		CAS-161428-X9D3X1	WEB4MVR7959T 7-2 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 1111 5/26/1966	COVSQ SARS-CoV- 2 Spike Ab, Semi- Quant, S	Alert Semi-Urgent Result URGENT4be9cbf1- 9462-40b8-baa6- eb9cbbdfc966	6/10/2024 5:25:33 AM 3 hours	6/10/2024 5:25:42 AM
ASSIGN ARCHIVE		CAS-161421-V2S9H5	00Critical110723 7-3 Q1 Collected: 8/14/2023 8:20:00 PM	PATIENT NAME 11 10/12/2020	PTOX Toxoplasma gondii, Molecular Detection, PCR	Alert Semi-Urgent Result	6/10/2024 5:25:10 AM 3 hours	6/10/2024 5:25:28 AM

1 - 10 of 3607 Results << 1 2 3 4 5 >> 10

At top right of the landing page, the **Help** icon  links to the [Message Center page on MayoClinicLabs.com](#).

The Message List, a list of all messages that have been sent for the selected account(s), appears at the bottom of the page in table form.

## Filtering and finding messages and alerts

Message Center provides you with a variety of options to help you filter the Message List and find the message(s) and alert(s) you want. You can use multiple filter options at one time.

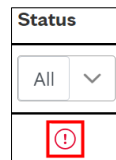
### Case urgency

Urgent Mayo-created cases have visual indicators in red on the landing page under the [ALERTS](#) and [MESSAGES](#) categories, as well as on the [DETAILS](#) page.

Under both **ALERTS** and **MESSAGES**, urgency indicators are as follows:



Exclamation point in the [STATUS KEY](#)



Exclamation point in the [Status column](#)



Bold red left border in the [Actions column](#)

## Filtering and finding messages and alerts

Display messages created: [LAST WEEK](#) | [LAST 30 DAYS](#) | [LAST 90 DAYS](#)

From: 02/15/2024 To: 05/15/2024

**STATUS KEY**

- New (from Mayo)
- Sent to Mayo
- Urgent, Respond within 24 hours
- Draft
- Complete, Request Not Fulfilled
- Complete, Request Fulfilled

ALERTS 4184 MESSAGES 362 ARCHIVED [Tab Information](#)

All 5000 New 362 Sent To Mayo 5000 Complete 4018

Search all columns... [CLEAR ALL FILTERS](#) [REFRESH](#) [NEW MESSAGE](#)

Filter By:  My Messages  Team Created Messages  Assigned Messages

Last refreshed 5/15/2024 at 1:16:42 PM [Hide/Show Columns](#)

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
<a href="#">ASSIGN</a>	<span style="color: red;">!</span> <span style="color: blue;">○</span>	CAS-130428-Y4Y7F2	01:CON 704 Q	MR TEST,DSS-1 COOP,JR 11 10/12/2020	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 5:20:02 PM <span style="color: red;">■</span> 42 days	5/15/2024 1:14:03
<a href="#">ASSIGN</a>	<span style="color: red;">!</span> <span style="color: blue;">○</span>	CAS-152776-V0X1F0	MSGCTR09072022 704 Q Collected: 5/15/2024 10:49:00 A	SMITH,SAMANTHA PATIENT 11111 6/21/2000	ACT Actinomyces Culture	Client Initiated Test Add On	5/15/2024 1:06:21 PM <span style="color: green;">■</span> 10 minutes	5/15/2024 1:13:32
<a href="#">ASSIGN</a>	<span style="color: red;">!</span> <span style="color: blue;">○</span>	CAS-130016-X5Q9M6	MSGCTR09072022 704 Q Collected: 4/2/2024 12:14:00 PM	LAST, FIRST MI mrm123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	4/2/2024 5:51:13 PM <span style="color: red;">■</span> 43 days	5/15/2024 1:10:46
<a href="#">ASSIGN</a>	<span style="color: red;">!</span> <span style="color: blue;">○</span>	CAS-152775-Q4B8H	01:CON 704	MR TEST,DSS-1 COOP,JR	ACT Actinomyces	Client Initiated	5/15/2024 1:06:16 PM	5/15/2024 1:06:46

You can also filter the [Status column](#) for urgent cases.

**Note:** For urgent cases under the [MESSAGES category](#), a Message Center user in your organization must respond to Mayo within 24 hours. If there is no response within this timeframe, Mayo will call your organization to obtain the required additional information. In contrast, users are unable to respond to [ALERTS category](#) cases; alerts are strictly informational.

Display messages created: [LAST WEEK](#) | [LAST 30 DAYS](#) | [LAST 90 DAYS](#)

From: 09/06/2023 To: 10/09/2023

September 2023

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23

## Timeframe

You can choose the timeframe within which you want to view messages or alerts. Your options are **LAST WEEK**, **LAST 30 DAYS**, **LAST 90 DAYS** (default), or a custom date range. Click each of the calendar icons and, from the pop-up calendar, select the start and end dates of the desired range (left).

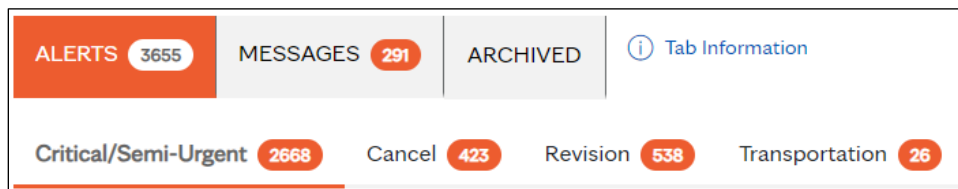
## ALERTS, MESSAGES, and ARCHIVED categories

You can filter and view messages and alerts by their status in the Message Center workflow. Below the date range fields, click the appropriate category.



- **ALERTS:** The default, this category is for informational alerts. The total number of new **ALERTS** is displayed in a circle or oval on the tab. As alerts are archived, this number will change.

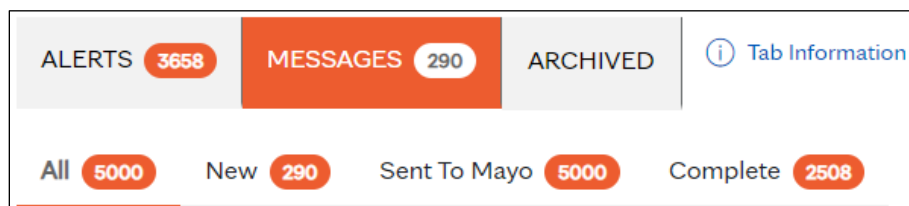
The **ALERTS** category has four subtabs:



- **Critical/Semi-Urgent**, the default, which provides information on test results that have been defined by medical leadership as life threatening or that may have severe health consequences if not acknowledged or treated.
- **Cancel**, which provides information on tests that have been cancelled.
- **Revision**, which provides information on tests that have been revised.
- **Transportation**, which provides information on transit-related topics such as weather impacts, courier updates, and holiday schedules.

**Note:** **Critical/Semi-Urgent** and **Transportation** alerts may display [urgency indicators](#).

- **MESSAGES:** This category shows all non-archived messages. The total number of new **MESSAGES** is displayed in a circle or oval on the tab. There are four subtabs:



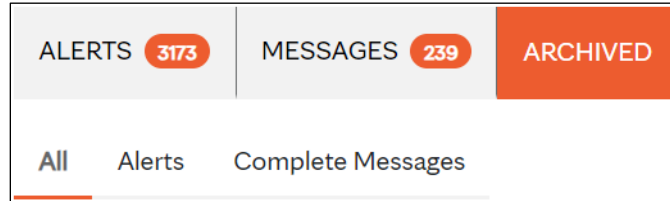
- **All:** This subtab shows all non-archived messages, regardless of status.
- **New:** This subtab shows active messages awaiting responses from your organization.
- **Sent To Mayo:** This subtab shows active messages to which your organization has responded.

- **Complete:** Messages shown on this subtab have been closed by Mayo Clinic Laboratories and are no longer active.

**Note:** The selected subtab is underscored in orange (right).




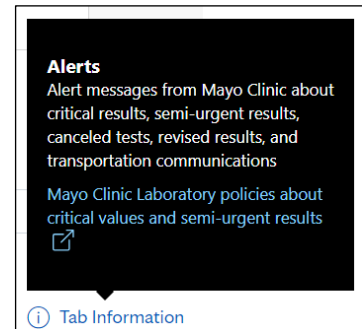
- **ARCHIVED:** Alerts and messages shown under this category have been archived by your organization. There are three subtabs:



- **All:** This subtab shows all archived messages, regardless of status.
- **Alerts:** This subtab shows archived alerts only.
- **Complete Messages:** Messages shown on this subtab have been closed by Mayo Clinic Laboratories prior to archival.

**Note:** The **ARCHIVED** tab and its subtabs do not display the number of cases.

To the right of the tabs, you can click **Tab Information**  to bring up a tooltip (right) explaining the selected category/its subtabs further.



Click the **Open in New Browser Window** icon  at the bottom of the tooltip to be taken to the [CRITICAL VALUES AND RESULTS page on MayoClinicLabs.com](#), where you can:

- Find documents that describe Mayo Clinic Laboratories policies for reporting different types of results and list the tests classified under each policy.
- Use the form on this page to submit or update contact information for Critical or Semi-Urgent results.

To set Message Center to open to a particular category and, if applicable, subtab when you first log in, see the discussion of the [LAYOUT setting](#) under [Notification settings for users](#).

## Search all columns

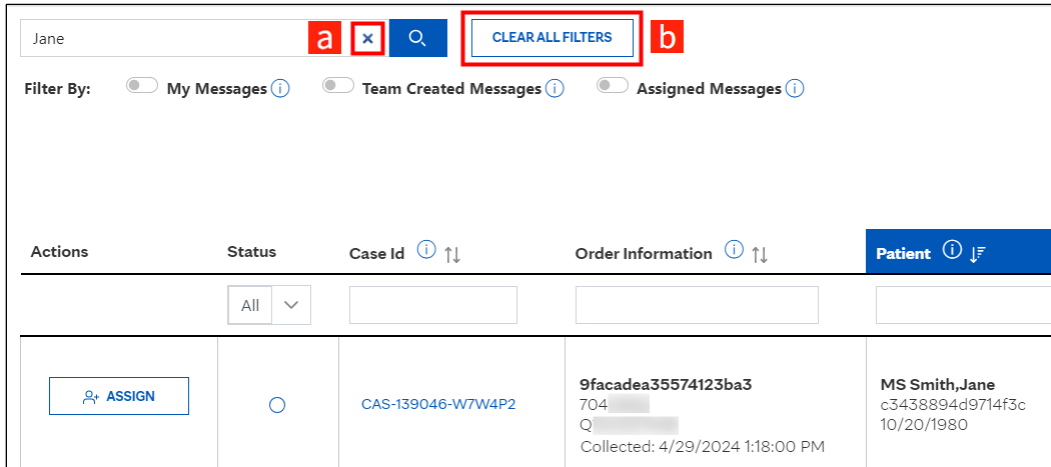
To search all Message List columns on keywords, below the **ALERTS**, **MESSAGES**, and **ARCHIVED** categories, enter the term into the **Search all columns...** text field (right).





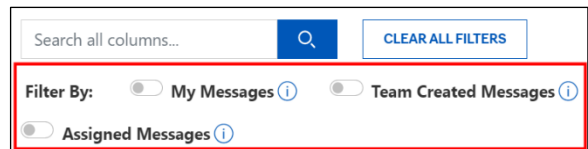
To clear any filters applied to your search, clear the **Search all columns...** text field by doing one of the following:


- a. Click the **X** at its right end.
- b. Click the **CLEAR ALL FILTERS** button.







### Filtering messages and alerts by creator or assignment

You can filter the Message List in several ways by using the **Filter By:** options below the **Search all columns...** text field (right).



To activate the desired filter, move the corresponding slider to the right :

<input checked="" type="checkbox"/> My Messages 	<b>My Messages</b>	<b>MESSAGES</b> tab	Search for messages that you yourself initiated or have updated.
<input checked="" type="checkbox"/> Team Created Messages 	<b>Team Created Messages</b>		Search for messages your team has created.
<input checked="" type="checkbox"/> Assigned Messages 	<b>Assigned Messages</b>		Search for messages that are assigned to users.
<input checked="" type="checkbox"/> Assigned Alerts 	<b>Assigned Alerts</b>	<b>ALERTS</b> tab	Search for alerts that are assigned to users.

## Filtering and finding messages and alerts

When you click the **Information** icon ⓘ to the right of a slider, a tooltip with a brief description of the slider option appears.



## Message List column headers

The Message List displays information about each message or alert in nine columns.

a	b	c	d	e	f	g	h	i
Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
UNASSIGN	<input checked="" type="checkbox"/>	CAS-130428-Y4Y7F2 Assigned to ndtestrules admin	01:CON 704 Q	MR TEST,DSS-1 COOP,JR 11 10/12/2020	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 5:20:02 PM 42 days	5/15/2024 1:14:03
ASSIGN	<input type="checkbox"/>	CAS-130016-X5Q9M6	MSGCTR09072022 704 Q Collected: 3/6/2023 12:14:00 PM	LAST, FIRST MI mnn123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	4/2/2024 5:51:13 AM 43 days	5/15/2024 1:10:46
UNASSIGN	<input type="checkbox"/>	CAS-152774-X3M6C2 Assigned to	MSGCTR09072022 704 Q Collected: 5/8/2024 5:30:00 AM	Test SQA 1111 09/02/2000	COVSQ	Client Initiated Test Add On	5/15/2024 12:35:58 PM 43 minutes	5/15/2024 12:38:3
ASSIGN	<input type="checkbox"/>	CAS-140370-B3R4N6	WEB4MVR79S9T 704 Q Collected: 8/14/2023 9:20:00 PM	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/1/2024 8:27:03 AM 14 days	5/15/2024 12:32:3
UNASSIGN	<input type="checkbox"/>	CAS-130415-L7V6Y9 Assigned to ndtestrules admin	MSGCTR09072022 704 Q	SMITH,SAMANTHA PATIENT 11111 6/21/2000	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 2:54:19 PM 42 days	5/15/2024 12:22:5

- Actions** that can be taken.
- The **Status** column (see [Status](#) below).
- The Mayo Clinic Laboratories–assigned **Case Id** number. When applicable, this column also displays the name of the user to whom the message or alert is currently assigned, or the name of the user who most recently archived or unarchived the message.
- The relevant **Order Information**: the client order number, client account number, Mayo Clinic Laboratories accession number, and (on the **ALERTS** and **MESSAGES** subtabs) the specimen’s collection date and time.

### Notes:

- Older cases may not display a collection date and time.

- If you click the client order number link, a window with the order details appears.

The screenshot displays the Mayo Clinic Laboratory Order # 00Critical110723. The page is divided into several sections:

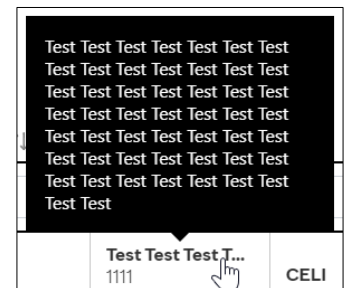
- ORDER INFORMATION:**
  - Account Number: C7 [redacted] 2
  - Account Name: S [redacted] 1
  - Accession Number: Q100338688
  - User Name: [redacted]
  - Order Submitted: 11/7/2023 4:08:00 PM
  - Specimen Collected: 11/7/2023 3:09:00 PM
  - Order Source: MayoAccess
  - Order Status: Final
  - Billing Type: Account
- ORDERING PHYSICIAN INFORMATION:**
  - Physician Name: John, Doe
- PATIENT INFORMATION:**
  - Patient Name: TEST, [redacted]
  - Address Line 1: Address1
  - Patient MRN: 11
  - Address Line 2: Address2, United States, United States
  - Patient Sex: Female
  - City: Rochester
  - State or Province: MINNESOTA
  - Patient DOB: 10/12/2020
  - Postal Code: 55901
- TESTS ORDERED:**

Code	Name
PTOX	Toxoplasma gondii, Molecular Detection, PCR, Varies

The inset window on the left shows a list of order information with '00CRITICAL110723' highlighted in red, and a red arrow pointing to the main page.

- e. The **Patient's** name, Medical Record Number (MRN), and date of birth (DOB).

**Note:** Message Center permits **Patient** names of up to 255 characters. The **Patient** column displays up to 35 characters by default, 40 when the column is expanded. For longer names, those 35 or 40 characters are followed by an ellipsis [...]. If you click the abbreviated name or the ellipsis, a tooltip appears above (right), displaying the full name.



- f. **Tests** information: if applicable, the test code and the test name.
- g. **Type.** This column indicates how the message or alert was initiated and what type it is.
- **Client Initiated:** A user in your organization created the message in Message Center or MayoLINK. For **Client Initiated** messages, the **Type** column further indicates in regular text whether the message is a Test Add On, Inquiry, or Test Cancel.

- When Mayo Clinic Laboratories has initiated the message, the **Type** column provides a basic description of it in **bold** text, followed by the means of initiation in regular text. If the basic description is **Test Add On**, one of the following appears below:
  - “Client Initiated – Phone Request”: A user in your organization requested the Test Add On by phone, and Mayo Clinic Laboratories entered it into Message Center.
  - “Client Initiated – Web Form”: A user in your organization requested the Test Add On using the **Test Add On** form on [MayoClinicLabs.com](https://www.mayocliniclabs.com), and Mayo Clinic Laboratories entered it into Message Center.
  - “Fax”: A user in your organization requested the Test Add On via facsimile machine, and Mayo Clinic Laboratories entered it into Message Center.
  - “Initiated by MCL”: The performing laboratory requested a Test Add On for a specimen received.
  - “MayoLINK”: A user in your organization requested the Test Add On via MayoLINK.


Other primary reasons with further explanations you may see in the **Type** column:



- **Verification/Info Needed**, followed by the type of verification or information needed, such as “Reason for Referral,” “Source,” “DOB,” or “Collection Date & Time.”
- **Specimen Pending Arrival**, followed by, for example, “Specimen not received in lab.”
- **Additional Specimen**, followed by, for example, “Unable to share.”
- **Forms**, followed by, for example, “General.”
- **Possible Cancel Test**, followed by the reason, such as “Specimen Stability.”


You may see other primary reasons as well.

- h. When the message or alert was first **Created**.
- i. When the message or alert was last **Updated**.

For more information about each column, click its **Information**  icon.

To sort messages or alert by any column except **Actions** or **Status**, click the **bold** column header or, if applicable, the double-arrow icon  to the right of the column title. This icon appears in the headers of all columns except **Actions**, **Status**, and **Tests**.

The entire header turns **blue** to indicate that the Message List has been sorted by that column, and the double arrows are replaced by the **Descending Order**  or **Ascending Order**  icon (right).

Updated 
3/06/2023 11:38:15 AM
3/06/2023 11:37:47 AM
3/06/2023 11:25:01 AM

The default sort order is ascending. Clicking the header again toggles the order to descending.

Type
Test Add On
Client Initiated Test Add On
Client Initiated Test Add On

To filter messages or alerts by **Case Id**, **Order Information**, **Patient**, **Tests**, and/or **Type**, enter keyword text into the text field(s) at the top (left). The column is filtered based on the entered text. As soon as three characters are entered, Message Center begins a predictive search and generates a list of results from which you can choose.

|

In addition, you can enter any part of a user's first, last, or full name into the **Case Id** column...

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
All		Jane Doe						
	<input type="radio"/>	CAS-130009-P2N8G9 <small>Assigned to ndtastrules admin</small>	MSGCTR09072022 7040992 Q100265204	LAST, FIRST MI mml23 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi- Quant, S	Client Initiated Test Add On	4/2/2024 5:50:26 AM 	5/15/2024 2:36:43 PM
	<input type="radio"/>	CAS-130433-VY4Y5	MSGCTR09072022 7040992 Q100375794 <small>Collected: 3/4/2024 10:49:00 AM</small>	SMITH,SAMANTHA PATIENT 11111 6/21/2000	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 6:42:09 PM 	5/15/2024 2:35:37 PM
	<input checked="" type="radio"/>	CAS-130432-D3G2N1	01:CON 7040992 Q100366172 <small>Collected: 1/29/2024 1:18:00 PM</small>	MR TEST,DSS-1 COOP,JR 11 10/12/2020	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 6:16:05 PM 	5/15/2024 2:33:30 PM
	<input checked="" type="radio"/>	CAS-130430-Y1G4Z7	01:CON 7040992 Q100366172 <small>Collected: 1/29/2024 1:18:00 PM</small>	MR TEST,DSS-1 COOP,JR 11 10/12/2020	ACT Actinomyces Culture	Client Initiated Test Add On	4/2/2024 5:49:06 PM 	5/15/2024 2:32:51 PM

...to show only cases that have been assigned to that user...

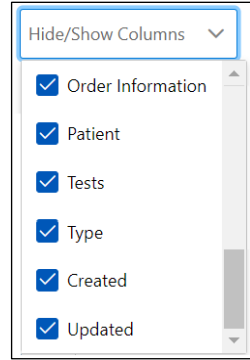
Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
All		Jane Doe						
	<input type="radio"/>	CAS-56957-N8R2K1 <small>Assigned to Jane Doe</small>	MSGCTR09072022 7040992 Q100265204	PATIENT NAME 11111 1/1/2001	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/15/2023 12:38:52 PM 	7/12/2023 11:01:37 AM
1 - 1 of 1 Results << < 1 > >> 10								

...or, under the **ARCHIVED** category, to show only cases that have been archived by that user.

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
All		Jane Doe						
	<input checked="" type="checkbox"/>	CAS-62938-Q5G3Q6 <small>Archived by Jane Doe</small>	MSGCTR09072022 7040992 Q100265204	LAST, FIRST MI mml23 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi- Quant, S	Client Initiated Inquiry	6/27/2023 5:40:43 AM	6/27/2023 2:29:52 PM
1 - 1 of 1 Results << < 1 > >> 10								

## Hide/Show Columns

At top right of the Message List below the **REFRESH** and **NEW MESSAGE** buttons is the **Hide/Show Columns** drop-down menu, which displays check boxes for most columns in the Message List (right). Check or uncheck boxes depending on which columns you want to view. The columns appear or disappear automatically.




### Notes:

- The **Case Id**, **Actions**, and **Status** columns cannot be hidden.
- Column preferences are saved when you leave the **MESSAGE CENTER** landing page or click on a different category.

## Resizing a column

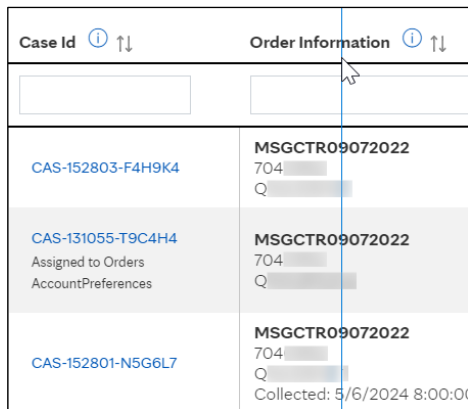
To expand or contract the width of a column:

1. Hover over the right edge of the column header.

Your cursor changes to the column-resizing icon  (right).

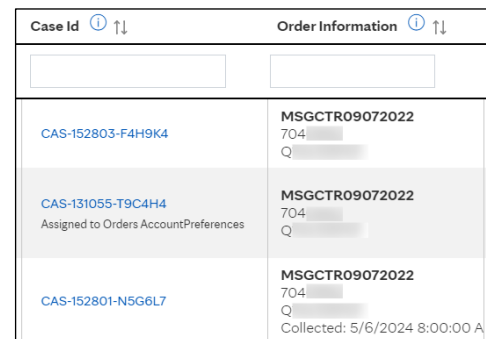


2. Drag the edge of the column rightward to expand or leftward to contract.



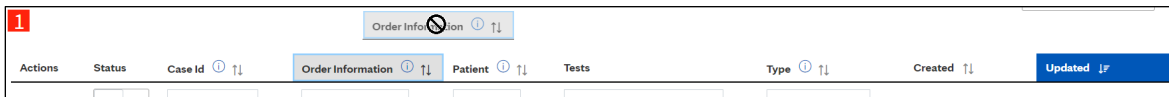
The arrow cursor reappears, and a blue vertical line appears under it and moves with it as you shift the right boundary of the column (left).

3. Release the mouse button when the column is the desired width (right).

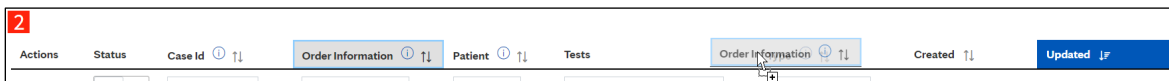


## Changing Message List column order

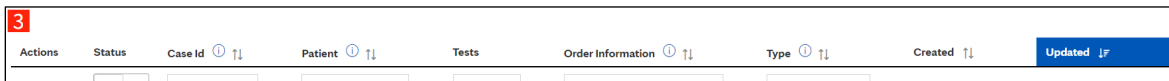
To change column order in the Message List, hover over the header of the column you want to move, then begin to drag it.



At first, as shown above, your cursor changes to a “no” symbol ⊘. However, as you position the column header over its desired location, a plus sign icon ⊕ appears, and small arrows appear above and below the header to indicate where it will be placed (below).

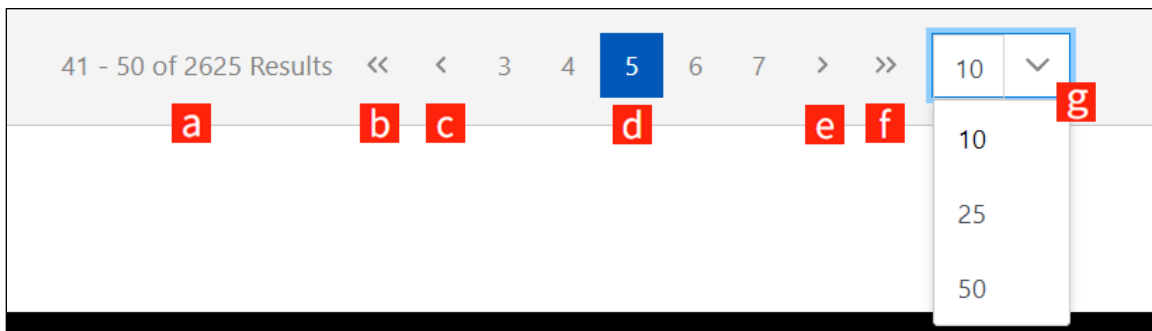


The screenshot below shows the moved column in its new location.



## Message List page controls




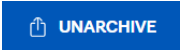
At the bottom of the Message List, you can:



- See the total number of messages or alerts for this account, and which range of pages you are viewing.  
**Note:** The numbers of messages/alerts and pages you see depend on your filtering selections.
- Go to the first page of messages or alerts in the list.
- Go to the previous page of messages or alerts.
- See which page of messages or alerts you are on.
- Go to the next page of messages or alerts.
- Go to the last page of messages or alerts.
- Select the number of messages or alerts per page you want to view. Message Center remembers and saves your selection.

## Actions

The first column of the Message List indicates the assignment and archival statuses of the message in question.

Button	Action	Description	Categories
 <b>ASSIGN</b>	<b>ASSIGN</b>	Assign this message or alert to a user.	All categories
 <b>UNASSIGN</b>	<b>UNASSIGN</b>	Remove the assignment from this message or alert altogether.	All categories
 <b>ARCHIVE</b>	<b>ARCHIVE</b>	Archive this message or alert, which moves it from the <b>Complete</b> subtab of the <b>MESSAGES</b> category to the <b>ARCHIVED</b> category.	<b>ALERTS, MESSAGES</b>
 <b>UNARCHIVE</b>	<b>UNARCHIVE</b>	Unarchive this message or alert, which moves it from the <b>ARCHIVED</b> category to the <b>Complete</b> subtab of the <b>MESSAGES</b> category.	All categories






For all messages that have been **Sent To Mayo**, the **Actions** column is blank.

If a message or alert has been assigned, archived, or unarchived, the name of the assignee or of the person who performed the archival or unarchival can be found in the **Case Id** column (right).

**CAS-56883-B2Q7H9**  
Assigned to ndtestrules  
admin

## Status

The second column of the Message List indicates the status of the message or alert in question.

Icon	Action	Description
	<b>New (from Mayo)</b>	This is a new message from Mayo Clinic Laboratories.
	<b>Sent To Mayo</b>	Your organization has sent this message to Mayo Clinic Laboratories.
	<b>Urgent</b>	This is an <a href="#">urgent message or alert</a> from Mayo Clinic Laboratories that requires a response from your organization within 24 hours.
	<b>Draft</b>	The message was initiated by a user in your organization and saved as a draft without having been sent to Mayo Clinic Laboratories.
	<b>Complete, Request Not Fulfilled</b>	Mayo Clinic Laboratories has processed this message but was unable to fulfill your organization's request.



Icon	Action	Description
	<b>Complete, Request Fulfilled</b>	Mayo Clinic Laboratories has processed this message and has fulfilled your organization's request.

SELECT

**STATUS KEY**

- New (from Mayo)
- Sent to Mayo
- Urgent, Respond within 24 hours
- Draft
- Complete, Request Not Fulfilled
- Complete, Request Fulfilled

For quick explanations of these statuses, see the **STATUS KEY** at top center of the landing page when the **MESSAGES** category is selected (left).

Use the drop-down menu at the top of the **Status** column to filter the column by status (right).

Status

All

All

### Age of a message or alert

In the **Created** column of the Message List on most tabs and subtabs, message/alert age is indicated by colored symbols with specific numbers of white dots.

/Symbol	Color	Dots	Message Age
	Green	1	Less than 2 days (age displayed in hours if less than 24 hours)
	Yellow	2	2–3 days
	Red	3	4+ days

Type	Created
Verification/Info Needed Source	1/1/2024 1:53:36 AM 1 day
Possible Cancel Test Inappropriate Specimen	12/23/2023 10:06:04 AM 10 days
Verification/Info Needed Collection Date & Time	12/30/2023 1:32:14 PM 2 days

Hovering over the **Information** icon in the **Created** column header brings up the **Days in Message Center** tooltip, which lists the above information (right).

Created

**Days in Message Center:**

- Less than 2 days old
- 2 - 3 days old
- 4+ days old

DETAILS

CLIENT INITIATED - INQUIRY

Created by [Name] on 4/25/2023 10:32:57 AM 7 days

The icons also appear on the **DETAILS** page, to the right of the creator's name and creation date and time (left).

**Notes:**

- Message/alert age is calculated from when the message or alert was initially made available in Message Center, not from the most recent response.

## Alert and message details and history

- On the [Complete subtab](#) of the **MESSAGES** tab, the **Information** icon does not appear in the **Created** column header, and the **Days in Message Center** tooltip is unavailable.
- Alert age is not displayed for **Critical/Semi-Urgent** alerts.

## Refresh

At top right of the Message List is the **REFRESH** button (right), just to the left of the **NEW MESSAGE** button. Beneath it, Message Center indicates the date and time the list was last updated. Click the **REFRESH** button to view new messages/alerts and to update the statuses of existing messages.



## Notes:

- Refresh time reflects the time zone set for your operating system.
- Because multiple people in your organization may be working in the same discussion thread, it is best practice to refresh often.

## Alert and message details and history

To view the **DETAILS** and history of an alert or message:

1. In the Message List, find the message or alert using the tools described in [Filtering and finding messages and alerts](#).
2. Click the **Case Id** link.



Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
	All			LAST				
<a href="#">UNASSIGN</a>	<input type="radio"/>	<a href="#">CAS-57072-B6K5C0</a> <b>2</b> Assigned to Orders AccountPreferences	MSGCTR09072022 704 Q100265204	LAST, FIRST MI mml23 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/15/2023 2:45:28 PM <b>27</b> 27 days	6/12/2023 2:43:39 AM

The **DETAILS** page for the alert or message appears in a new browser tab. It displays all information associated with the alert or message **Case Id**.

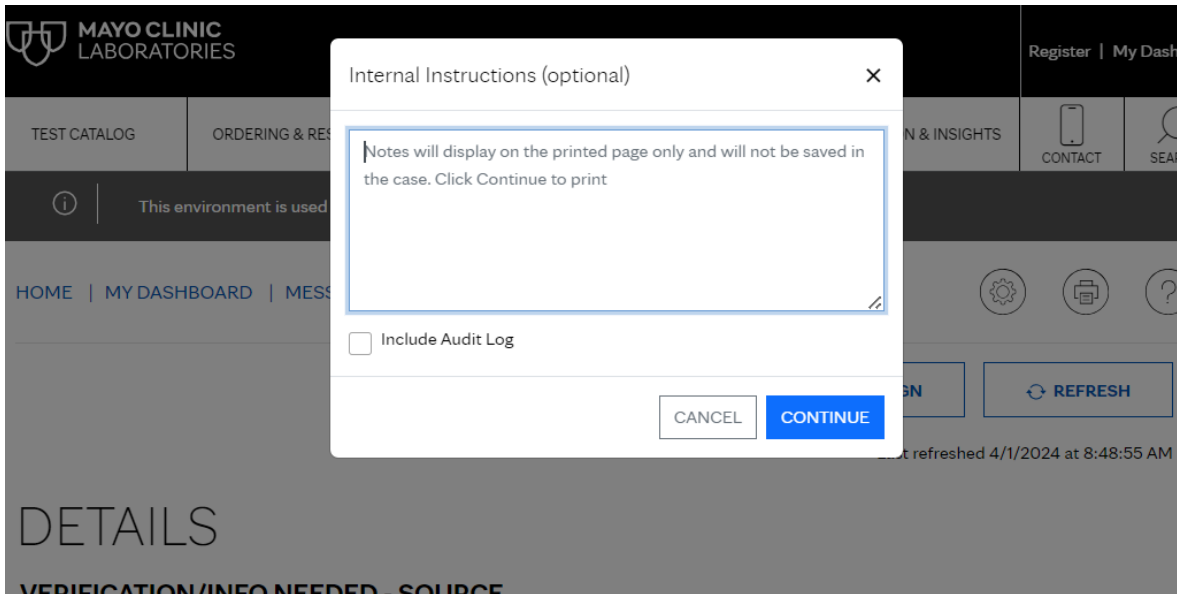
## General DETAILS page functions

At top right of all **DETAILS** pages, from left to right, are the following three icons (right):



- The **Settings** icon.  See [Notification settings](#).
- The **Print** icon , which opens your device's print dialog window so that you can print the page.

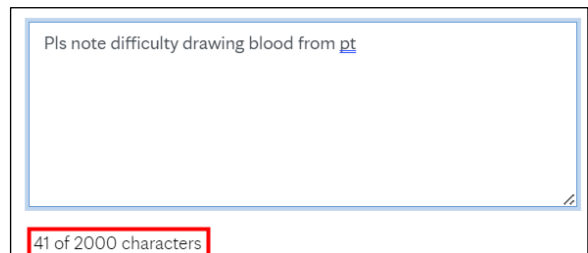
When you click the **Print** icon, the **Internal Instructions** dialog box appears.



If desired, you can enter case information, including internal notes, into the text field for such purposes as handing the notes off to a colleague before a response message is sent. Mayo Clinic Laboratories cannot view these notes.


**Notes:**

- This text field has a 2,000-character limit. The character counter at bottom left of the dialog box (right) indicates how many characters you have left.
- If you do not wish to add internal-only information, you can leave the field blank.
- If you want to print the [Audit Log](#) as well, at bottom left of the text field, check the **Include Audit Log** check box (right).



To print the page with or without notes, click the **CONTINUE** button. 

If you completed the **Internal Instructions** dialog box, your notes appear on the printout in a blue box.



**MAYO CLINIC LABORATORIES**

**CLIENT INITIATED - TEST ADD ON**

**FOR INTERNAL USE ONLY**

Please pull the specimen in freezer number 2 in rack 45 and give to the send outs team to package up and send to Mayo when the courier comes at 4pm today.

<b>Account Number</b> [REDACTED]	<b>Client Order Number</b> WEB4MVR79S9T
<b>Patient Name</b> PATIENT NAME	<b>Mayo Accession Number</b> Q100316630
<b>Date Of Birth</b> 5/26/1966	<b>Mayo Case Number</b> CAS-74711-B6Y2P1
<b>Medical Record Number</b> 11111	<b>Collected Date</b> 08/14/2023 20:20
<b>Ordering Physician</b> [REDACTED]	<b>Order Date</b> 8/15/2023
<b>Separate Specimen being sent</b> Yes	
<b>Add tests to a new order</b> No	

**AFFECTED TESTS**


COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S

**DISCUSSIONS**

Mayo Clinic  
10/11/2023 3:02 PM

Weekly switch flipping fun time

If you completed the **Internal Instructions** dialog box and checked the **Include Audit Log** check box, the log appears at the end of the printout.



**MAYO CLINIC LABORATORIES**

**VERIFICATION/INFO NEEDED - SOURCE**







Date	Name	Company	Action
3/1/2024 11:51:57 AM	ReadMessages, Orders	Mayo Clinic-Message Center	Assigned
3/1/2024 11:51:26 AM	ReadMessages, Orders	Mayo Clinic-Message Center	Details Page Viewed
2/20/2024 3:57:44 PM	[REDACTED]		Details Page Viewed
2/20/2024 3:55:39 PM	[REDACTED]		Archived
2/20/2024 3:53:31 PM	[REDACTED]		Details Page Viewed

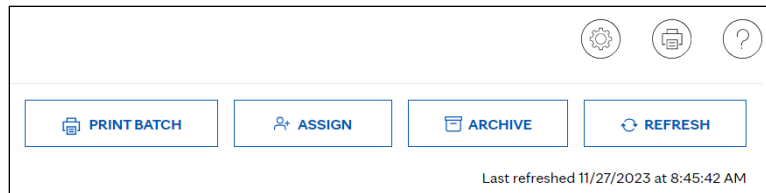
If you click the **CONTINUE** button without having added notes, the page prints without the blue box.

To return to the **DETAILS** page without printing it, in the **Internal Instructions** dialog box, click either the **X** at top right or the **CANCEL** button.

- The **Help** icon , which links to the [Message Center page on MayoClinicLabs.com](#).

Below these icons (right) are:

- Depending on case type and what actions have been taken on the message or alert:
  - The **PRINT BATCH**  button.
  - The **ASSIGN**  or **UNASSIGN**  button.
  - The **ARCHIVE**  or **UNARCHIVE**  button.
- The **REFRESH**  button.
- The date and time this **DETAILS** page was last refreshed.



Click the **PRINT BATCH** button to print a batch sheet. When Mayo requests you send an additional specimen for testing, you can include this sheet along with the specimen.



Click the **REFRESH** button to update the information on the page.

#### Notes:

- Refresh time reflects the time zone set for your operating system.
- Because multiple people in your organization may be working in the same discussion thread, it is best practice to refresh often.

## DETAILS pages for alerts

An example of a **DETAILS** page for an alert is shown below.

HOME | MY DASHBOARD | MESSAGE CENTER

⚙️ 🖨️ ?

ASSIGN ARCHIVE REFRESH

Last refreshed 6/21/2024 at 7:12:13 AM

# DETAILS

**⚠️ ALERT - CRITICAL RESULT**

Created by DSS-1 TEST on 6/21/2024 5:20:27 AM 1 hour

<b>Account Number</b>	7-2-S-1	<b>Client Order Number</b>	
<b>Patient Name</b>	PATIENT NAME	<b>Mayo Accession Number</b>	Q
<b>Date of Birth</b>	10/12/2020	<b>Mayo Case Number</b>	CAS-165238-V2H0C9
<b>Medical Record Number</b>	11	<b>Collection Date</b>	8/14/2023 8:20:00 PM
<b>Ordering Physician</b>	John,Doe	<b>Order Date</b>	11/7/2023 3:08:00 PM

**Affected Tests**

PTOX - Toxoplasma gondii, Molecular Detection, PCR [↗](#)

RESULT REPORT

### INTERNAL COMMENTS

Information added in the comments section below will be stored in the details page and will not be sent to Mayo Clinic.

CLEAR SAVE

[> AUDIT LOG](#)



At top left, the alert type, name of who created the alert, date and time of creation, and case age appear (right).


All alerts display a red exclamation point in a red circle as a visual urgency indicator at top left, to the left of the message type.

# DETAILS

**⚠️ ALERT - CRITICAL RESULT**

Created by DSS-1 TEST on 6/21/2024 5:20:27 AM 1 hour


**ALERT - CANCEL**Created by DSS-1 TEST on 4/3/2024 10:17:46 AM |  Closed Archived by Orders Primary on 4/3/2024 3:36:07 PM

Below, if applicable, is the name of the person who archived or unarchived the message, along with the corresponding date and time stamp and the blue dot  representing a **Closed** case (left).


The next section displays information from the [Case Id, Order Information, and Patient columns](#) for the alert on the landing page.


<b>Account Number</b>	7 [REDACTED] 2-S [REDACTED] 1	<b>Client Order Number</b>	[REDACTED]
<b>Patient Name</b>	PATIENT NAME	<b>Mayo Accession Number</b>	Q [REDACTED]
<b>Date of Birth</b>	10/12/2020	<b>Mayo Case Number</b>	CAS-165238-V2H0C9
<b>Medical Record Number</b>	11	<b>Collection Date</b>	8/14/2023 8:20:00 PM
<b>Ordering Physician</b>	John,Doe	<b>Order Date</b>	11/7/2023 3:08:00 PM


For any alert type, the **Affected Tests** section may appear next (right). It lists all tests associated with the alert.

The **Open in New Browser Window** icon  to the right of each test name opens the Mayo Clinic Laboratories Test Catalog page for that test in a new window.

**Affected Tests**

[PTOX - Toxoplasma gondii, Molecular Detection, PCR](#) 

[RESULT REPORT](#) 

For any alert except a **Transportation** alert, the **RESULT REPORT** button  may appear next. When clicked, it opens a PDF of the report explaining the reason(s) for the alert.

### DETAILS

**ALERT - CANCEL**  
Created by DSS-1 TEST on 4/3/2024 10:17:46 AM | ● Closed  
● Archived by Orders Primary on 4/3/2024 3:36:07 PM


**Account Number** 7 12-S 1


**Patient Name** PATIENT NAME


**Date of Birth** 10/12/2020

**Medical Record Number** 11

**Ordering Physician** 112324

**Affected Tests**  
ACE - Angiotensin Converting Enzyme, Serum 

[RESULT REPORT](#) 



**MAYO CLINIC LABORATORIES**

1-800-533-1710  
**ACE**  
Angiotensin Converting Enzyme, Serum

Patient ID 11	Patient Name MR TEST, DSS-1 COOP JR	Birth Date 2020-10-12	Sex M	Age 3
Order Number Q100335101	Client Order Number 00SoftCancel	Ordering Physician 112324		Report Notes
Account Information C7040992 SQA Account-DSS API-1		Collected 25 Oct 2023 13:53		

**Angiotensin Converting Enzyme, S** MCR

Angiotensin Converting Enzyme, S was cancelled on 10/25/2023 at 13:55; Test cancelled. Sample too dilute for quantitation.

Received: 25 Oct 2023 13:54      Reported: 25 Oct 2023 13:55

Test Environment Standard Template

**Performing Site Legend**

Code	Laboratory	Address	Lab Director	CLIA Certificate
MCR	Mayo Clinic Laboratories - Rochester Main Campus	200 First Street SW, Rochester, MN 55905	Nikola Baumann Ph.D.	24D0404292

Printed 20 Jun 2024      **Report Status: Final**      Page 1 of 1

Received and reported dates and times are reported in US Central Time.



Transportation alerts are displayed in full on the **DETAILS** page.

The screenshot shows a web interface for a transportation alert. At the top, there are navigation links: HOME | MY DASHBOARD | MESSAGE CENTER. On the right, there are icons for settings, print, and help, along with buttons for ASSIGN and REFRESH. Below these is a timestamp: Last refreshed 6/21/2024 at 8:51:22 AM. The main heading is 'DETAILS' followed by 'ALERT - TRANSPORTATION'. Below this, it says 'Created by Mayo Clinic on 5/15/2024 1:43:55 PM | Active'. There are two fields: 'Account Number' with value '7 2-S 1' and 'Mayo Case Number' with value 'CAS-152779-N7W8V2'. A large white box contains the alert text: '5/15/2024 1:43:26 PM' and 'Holiday'. At the bottom, there is a blue button labeled '> AUDIT LOG'.



If you click the [Print icon](#), and then the **Continue** button in the [Internal Instructions dialog box](#), Message Center opens the alert as a PDF for printing.

The screenshot shows a PDF document opened in Microsoft Edge. The document header features the Mayo Clinic Laboratories logo and the title 'ALERT - TRANSPORTATION'. Below the title, it displays the same account and case numbers as the previous screenshot: 'Account Number 7 2-S 1' and 'Mayo Case Number CAS-152779-N7W8V2'. The alert text '5/15/2024 1:43 PM' and 'Holiday' is also present. At the bottom left, there is a QR code. At the bottom right, there is a footer: 'For questions, please contact Customer Service at 800-533-1710 and ask to be forwarded to the Global Logistics specialist. Page 1 of 1'.

If you scan the QR code at bottom left of the printed alert using a mobile device, you are directed to the [Operational Updates page on MayoClinicLabs.com](#).

The **DETAILS** page for an alert provides an **INTERNAL COMMENTS** section where notes for other Message Center users in your organization can be entered. Mayo Clinic Laboratories cannot view these comments.

**Notes:**

- This text field has a 2,000-character limit.
- If you hover over the  icon at the bottom-right corner of the text field, your cursor changes to a double arrow (right). You can then expand the text field if needed by dragging that corner downward.
- Use the **CLEAR** function  to delete all added text.



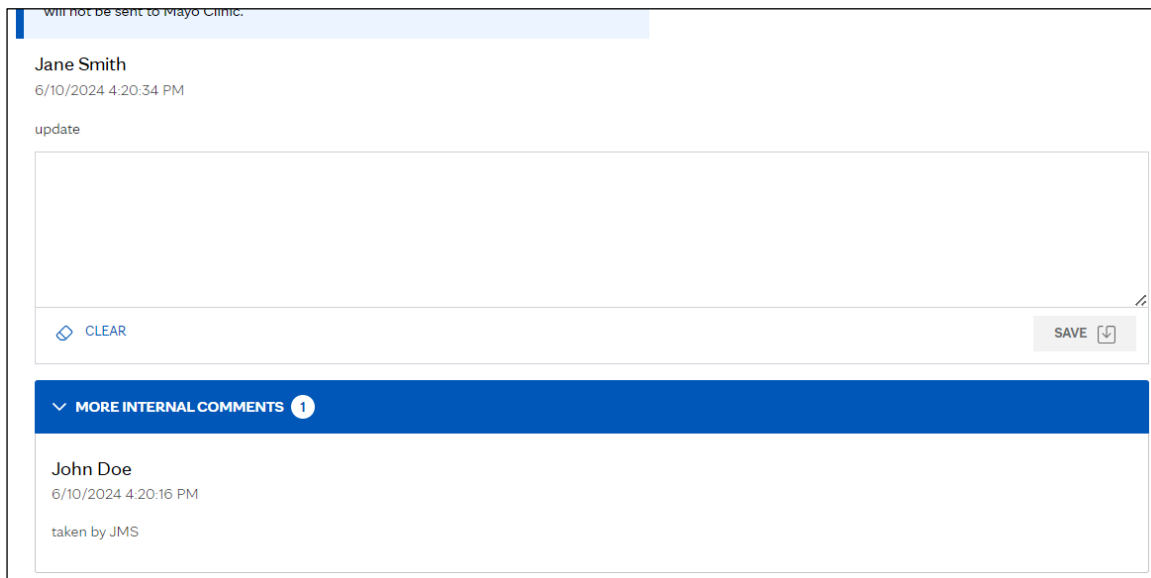
Once you have entered an internal comment, click the **SAVE** button. 

The comment is now saved and appears above the text field, along with your name plus the date and time stamp.

If a thread contains multiple internal comments, all but the latest appear below the text field in the **MORE INTERNAL COMMENTS** section. The **blue** bar is collapsed by default; the **blue** number in the white circle **1** indicates how many previous internal comments have been left.



If the bar appears, click its down-arrow **1** to view comments that are hidden by default. Click again to toggle back and forth between expanding and collapsing these comments.



**Note:** Once an internal comment is saved, it cannot be removed.

At the bottom of the page, the **AUDIT LOG** appears. This section is collapsed by default.



Click the right-arrow **1** to expand the **AUDIT LOG**. It lists in descending chronological order all actions performed on the case to date.

▼ AUDIT LOG			
Date	Name	Company	Action
12/18/2023 2:43:08 AM	Orders, ReadMessages	Mayo Clinic	Unassigned
12/18/2023 2:43:05 AM	Orders, ReadMessages	Mayo Clinic	Assigned
12/18/2023 2:42:55 AM	Orders, ReadMessages	Mayo Clinic	Unassigned
12/18/2023 2:42:53 AM	Orders, ReadMessages	Mayo Clinic	Assigned
12/18/2023 2:42:21 AM	Orders, ReadMessages	Mayo Clinic	Details Page Viewed

## DETAILS pages for messages

An example of a **DETAILS** page for a message is shown below.

HOME | MY DASHBOARD | MESSAGE CENTER

PRINT BATCH REFRESH

Last refreshed 6/21/2024 at 9:26:30 AM

### DETAILS

Print this page and include it with the specimen in the transport bag.

#### CLIENT INITIATED - TEST ADD ON

Created by INTEGRATION DATAVERSE-DEV on 6/21/2024 9:26:20 AM 10 seconds

Account Number	7-2-S-1	Client Order Number	
Patient Name	PATIENT NAME	Mayo Accession Number	Q
Date of Birth	5/26/1966	Mayo Case Number	CAS-165401-D2Z5G7
Medical Record Number	11111	Collection Date	8/14/2023 8:20:00 PM
Ordering Physician		Order Date	8/15/2023 7:19:00 AM

**Affected Tests**  
[COVSQ - SARS-CoV-2 Spike Ab, Semi-Quant, S](#)

**Case Information**

Separate Specimen being sent	Yes
Add tests to a new order	No

#### DISCUSSION

First\_Name DV\_Integration\_DEV | Mayo Clinic  
6/21/2024 9:26:21 AM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

[VALID.TXT \(0.03 KB\)](#)

CLEAR ATTACH SAVE DRAFT SEND

For [Test Add On](#) messages, at top left under the word **DETAILS**, you may see a message instructing the creator of the Test Add On to print the page and include it with the specimen in the transport bag.

Print this page and include it with the specimen in the transport bag.

Generally, the first items that appear at top left are the message type, name of who created the message, date and time of creation, and case age (right).

**DETAILS**

**CLIENT INITIATED - TEST ADD ON**

Created by First\_Name MC\_Integration\_int on 4/23/2024 5:39:01 AM !!! 59 days

Assigned to Orders AccountPreferences on 6/21/2024 12:07:49 PM x

Below, if applicable, is the name of the current assignee or the person who archived or unarchived the message, along with the corresponding date and time stamp.

An [urgent](#) Mayo-created case requiring a response within 24 hours displays a red exclamation point in a red circle as a visual indicator at top left, to the left of the message type.

The next section displays information from the [Case Id, Order Information, and Patient columns](#) for the alert on the landing page.

<b>Account Number</b>	<b>Client Order Number</b>
<b>Patient Name</b>	<b>Mayo Accession Number</b>
<b>Date of Birth</b>	<b>Mayo Case Number</b>
<b>Medical Record Number</b>	<b>Collection Date</b>
<b>Ordering Physician</b>	<b>Order Date</b>

Under **Existing Tests** or **Affected Tests**, all tests associated with the message are listed (right). The **Open in New Browser Window** icon to the right of each test name opens the Mayo Clinic Laboratories Test Catalog page for that test in a new window.

**Existing Tests**

[PATHC - Pathology Consultation](#)

**TEST CANCELLATION REASON(S)**

ACE - Angiotensin Converting Enzyme, Serum  
Patient Deceased

For [Cancel tests](#) messages, the **TEST CANCELLATION REASON(S)** (left) appear under **Existing Tests** or **Affected Tests**.

If a message has a [Test Add On](#), the **Case Information** section appears (right). It shows the answers to questions that you were asked when requesting the Test Add On.

**Case Information**

Separate Specimen being sent	No
Add tests to a new order	No

Depending on the test(s), the **ASK AT ORDER ENTRY (AOE) QUESTIONS** section may appear next. AOE questions are required to ensure accurate test results.

### ASK AT ORDER ENTRY (AOE) QUESTIONS

▼ CYCL - CYCLOSPORA STAIN


Specimen Source:  
NASAL

For [Inquiries](#), the [Request to Close](#) message appears above the **DISCUSSION** section (right).

#### REQUEST TO CLOSE

Thank you, I have no more questions. Inquiry can be closed.

If we do not hear from you in seven days, your inquiry will be closed.

Under **DISCUSSION**, at the bottom of the page, you may see downloadable  attachments.

#### DISCUSSION


 CLEAR  ATTACH  SAVE DRAFT  SEND

 Supplemental Sample Report LLTOF.pdf x

Also under **DISCUSSION** is the history of the discussion thread. Each individual message is stamped with the sender's name and the time and date the message was sent.


The **DISCUSSION** text field also offers an **ATTACH** function  for uploading documents.


**Note:** In the case of PDF attachments, you can use the **Tools** in Adobe Acrobat to add a signature or other information to the form before uploading it.

When a thread contains more than one message, all but the latest appear below in the **MORE MESSAGES** section. The bar is collapsed by default; the **blue** number in the white circle  indicates the total number of messages in the thread.

#### DISCUSSION

Mayo Clinic  
1/30/2024 5:13:20 AM  
Information Provided

> MORE MESSAGES 

If the bar appears, click its down-arrow  to view messages that are hidden by default. Click again to toggle back and forth between expanding and collapsing these messages.



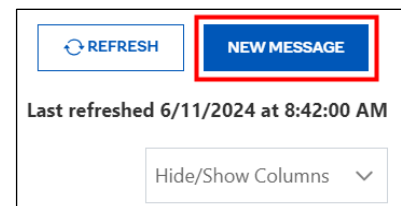
The last item on the DETAILS page for a message is the [AUDIT LOG](#).

## Creating a new message

To create a new message:

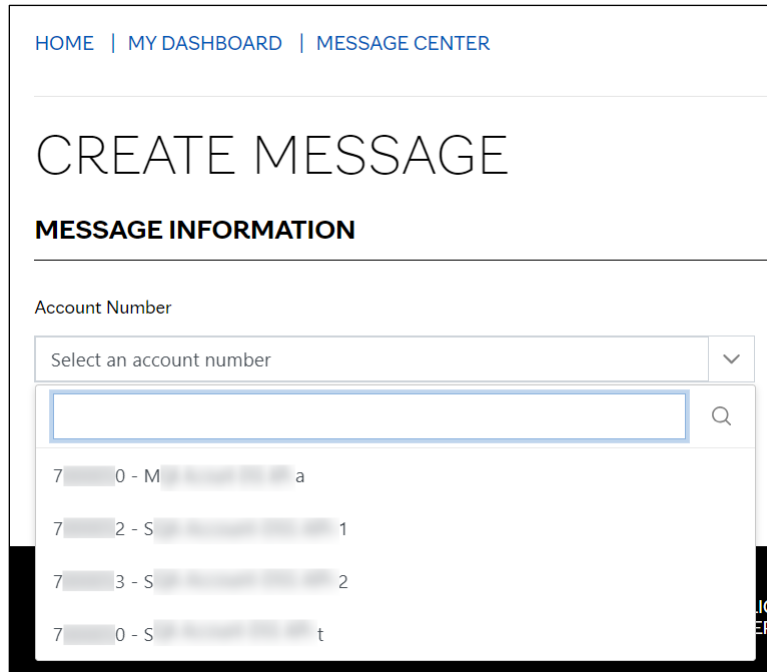
1. To the top and right of the Message List, click the **NEW MESSAGE** button  (right).

The **CREATE MESSAGE** page appears.



**Note:** A message can be created for only one account at a time.

- If multiple accounts are selected on the landing page, the **Account Number** text field on the **CREATE MESSAGE** is blank, and you must select an account number from the drop-down menu.



HOME | MY DASHBOARD | MESSAGE CENTER

## CREATE MESSAGE

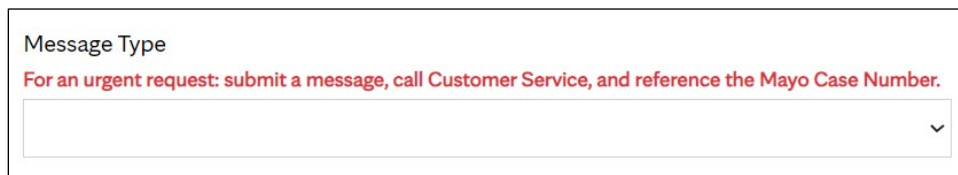
### MESSAGE INFORMATION

Account Number

Select an account number

- 7 0 - M a
- 7 2 - S 1
- 7 3 - S 2
- 7 0 - S t

Once an account has been selected, the **Message Type** drop-down menu appears below the **Account Number** field.

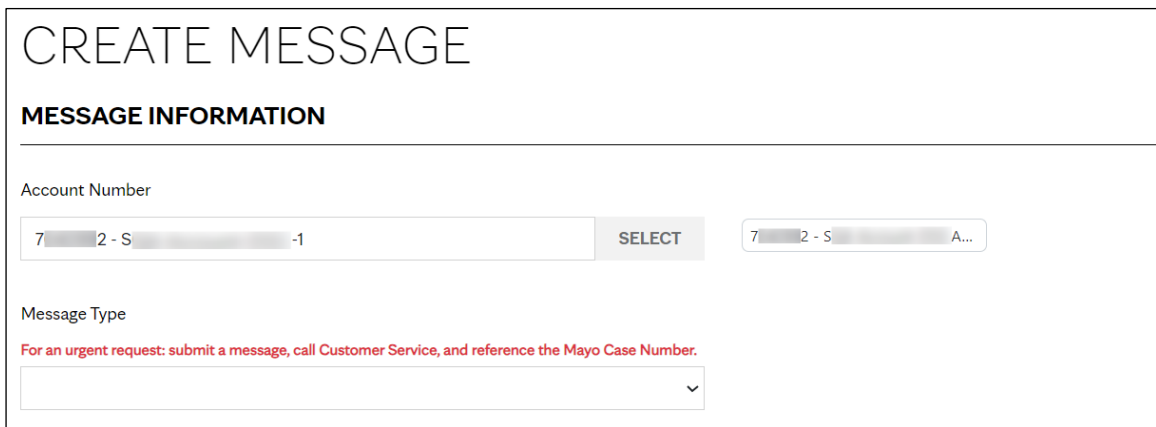


Message Type

**For an urgent request: submit a message, call Customer Service, and reference the Mayo Case Number.**



- If only one account is selected on the landing page, the **CREATE MESSAGE** page shows that account in the **Account Number** text field and in the account tile to its right. In addition, the **Message Type** drop-down menu appears below by default.



**CREATE MESSAGE**

**MESSAGE INFORMATION**

Account Number

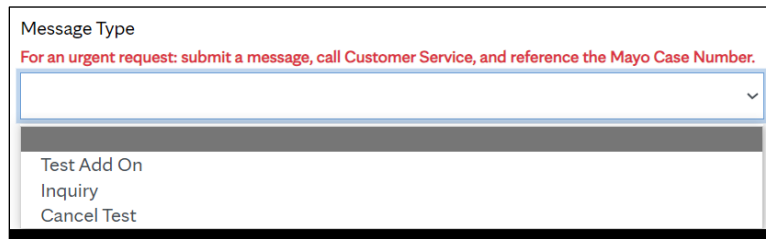
7 2 - S -1 SELECT 7 2 - S A...

Message Type

*For an urgent request: submit a message, call Customer Service, and reference the Mayo Case Number.*

**Note:** Per the warning message, if your request is urgent, please submit a message, call [Customer Service](#), and reference the Mayo Case Number.

2. From the menu, select one of the three message types: **Test Add On**, **Inquiry**, or **Cancel Test**.



Message Type

*For an urgent request: submit a message, call Customer Service, and reference the Mayo Case Number.*

Test Add On

Inquiry

Cancel Test

## Test Add On

You can request a Test Add On for three different combinations of order and specimen: existing order and existing specimen, new order and existing specimen, or existing order and new specimen.

**Note:** If you are sending a new specimen with a new order number, you do not need to create a message in Message Center. Follow your normal send-out procedure.

When you select **Test Add On** as the message type, a check box and the following statement appear below the **Message Type** drop-down menu:

*By clicking the box, I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider. I understand that additional charges will be*

*applied, and provider signature(s) and related documentation shall be made available to Mayo Clinic Laboratories upon request.*

Message Type **If this is an urgent request, please call Customer Service**

Test Add On

By clicking the box, I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider. I understand that additional charges will be applied, and provider signature(s) and related documentation shall be made available to Mayo Clinic Laboratories upon request.

a. Check the check box to confirm this statement and proceed with the Test Add On.

**Note:** If you do not check the authorization check box, you cannot proceed.

Once this box is checked, additional sections and options appear below it.

I am authorized to request additional testing on this specimen on behalf of the ordering provider. I understand that additional charges will be applied, and provider signature(s) and related documentation shall be made available to Mayo Clinic Laboratories upon request.

Is a separate specimen being sent for this request?

Yes  No

**PATIENT INFORMATION**

Select an order by searching on any one field or a combination of any of the fields below.

Medical Record Number	Client Order Number	Mayo Accession Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name	First Name	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>

b. Using the **Yes** or **No** radio button, answer the question, “*Is a separate specimen being sent for this request?*” (right).

Is a separate specimen being sent for this request?

Yes  No

- If you are sending a new specimen for the Test Add On, select **Yes**.
- If the existing specimen should be used for the Test Add On, select **No** (default).

- c. In the **PATIENT INFORMATION** section, use one or more of the following fields to narrow down the results: **Patient Last Name**, **Patient First Name**, **Date of Birth**, **Medical Record Number**, **Mayo Accession Number**, and/or **Client Order Number**.

**PATIENT INFORMATION**

Select an order by searching on any one field or a combination of any of the fields below.

Medical Record Number	Client Order Number	Mayo Accession Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name	First Name	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>

As soon as any characters are entered into one of the first five fields, or the **Date of Birth** field is completed, Message Center begins a predictive search and returns a list of results. You do not need to click the magnifying glass icon.

In the example below, the characters “Smi” have been entered into the **Last Name** field. Patients whose last names begin with those characters appear in the returned results below the **PATIENT INFORMATION** fields.

**PATIENT INFORMATION**

Select an order by searching on any one field or a combination of any of the fields below.

Medical Record Number	Client Order Number
<input type="text"/>	<input type="text"/>
Last Name	First Name
<input type="text" value="Smi"/>	<input type="text"/>

More than one order was found for the order number entered. Select an order or enter Last Name, First Name, and DOB manually to continue with inquiry.

Patient	Mayo Accession Number	Tests	Collection Date
SMITH,SAMANTHA PATIENT 2000-06-21T00:00:00	Q100248893	<b>GUIN</b> Guinea Pig Epithelium, IgE, Serum	01/10/2023 16:00
SMITH,SAMANTHA PATIENT 2000-06-21T00:00:00	Q100248897	<b>PSYQP</b> Psychotropic Pharmacogenomics Gene Panel, Varies	01/10/2023 12:00
MS Smith,Jane 1980-10-20T00:00:00	Q100248515	<b>CELI</b> Celiac Associated HLA-DQ Alpha 1 and DQ Beta 1 DNA Typing, Blood	01/10/2023 04:00

**Note:** Message Center can display only 10 search results. If your search generates more than 10 results, you are prompted to refine it by entering additional information.

Last Name

First Name

Q
Q

CLEAR

Your search has generated more than 10 results. Please refine your search by entering the patient's date of birth (DOB), Medical Record Number (MRN), Client Order Number, or Mayo Accession Number to narrow down the results.

Patient	Mayo Accession Number	Tests	Collection Date
THE DOSSIER,STEELE 1987-09-08T00:00:00	Q100258468	<b>CBC</b> Complete Blood Cell Count (CBC) with Differential, Blood	02/10/2023 09:30
THE DOSSIER,STEELE 1987-09-08T00:00:00	Q100312268	<b>HBA1C</b> Hemoglobin A1c, Blood	07/28/2023 09:15

d. Select an order from the list.

**Note:** To clear the **PATIENT INFORMATION** fields, at bottom left, click the **CLEAR** button. CLEAR

The **PATIENT INFORMATION** fields autopopulate with the correct information for the selected order, and further sections and options appear further down on the **CREATE MESSAGE** page: the *“Was a new order created for this test?”* option; the **TEST TO**

**ADD-ON** section, which shows the existing tests on the order; and the **DISCUSSION** text field.

Medical Record Number 11111	Client Order Number MSGCTR09072022	Mayo Accession Number Q100375794
Last Name SMITH	First Name SAMANTHA	Date of Birth 06/21/2000
<input type="button" value="CLEAR"/>		
Was a new order created for this test? <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>TEST TO ADD-ON</b>		
<p><b>Existing tests on this order:</b></p> <p>COVSQ - Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2), Spike Antibody, Semi-Quantitative, Serum <a href="#">↗</a></p> <p><b>Patient's Race:</b> American Indian or Alaska Native</p> <p><b>Patient's Ethnicity:</b> Not Hispanic or Latino</p> <p>FSUGR <a href="#">↗</a></p> <p>ACE - Angiotensin Converting Enzyme, Serum <a href="#">↗</a></p>		
Test ID or Test Name	Selected Tests	
<input type="text"/>	<input type="text"/>	
<b>DISCUSSION</b>		
<div style="border: 1px solid #ccc; height: 60px;"></div>		
<input type="button" value="CLEAR"/> <input type="button" value="ATTACH"/>		
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>		

- e. Using the **Yes** or **No** radio button, answer the question, “Was a new order created for this test?” (right).

Was a new order created for this test?


Yes  No

If you select **Yes**, the **New Order Number** text field appears (right). This field is optional.

Was a new order created for this test?

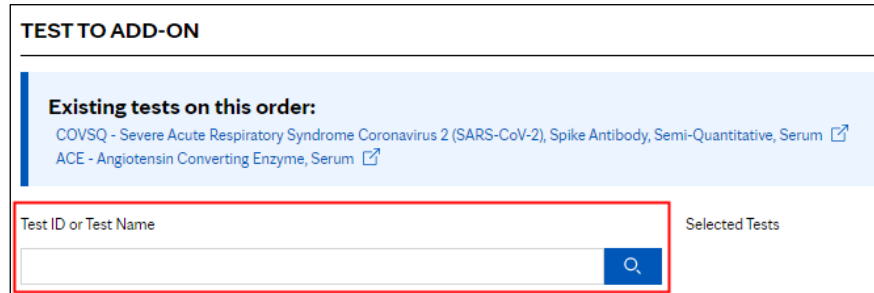
Yes  No

New Order Number

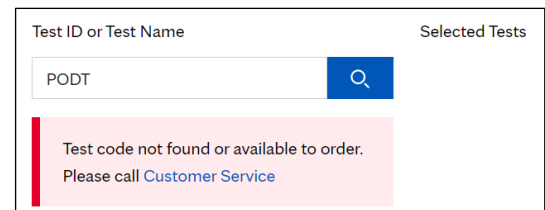
If you have created a new order number, you can enter it in the **New Order Number** field and press the search icon  (right). [See below](#) for additional details on this option.



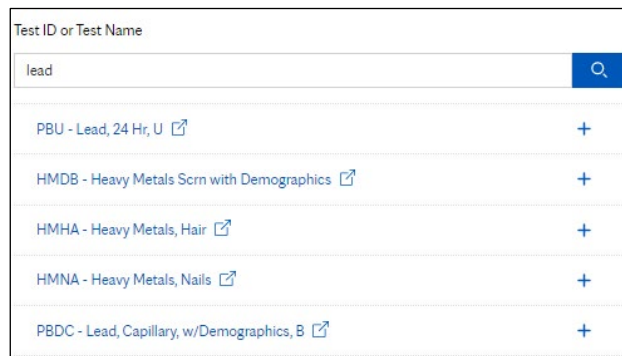
- f. To add on a test, search for it by entering the first several characters of its name into the **Test ID or Test Name** field. As soon as three characters are entered, Message Center begins a predictive search and generates a list of results from which you can choose.



**Note:** If you enter a Test ID or Test Name that is not valid or that is not available in your location, a warning message appears, informing you of this and instructing you to call [Customer Service](#) (right).

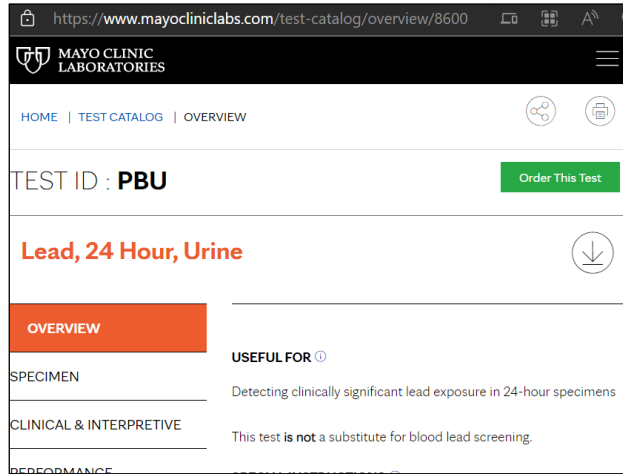


A list of matching tests appears below.

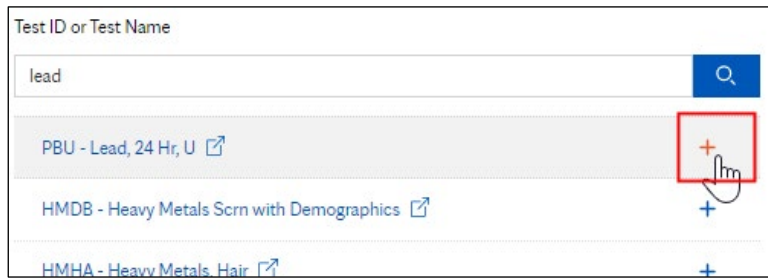


- g. To view more information on any test in the Mayo Clinic Laboratories Test Catalog, click the test name or the **Open in New Browser Window** icon  to its right.

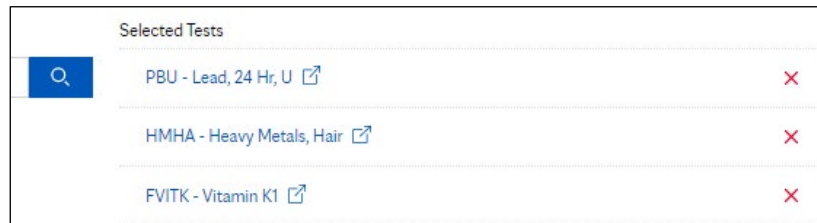
The relevant Test Catalog page appears in a new browser window.



h. To select a test from the autocomplete list, click the plus sign (+) to its right.



The test moves from the search results list to the **Selected Tests** section at right.



i. Repeat the above steps until you have selected all desired additional tests.

**Note:** To remove a test from the **Selected Tests** section, click the red **X** to its right.

- j. Below, answer any **ASK AT ORDER ENTRY (AOE) QUESTIONS** for the additional tests. AOE questions are required to ensure accurate interpretation of test results.

**ASK AT ORDER ENTRY (AOE) QUESTIONS** ⓘ

---

**Lead, 24 Hour, Urine (PBU)**

Collection Duration  Urine Volume

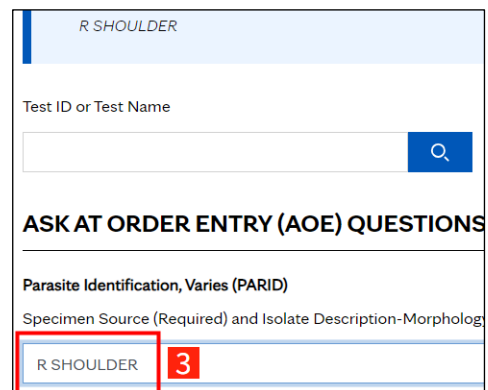
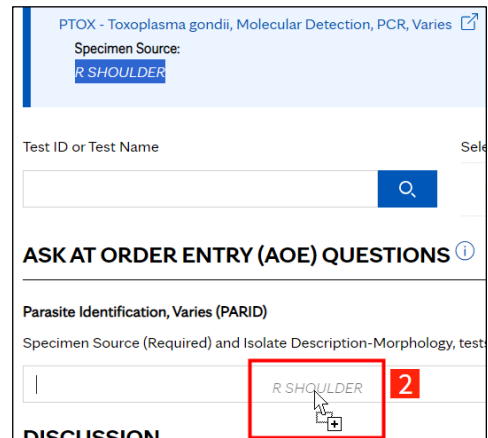
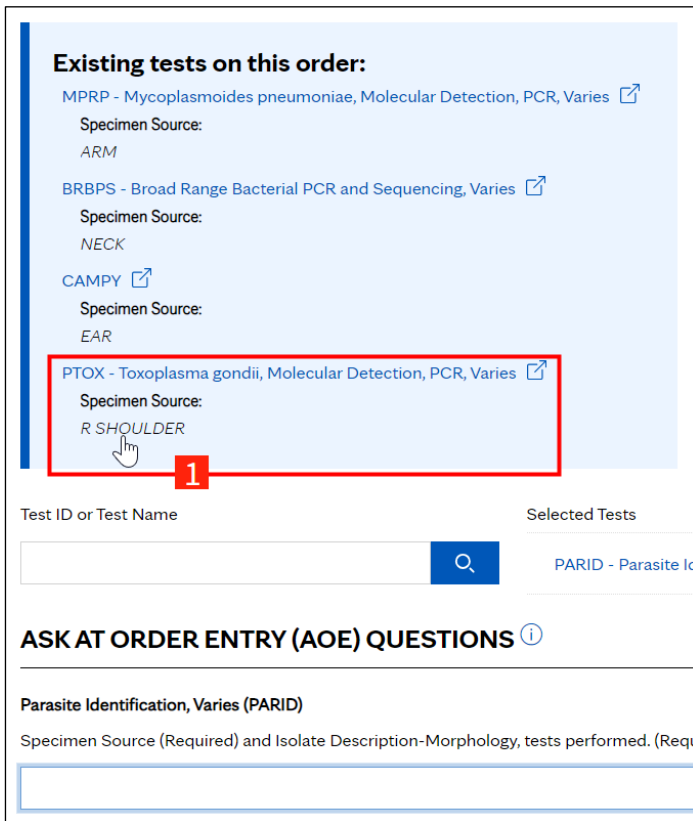
**Heavy Metals, Hair (HMHA)**

Specimen Source  Specimen Source

Specimen Source

**Notes:**

- If **AOE** questions were previously asked on the original order, you can reuse the answers as needed by clicking and dragging the original answer to the corresponding **AOE** field for the new Test Add On. See the step sequence in the screenshots below.



- If you entered a previously created order number in the **New Order Number** field, Message Center duplicates all tests from the existing order into the new



one, and the answers to any **AOE** questions autopopulate in their respective fields.

**Existing tests on this order:**

COVSQ - Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2), Spike Antibody, Semi-Quantitative, Serum [↗](#)

**Patient's Race:**  
*American Indian or Alaska Native*

**Patient's Ethnicity:**  
*Not Hispanic or Latino*

FSUGR [↗](#)

ACE - Angiotensin Converting Enzyme, Serum [↗](#)

Test ID or Test Name	Selected Tests
<input type="text"/>	MPRP - Mycoplasma pneumoniae PCR <a href="#">↗</a> <span style="color: red;">✗</span>
	BRBPS - Broad Range Bacteria PCR+Sequencing <a href="#">↗</a> <span style="color: red;">✗</span>
	COVOO - SARS Coronavirus 2 RNA, PCR, V <a href="#">↗</a> <span style="color: red;">✗</span>
	PTOX - Toxoplasma gondii PCR <a href="#">↗</a> <span style="color: red;">✗</span>
	CAMPY <a href="#">↗</a> <span style="color: red;">✗</span>
	ACE - Angiotensin Converting Enzyme, S <a href="#">↗</a> <span style="color: red;">✗</span>

**ASK AT ORDER ENTRY (AOE) QUESTIONS** [ⓘ](#)

---

**Mycoplasma (Mycoplasmoides) pneumoniae with Macrolide Resistance Reflex, Molecular Detection, PCR, Varies (MPRP)**

Specimen Source

**Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) RNA Detection, Varies (COVOO)**

SARS-CoV-2 Specimen Source Patient Race



Patient Ethnicity

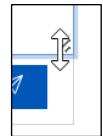
**Toxoplasma gondii, Molecular Detection, PCR, Varies (PTOX)**

Specimen Source

- k. In the **DISCUSSION** text field, enter any additional information.

**Notes:**


- This text field has a 2,000-character limit.
- If you hover over the  icon at the bottom-right corner of the text field, your cursor changes to a double arrow (right). You can then expand the text field if needed by dragging that corner downward.
- Use the **ATTACH** function  to attach any documents.




**Notes:**

- Except for JPG files, the file size limit for attachments is 20 MB.
- To remove an attachment, click the **x** to the right of its filename.



- Use the **CLEAR** function  to delete all added text and attachments.

**Note:** If you add an attachment and then try to navigate to the Message Center landing page without either saving the draft or sending the message, the **Confirm** dialog box asks you to verify that you want to leave the **CREATE MESSAGE** page without saving (right).

To discard the draft and return to the landing page, click the **Yes** button. 

To remain on the **CREATE MESSAGE** page, click the **No** button. 

- l. At the bottom of the **CREATE MESSAGE** page, click the **SUBMIT** button (right). (To cancel your new message, click the **CANCEL** button.)

Upon submission, the newly created **DETAILS** page for the message appears, displaying a confirmation message with additional information and/or instructions. An example is below.

## DETAILS

**Changes made successfully**  
Your message has been successfully created. We will respond once we have a solution. Response time may be dependent on the complexity of the case.

[CREATE ANOTHER MESSAGE](#)

**CLIENT INITIATED - TEST ADD ON**  
Created by [redacted] on 5/02/2023 8:28:06 AM ■ 11 seconds

**Note:** If you answered **Yes** to “*Is a separate specimen being sent for this request?*” (see [sub-step b](#) above), the confirmation message informs you that you may print a PDF with barcodes (right) and include it with the specimen in the transport bag.



**MAYO CLINIC  
LABORATORIES**



C704 -443fabd416e243b3a5c-R87-F

F

Frozen



**FROM:** [redacted]  
200 1st St SW  
Rochester, MN 55905-0001  
(800) 533-1710


**TO:** Mayo Clinic Laboratories  
3050 Superior Drive NW  
Rochester, MN 55905  
(800) 533-1710

Order No.	Patient Name	Patient ID	Collected / Physician	Sex / DOB
443fabd416e243b3a5c	MS Smith, Jane	0ccc259ee054b8b	01/30/2023 04:29 FakeLastName, FakeFirstName	Female 10/20/1980



Q100254296

FACEC Angiotensin Convert Enzyme CSF

To open your device's print dialog window, you can click either the hyperlinked word “Print” [Print](#) in the message or the **Print** icon  at top right of the **DETAILS** page.

- m. To create another new message, on the **DETAILS** page, click the **CREATE ANOTHER MESSAGE** button. [CREATE ANOTHER MESSAGE](#)

To return to the Message Center landing page, at the top of the **DETAILS** page, click the **MESSAGE CENTER** breadcrumb link (right).

[HOME](#) | [MY DASHBOARD](#) | [MESSAGE CENTER](#)

Once Mayo Clinic Laboratories has reviewed the request and taken action, the message is closed. For more information on a particular message, click its **Case Id** to view its **DETAILS** page.

### Mayo-initiated Test Add On request

Mayo Clinic Laboratories may recommend that additional testing be performed. In such cases, your approval is required. The additional testing is described in the **DISCUSSION** text field on the **DETAILS**

page. Above it, the **Attestation Required** section appears. In this section, based on the patient's needs, select either the **Accept** or the **Deny** radio button to move forward with the request.

## DETAILS

### TEST ADD ON - INITIATED BY MCL

Created by Mayo Clinic on 2/8/2024 9:32:37 AM 3 minutes

<b>Account Number</b>	70-██████████	<b>Client Order Number</b>	444444444
<b>Patient Name</b>	██████████	<b>Mayo Accession Number</b>	333333333
<b>Date of Birth</b>	01/01/1901	<b>Mayo Case Number</b>	CAS-██████████
<b>Medical Record Number</b>	55555555		

**Affected Tests**  
PAVAL [↗](#)

#### Attestation Required

To facilitate the finalization of testing, we are requesting your decision to either accept or deny this request. By clicking accept, I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider.

Accept - by selecting this option I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider. I understand that additional charges will be applied, and provider signature(s) and related documentation shall be made available to Mayo Clinic Laboratories upon request.

Deny - by selecting this option I am denying Mayo Clinic Laboratories request to add on the additional testing described below.

### DISCUSSION

- If you select the **Accept** radio button, then, at the bottom of the **Attestation Required** section, indicate whether the test should be added to a separate order (right). The **Same** radio button is selected by default.

Deny - by selecting this option you are denying Mayo C

Would you like the test to be added to a separate order?

Same  New

- If you want to keep the added test on the same order, simply click the **SAVE** button.

- If you want to create a new order, select the **New** radio button. You then have the option of completing the **New Client Order Number** field before clicking the **SAVE** button (right).

Would you like the test to be added to a separate order?

Same  New

New Client Order Number

98765432

The **Attestation Required** section then indicates your acceptance of the additional testing, with your name and the date and time of acceptance at bottom.

If you selected **Accept**, then to the right of the question “*Is a new order number being created for this request?*”, the word **No** or **Yes** appears, depending on whether you selected **Same** or **New**, respectively.

**Attestation Required**

To facilitate the finalization of testing, we are requesting your decision to either accept or deny this request. By clicking accept, I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider.

Accept - by selecting this option I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider. I understand that additional charges will be applied, and provider signature(s) and related documentation shall be made available to Mayo Clinic Laboratories upon request.

Is a new order number being created for this request? Yes

New Client Order Number (optional) [REDACTED]

Accepted by [REDACTED] on 11/17/2023 11:17:51 AM

- If you select the **Deny** radio button, next, click the **SAVE** button.

The **Attestation Required** section then indicates your denial of the additional testing, with your name and the date and time of denial at bottom.

**Attestation Required**

To facilitate the finalization of testing, we are requesting your decision to either accept or deny this request. By clicking accept, I agree that I am authorized to request additional testing on this specimen on behalf of the ordering provider.

Deny - by selecting this option I am denying Mayo Clinic Laboratories request to add on the additional testing described below.

Denied by [REDACTED] on 11/17/2023 10:47:10 AM

**Note:** If you have questions about the test that Mayo Clinic Laboratories is requesting, you can ask them in the **DISCUSSION** text field. For details about this field, see [sub-step k](#) above.

below.

---

**DISCUSSION**

Please explain rationale for the requested test.

48 of 2000 characters

However, please be aware that a decision should be made promptly to ensure that testing can be completed.

## Inquiry

You can submit a general Inquiry, or an Inquiry for a specific order.

- a. **Optional:** In the **Subject** text field, enter a subject line of 50 or fewer characters for your Inquiry.

Message Type *If this is an urgent request, please call Customer Service*

Inquiry

Subject *This subject line will be searchable on the landing page*

A subject line can facilitate searching for cases on the landing page, referring back to specific messages later, and quickly determining the content of an Inquiry at a glance.

Subject *This subject line will be searchable on the landing page*

Blood for ACE test

18 of 50 characters

Once your Inquiry is saved, the subject line appears in the **Type** column on the landing page.

Type ⓘ ↑↓	Created ⓘ ↑↓	Updated ↓
<b>Client Initiated</b> Inquiry Blood for ACE test	8/4/2023 4:37:32 PM 20 seconds	8/4/2023 4:37:45 PM

- b. Using the **Yes** or **No** radio button, answer the question, “*Is this inquiry about a specific patient order?*” (right).

Is this inquiry about a specific patient order?

Yes  No

- If you select **Yes**, the **PATIENT INFORMATION** section appears below.

**PATIENT INFORMATION**

Select an order by searching on any one field or a combination of any of the fields below.

Medical Record Number	Client Order Number	Mayo Accession Number
<input style="width: 95%;" type="text" value=""/>	<input style="width: 95%;" type="text" value=""/>	<input style="width: 95%;" type="text" value=""/>
Last Name	First Name	Date of Birth
<input style="width: 95%;" type="text" value=""/>	<input style="width: 95%;" type="text" value=""/>	<input style="width: 95%;" type="text" value="mm/dd/yyyy"/>

- i. Find and select the desired order by following sub-steps [c](#) and [d](#) under [Test Add On](#).

**Note:** To clear the **PATIENT INFORMATION** fields, at bottom left, click the **CLEAR** button.

- If you select **No** (default answer), the next field down is the **DISCUSSION** text field.

**Note:** If you answered **Yes** to the question “*Is this inquiry about a specific patient order?*” (see [sub-step b](#) above), the **Existing tests on this order** section appears below the **PATIENT INFORMATION** section (right). The code for each existing test is hyperlinked to the test’s page in the [Test Catalog](#) on MayoClinicLabs.com.

**Existing tests on this order:**

[CMM](#)

[HODGE](#)

- c. In the **DISCUSSION** text field, enter any additional information. For details about this field, see [sub-step k](#) in the [Test Add On](#) subsection.

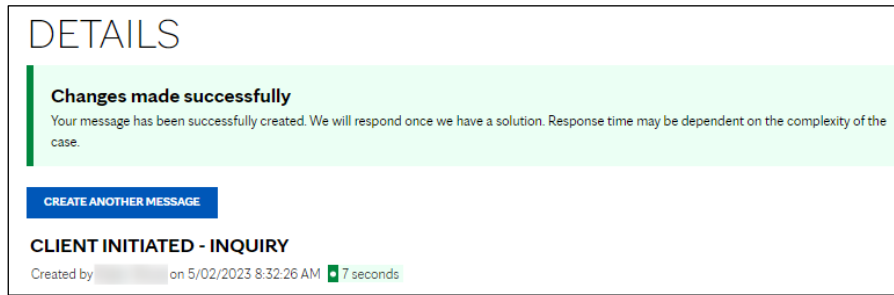
**DISCUSSION**

- d. At the bottom of the **CREATE MESSAGE** page, click the **SUBMIT** button (right). (To cancel your new message, click the **CANCEL** button.)

SUBMIT

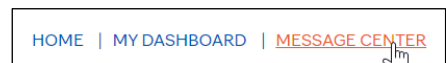
CANCEL

Upon submission, the newly created **DETAILS** page for the message appears, displaying a confirmation message with additional information. An example is below.



- e. To create another new message, on the **DETAILS** page, click the **CREATE ANOTHER MESSAGE** button. 

To return to the Message Center landing page, at the top of the **DETAILS** page, click the **MESSAGE CENTER** breadcrumb link (right).



## Cancel Test

**Note:** If a test has progressed beyond a certain point, it may not be cancellable. Mayo Clinic Laboratories checks for this before cancelling any test.

When you select **Cancel Test** as the message type, additional sections and options appear below on the **CREATE MESSAGE** page.

A screenshot of the "CREATE MESSAGE" form. The form is divided into two main sections: "MESSAGE INFORMATION" and "PATIENT INFORMATION".  
Under "MESSAGE INFORMATION", there is a text input field for "Account Number" containing "704" and a "SELECT" button. Below that is a "Message Type" dropdown menu with "Cancel Test" selected. A red note above the dropdown says "If this is an urgent request, please call Customer Service".  
Under "PATIENT INFORMATION", there is a blue instruction box: "Select an order by searching on any one field or a combination of any of the fields below." Below this are six search input fields: "Medical Record Number", "Client Order Number", "Mayo Accession Number", "Last Name", "First Name", and "Date of Birth". Each field has a magnifying glass icon. The "Date of Birth" field has a calendar icon and a placeholder "mm/dd/yyyy". A "CLEAR" button is located at the bottom left of the form.



- a. Find and select the desired order by following sub-steps [c](#) and [d](#) under [Test Add On](#).

**Note:** To clear the **PATIENT INFORMATION** fields, at bottom left, click the **CLEAR** button.

Further down, the **TESTS TO CANCEL** section appears, displaying all available tests on this order.

- b. To cancel a test, check its check box in the **Cancel** column, and then select a **Cancellation Reason** from the drop-down menu at right.

TESTS TO CANCEL		
Select tests on the order to cancel	Cancel	Cancellation Reason
<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">COVSQ - Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2), Spike Antibody, Semi-Quantitative, Serum</a>	<input type="checkbox"/>	
<a href="#">FSUGR - NOT FOUND</a>	<input checked="" type="checkbox"/>	Duplicate Test
<a href="#">ACE - Angiotensin Converting Enzyme, Serum</a>	<input type="checkbox"/>	

**Cancellation Reasons** include:

- **Duplicate Test**
- **Improper Specimen/Collection**
- **Incorrect Patient**
- **Incorrect Test Ordered**
- **No Specimen Available**
- **Patient Deceased**
- **Quantity Not Sufficient For Testing**
- **Test Cancelled Per Client/Healthcare Provider**


- c. To cancel all tests, check the check box above the list and choose a **Cancellation Reason**.

TESTS TO CANCEL		
Select tests on the order to cancel	Cancel	Cancellation Reason
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Improper Specimen/Collection
<a href="#">COVSQ - Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2), Spike Antibody, Semi-Quantitative, Serum</a>	<input checked="" type="checkbox"/>	Improper Specimen/Collection
<a href="#">FSUGR - NOT FOUND</a>	<input checked="" type="checkbox"/>	Improper Specimen/Collection
<a href="#">ACE - Angiotensin Converting Enzyme, Serum</a>	<input checked="" type="checkbox"/>	Improper Specimen/Collection

All check boxes will be checked, and the same **Cancellation Reason** will populate in the drop-down menu of each test.

**Note:** When using **Check/Uncheck All**, you can change the **Cancellation Reasons** for individual tests independently.

- d. In the **DISCUSSION** text field, enter any additional information. For details about this field, see [sub-step k](#) in the [Test Add On](#) subsection.



The screenshot shows a text input area titled "DISCUSSION". Below the title is a large, empty text box. At the bottom of the text box, there are two buttons: "CLEAR" with a trash icon and "ATTACH" with a paperclip icon. A small double-slash icon is visible in the bottom right corner of the text box.

- e. At the bottom of the **CREATE MESSAGE** page, click the **SUBMIT** button (right). (To cancel your new message, click the **CANCEL** button.)



Upon submission, the newly created **CONFIRMATION** page for the message appears, displaying a confirmation message and additional information. The **TEST**

**CANCELLATION REASON(S)** section provides the reason for each test cancellation. An example is shown below.

## CONFIRMATION

**Changes made successfully**  
Your message has been successfully created. We will respond once we have a solution. Response time may be dependent on the complexity of the case.

[CREATE ANOTHER MESSAGE](#)

### CLIENT INITIATED - TEST CANCEL

Created by [REDACTED] on 5/02/2023 12:33:08 PM 🟢 8 seconds

Account Number	704 [REDACTED]	Client Order Number	Q [REDACTED]
Patient Name	[REDACTED]	Mayo Accession Number	Q [REDACTED]
Date of Birth	1/1/1901	Mayo Case Number	CAS-[REDACTED]
Medical Record Number	[REDACTED]	Collection Date	11/03/2022 9:23:00 PM
Ordering Physician	Test,Test	Order Date	11/3/2022 9:23:00 PM

**Existing Tests**

- [CATU - Catecholamine Fractionation, Free, 24 Hour, Urine](#) 🔗
- [VITA - Vitamin A, Serum](#) 🔗
- [TAKRO - Tacrolimus, Blood](#) 🔗

---

### TEST CANCELLATION REASON(S)

**CATU - Catecholamine Fractionation, Free, 24 Hour, Urine**  
Improper Specimen/Collection

**VITA - Vitamin A, Serum**  
Improper Specimen/Collection

**TAKRO - Tacrolimus, Blood**  
Improper Specimen/Collection

---

### DISCUSSION

[REDACTED]

5/02/2023 12:33:11 PM

Specimens not suitable for use; please contact to discuss.

- f. To create another new message, on the **CONFIRMATION** page, click the **CREATE ANOTHER MESSAGE** button.

CREATE ANOTHER MESSAGE

To return to the Message Center landing page, at the top of the **DETAILS** page, click the **MESSAGE CENTER** breadcrumb link (right).

[HOME](#) | [MY DASHBOARD](#) | [MESSAGE CENTER](#) 👇

**Note:** When an order is revised to **Canceled**, two messages are created: one for **Revised** and one for **Canceled**. If users have subscribed to both these notification categories, they receive two different notification emails for the change in order status.

## Editing a message

You can edit an existing open message if it is on the **Sent To Mayo** subtab of the **MESSAGES** category. To do so:

1. In the Message List, find the message using the tools described in [Filtering and finding messages and alerts](#). In the row for the message, click the **Case Id** link.

Actions	Status	Case Id <span>⌵</span> <span>⌶</span>	Order Information <span>⌵</span> <span>⌶</span>	Patient <span>⌵</span> <span>⌶</span>	Tests	Type <span>⌵</span> <span>⌶</span>	Created <span>⌵</span> <span>⌶</span>	Updated <span>⌵</span> <span>⌶</span>
<span>UNASSIGN</span>	<span>○</span>	<span>CAS-57072-B6K5C0</span> <span>2</span> Assigned to Orders AccountPreferences	<span>MSGCTR09072022</span> 704 Q100265204	<span>LAST, FIRST MI</span> mrm123 3/1/2022	<span>COVSQ</span> SARS-CoV-2 Spike Ab, Semi-Quant, S	<span>Client Initiated</span> Test Add On	<span>5/15/2023 2:45:28 PM</span> <span>27 days</span>	<span>6/12/2023 2:43:39 AM</span>

The **DETAILS** page appears.

2. Edit the message in the **DISCUSSION** field. For details about this field, see [sub-step k](#) in the [Test Add On](#) subsection of [Creating a new message](#).
3. At bottom right of the field, click one of the following:
  - The **SAVE DRAFT** button SAVE DRAFT to save a draft of your response for later editing.
  - The **SEND** button SEND to send your response to Mayo Clinic Laboratories.

**DISCUSSION**

Orders Primary | Mayo Clinic  
8/7/2023 11:17:30 AM

Test

Test volume is 20 mL 2

CLEAR
ATTACH

SAVE DRAFT
SEND

21 of 2000 characters

When you save a message as a draft, your name plus the date and time you saved the draft appear to the left of the **SAVE DRAFT** and **SEND** buttons.

CLEAR
ATTACH
Draft Last Updated by ██████████ on 10/30/2023 at 4:49:38 PM

SAVE DRAFT
SEND


21 of 2000 characters

**Notes:**

- The time a draft was last updated always reflects the time zone set for your operating system.
- If you open a specific case while another user is in it, and the first user has taken an action such as sending a message to Mayo Clinic Laboratories or closing the case, this will prevent you from taking a subsequent action such as assigning or unassigning the

case. A pop-up appears (example, right), informing you that your action cannot be completed.











On the **MESSAGE CENTER** landing page, in the Message List, the draft status icon  appears in the first column of the row for this message. When the **DETAILS** page is next accessed, the draft will be available to all users in your organization who have access to Message Center.

## Responding to a message

To respond to an existing message:

1. In the Message List, find the message using the tools described in [Filtering and finding messages and alerts](#).
2. In the row for the message, click the **Case Id** link.


Actions	Status	Case Id  	Order Information  	Patient  	Tests	Type  	Created  	Updated 
		<a href="#">CAS-57072-B6K5CO</a>  <b>2</b>	MSGCTR09072022 704- Q100265204	<a href="#">LAST, FIRST MI</a>  <b>1</b> mrm123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/15/2023 2:45:28 PM  27 days	6/12/2023 2:43:39 AM

The **DETAILS** page appears.

3. In the **DISCUSSION** field, enter the text of your response to the preceding message. For details about this field, see [sub-step k](#) of [Test Add On](#) under [Creating a new message](#).
4. Either send the message or save the draft as [described](#) under [Editing a message](#).
4. If the message is an Inquiry that you wish to close, then, in the **REQUEST TO CLOSE** section, check the *“Thank you, I have no more questions. Inquiry can be closed.”* check box.


### DETAILS

**CLIENT INITIATED - INQUIRY**

Created by First\_Name MC\_Integration\_int on 12/22/2023 5:41:54 AM  5 hours

<b>Account Number</b>	704- [REDACTED]	<b>Client Order Number</b>	MSGCTR09072022
<b>Patient Name</b>	LAST, FIRST MI	<b>Mayo Accession Number</b>	Q100265204
<b>Date of Birth</b>	3/1/2022	<b>Mayo Case Number</b>	CAS-102888-H0SSC7
<b>Medical Record Number</b>	mrm123	<b>Collection Date</b>	3/6/2023 11:14:00 AM
<b>Ordering Physician</b>	1	<b>Order Date</b>	3/6/2023 11:13:00 AM


**Existing Tests**

COVSQ - SARS-CoV-2 Spike Ab, Semi-Quant, S 

**REQUEST TO CLOSE**

Thank you, I have no more questions. Inquiry can be closed.

If we do not hear from you in seven days, your inquiry will be closed.

The **Closed** icon  appears near the top of the screen, and the **REQUEST TO CLOSE** and **DISCUSSION** sections disappear.

**Notes:**

- If Mayo Clinic Laboratories does not receive a response within 7 days, the inquiry will be closed.
- If you open a specific case while another user is in it, and the first user has taken an action such as sending a message to Mayo Clinic Laboratories or closing the case, this will prevent you from taking a subsequent action such as assigning or unassigning the case. A pop-up appears (example, right), informing you that your action cannot be completed.




## Message and alert assignment

You can assign, unassign, or reassign a message or alert to or from any other user who has access to Message Center and to the relevant account, including yourself.

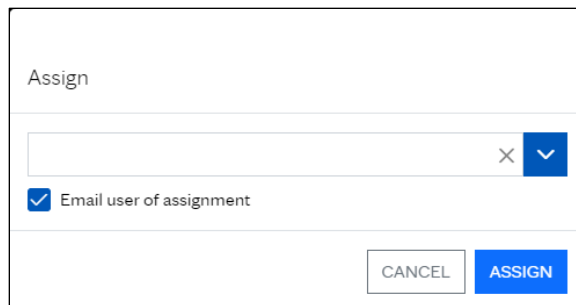
**Note:** Once your organization sends the message or alert to Mayo Clinic Laboratories, the assignment is removed.

### Assigning a message or alert to a user

To assign a message or alert to a user:

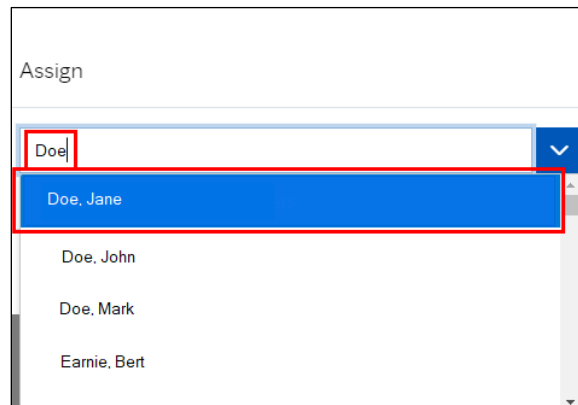
1. Click the **ASSIGN** button  in one of the following places:
  - In the Message List, in the **Actions** column for the message or alert in question.
  - At top right of the **DETAILS** page for the message or alert.


The **Assign** dialog box appears.

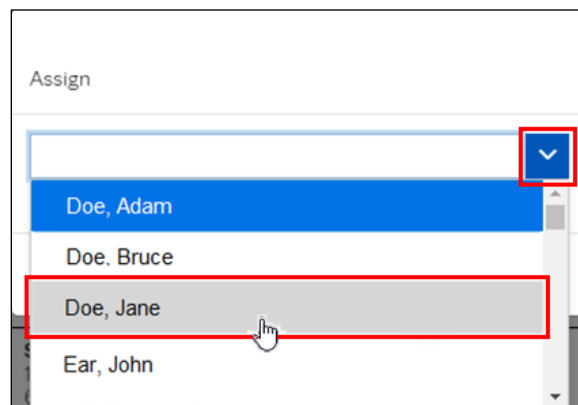


2. Do one of the following:

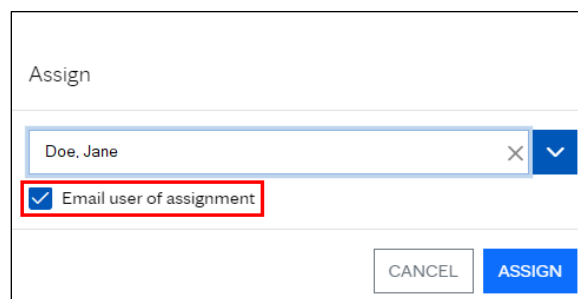
- Begin entering the name of the desired assignee into the **Assign** text field, then select it from the autocomplete list below.




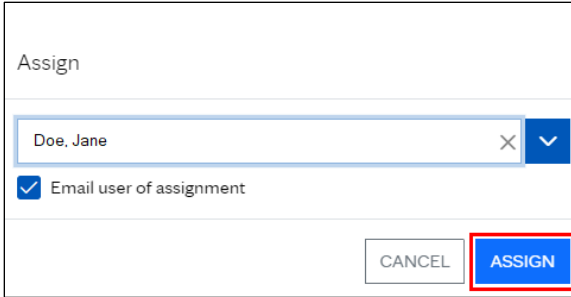
- To the right of the field, click the down-arrow , then select a user from the drop-down menu.



3. The **Email user of assignment** check box is checked by default. You can uncheck it if you do not want to send the assignee an email notification.






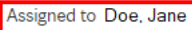



4. At bottom right, click the **ASSIGN** button. 

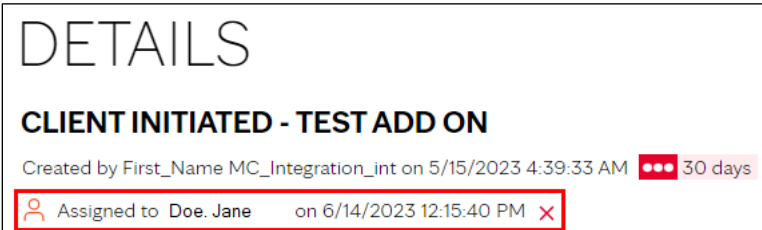




The 'Assign' dialog box contains a search field with 'Doe, Jane' entered, a close button (X), and a dropdown arrow. Below the search field is a checked checkbox labeled 'Email user of assignment'. At the bottom right, there are two buttons: 'CANCEL' and 'ASSIGN' (highlighted with a red box).

In the Message List, the **ASSIGN** button has changed to the **UNASSIGN** button in the **Actions** column, and the assignee's name appears under the **Case Id**.

Actions	Status	Case Id  
	All 	
		CAS-56746-JOY2X8 Assigned to Doe, Jane 

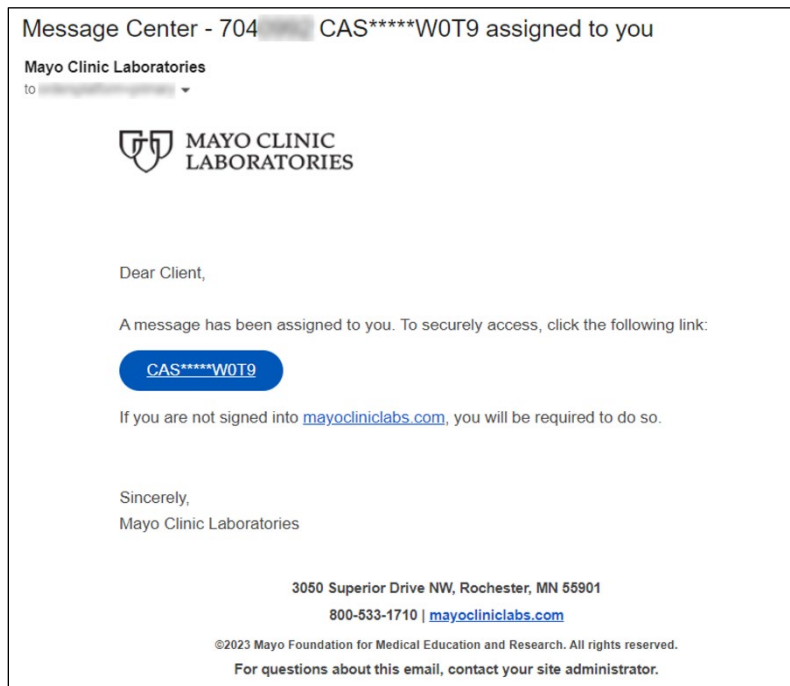
On the **DETAILS** page, the assignee's name appears under the name of the user who created the message or alert, preceded by the **Assigned** icon  and followed by the date and time of assignment.



The 'DETAILS' page shows the title 'CLIENT INITIATED - TEST ADD ON'. Below it, it says 'Created by First\_Name MC\_Integration\_int on 5/15/2023 4:39:33 AM' followed by a red '30 days' indicator. At the bottom, a red box highlights the assignment information:  Assigned to Doe, Jane on 6/14/2023 12:15:40 PM 




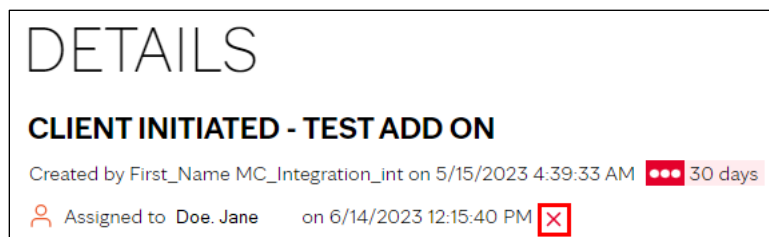
If you selected the **Email user of assignment** check box, the assignee receives an email notification similar to that in the screenshot below.



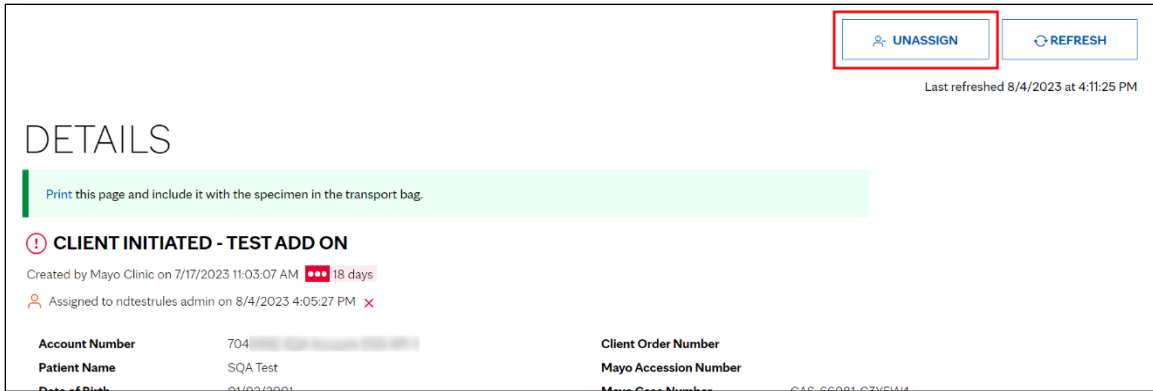
## Unassigning a message or alert


To remove the assignment from a message or alert, do one of the following:

- In the **Actions** column of the Message List, click the **UNASSIGN** button. 
- On the **DETAILS** page, do one of the following:
  - At top left, click the red **X** to the right of the date and time of assignment.





- At top right, click the **UNASSIGN** button. 



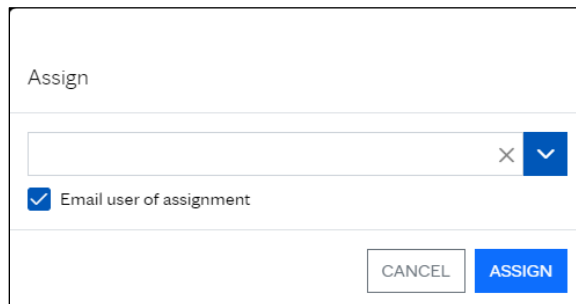
The **ASSIGN** button  reappears both in the **Actions** column of the Message List and on the **DETAILS** page. The assignee information disappears from both the **Case Id** column and the top of the **DETAILS** page.

### Reassigning a message or alert to another user

To reassign a message or alert from one user to another:

1. Click the **UNASSIGN** button  and then the **ASSIGN** button  in one of the following places:
  - In the Message List, in the **Actions** column for the message or alert in question,
  - On the **DETAILS** page for the message or alert, at top right.

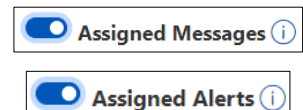
The **Assign** dialog box appears.



2. Follow the steps under [Assigning a message or alert to a user](#) above, starting with [step 2](#).

### Searching for assigned messages

As discussed under [Filtering messages or alerts by creator or assignment](#), you can view all assigned messages and alerts by moving the **Assigned Messages** or **Assigned Alerts** slider, respectively, to the right (right).



Actions	Status	Case Id ↑↓	Order Information ↑↓
	All	ndtestrules	
UNASSIGN	<input checked="" type="checkbox"/>	CAS-130428-Y4Y7F2 Assigned to ndtestrules admin	01:CON 704 Q
UNASSIGN	<input type="checkbox"/>	CAS-130415-L7V6Y9 Assigned to ndtestrules admin	MSGCTR09072022 704 Q
UNASSIGN	<input type="checkbox"/>	CAS-130008-X6X9R2 Assigned to ndtestrules admin	MSGCTR09072022 704 Q Collected: 3/6/2023 12:14:00

You can search for messages or alerts assigned to a specific user by starting to enter their name into the **Case Id** search field (left). As soon as three characters are entered, Message Center begins a predictive search.

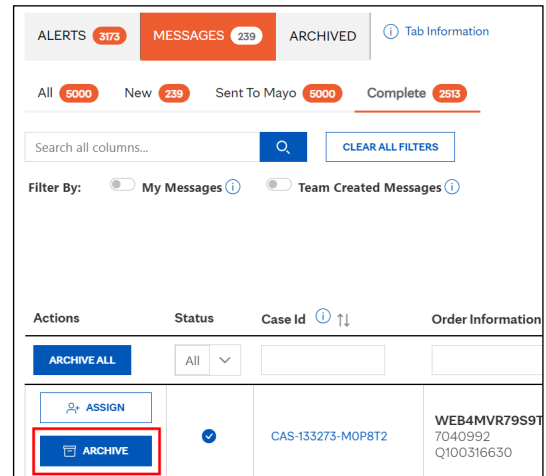
**Note:** Because **Global Search** will also return patient names, it is recommended you search for assignees using the **Case Id** search field instead.

## Archiving and unarchiving messages and alerts

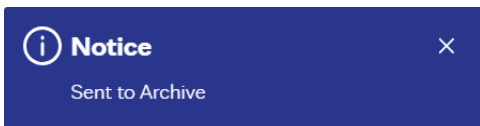
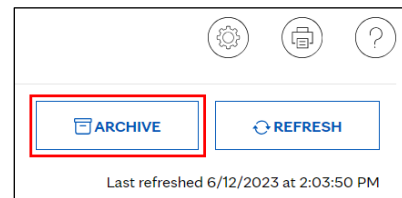
### Archiving a message or alert

To archive a message or alert, click the **ARCHIVE** button for the message in one of the following places:

- In the **Actions** column of the Message List:
  - On any subtab of the **ALERTS** category.
  - On the **Complete** subtab of the **MESSAGES** category (right).
  - For some cases on the **All** subtab of the **MESSAGES** category.

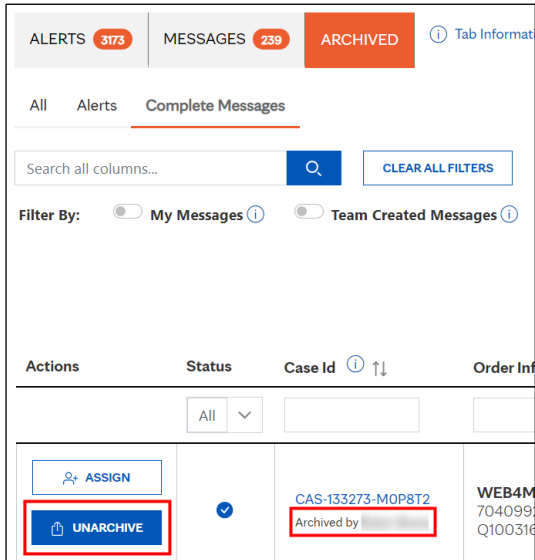


- On the **DETAILS** page at top right (right).





On either page, once the **ARCHIVE** button has been clicked, a **Notice: Sent to Archive** pop-up (left) appears at top right for three seconds.

## Archiving and unarchiving messages and alerts




The message or alert disappears from its original subtab and reappears on the corresponding subtab of the **ARCHIVED** category.

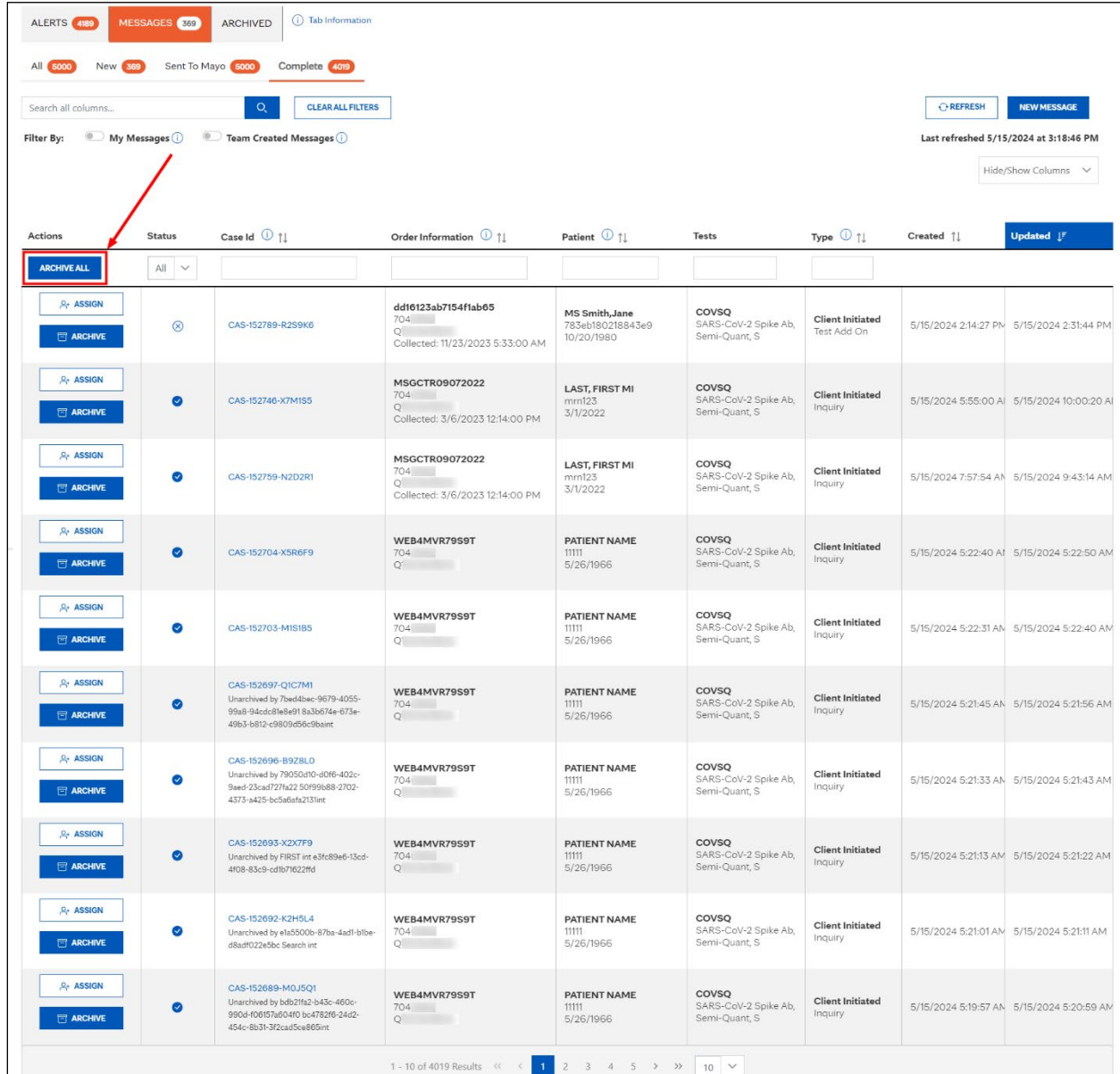
In the **Actions** column of the Message List, the **ARCHIVE** button has changed to the **UNARCHIVE** button , and the name of the user who archived the message or alert appears under the **Case Id** (right).

On the **DETAILS** page, the **ARCHIVE** button at top right has likewise changed to the **UNARCHIVE** button , and the name of the user who archived the message or alert appears below the name of the person who created it.



## Archiving all alerts or messages

On the **Complete** subtab of the **MESSAGES** category, or on any subtab of the **ALERTS** category, you can archive all messages currently displayed on the first page of the Message List by clicking the **ARCHIVE ALL** button  at the top of the **Actions** column.



The screenshot shows the Message List interface with the following elements:

- Navigation:** Alerts (489), Messages (369), Archived. Subtabs: All (5000), New (369), Sent To Mayo (5000), Complete (4019).
- Search and Filters:** Search all columns... CLEAR ALL FILTERS. Filter By: My Messages (selected), Team Created Messages.
- Buttons:** REFRESH, NEW MESSAGE. Last refreshed 5/15/2024 at 3:18:46 PM. Hide/Show Columns.
- Table Headers:** Actions, Status, Case Id, Order Information, Patient, Tests, Type, Created, Updated.
- Table Content:** 10 rows of message data. Each row has an 'ARCHIVE ALL' button in the Actions column, highlighted with a red box and a red arrow.
- Footer:** 1 - 10 of 4019 Results. Page 1 of 10.

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
		CAS-152789-R2S9K6	dd16123ab7154fab65 704 Q: [redacted] Collected: 11/23/2023 5:33:00 AM	MS Smith, Jane 785eb180218843e9 10/20/1980	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/15/2024 2:14:27 PM	5/15/2024 2:31:44 PM
		CAS-152746-X7M1S5	MSGCTR09072022 704 Q: [redacted] Collected: 3/6/2023 12:14:00 PM	LAST, FIRST MI mm123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:55:00 AM	5/15/2024 10:00:20 AM
		CAS-152759-N2D2R1	MSGCTR09072022 704 Q: [redacted] Collected: 3/6/2023 12:14:00 PM	LAST, FIRST MI mm123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 7:57:54 AM	5/15/2024 9:43:14 AM
		CAS-152704-X5R6F9	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:22:40 AM	5/15/2024 5:22:50 AM
		CAS-152703-M1S1B5	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:22:31 AM	5/15/2024 5:22:40 AM
		CAS-152697-Q1C7M1 Unarchived by 7bed4bc-9679-4055-99a8-94cdc81e8e91 8a3b674e-673e-49b3-b812-e9909d56c9ba:ent	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:45 AM	5/15/2024 5:21:56 AM
		CAS-152696-B9Z8L0 Unarchived by 79050d10-d016-402c-9aed-23cad727422 50f99b88-2702-4373-a425-bc5a6afa2131:ent	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:33 AM	5/15/2024 5:21:43 AM
		CAS-152693-X2X7F9 Unarchived by FIRST int e3fc89e6-13cd-4f08-83c9-cdfb71622f:d	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:13 AM	5/15/2024 5:21:22 AM
		CAS-152692-K2H5L4 Unarchived by ela5500b-87ba-4ad1-bbbe-d8ad022e5bc Search int	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:01 AM	5/15/2024 5:21:11 AM
		CAS-152689-MQJ5Q1 Unarchived by bdb21fa2-b43c-460c-990d-f06157a04f0 bc4782f6-24d2-454c-8b31-3f2cad5ca865:ent	WEB4MVR79S9T 704 Q: [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:19:57 AM	5/15/2024 5:20:59 AM

For example, if your page controls are set to show 10 messages per page as in the above screenshot, but there are a total of 50 messages on the **Complete** subtab of the **MESSAGES** category, the **ARCHIVE ALL** functionality archives the 10 messages that are currently viewable.

## Archiving and unarchiving messages and alerts

When you click the **ARCHIVE ALL** button, all visible messages disappear from the original subtab and reappear on the **Complete Messages** subtab of the **ARCHIVED** category.

Actions	Status	Case Id	Order Information	Patient	Tests	Type	Created	Updated
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	⊗	CAS-152789-R2S9K6 Archived by [redacted]	dd16123ab7154f1ab65 704 [redacted] Q [redacted] Collected: 11/23/2023 5:33:00 AM	MS Smith, Jane 783eb180218843e9 10/20/1980	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Test Add On	5/15/2024 2:14:27 PM	5/15/2024 2:31:44 PM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152746-X7M1SS Archived by [redacted]	MSGCTR09072022 704 [redacted] Q [redacted] Collected: 3/6/2023 12:14:00 PM	LAST, FIRST MI mrr123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:55:00 AM	5/15/2024 10:00:20 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152759-N2D2R1 Archived by [redacted]	MSGCTR09072022 704 [redacted] Q [redacted] Collected: 3/6/2023 12:14:00 PM	LAST, FIRST MI mrr123 3/1/2022	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 7:57:54 AM	5/15/2024 9:43:14 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152704-X5R6F9 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:22:40 AM	5/15/2024 5:22:50 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152703-M1S1B5 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:22:31 AM	5/15/2024 5:22:40 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152697-Q1C7M1 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:45 AM	5/15/2024 5:21:56 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152696-B9Z8L0 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:33 AM	5/15/2024 5:21:43 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152693-X2X7F9 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:13 AM	5/15/2024 5:21:22 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152692-K2H5L4 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:21:01 AM	5/15/2024 5:21:11 AM
<input type="button" value="ASSIGN"/> <input type="button" value="ARCHIVE"/>	✓	CAS-152689-MQJ5Q1 Archived by [redacted]	WEB4MVR79S9T 704 [redacted] Q [redacted]	PATIENT NAME 11111 5/26/1966	COVSQ SARS-CoV-2 Spike Ab, Semi-Quant, S	Client Initiated Inquiry	5/15/2024 5:19:57 AM	5/15/2024 5:20:59 AM


On the **Complete** subtab of the **MESSAGES** category, the next 10 completed messages are now visible and can also be archived.

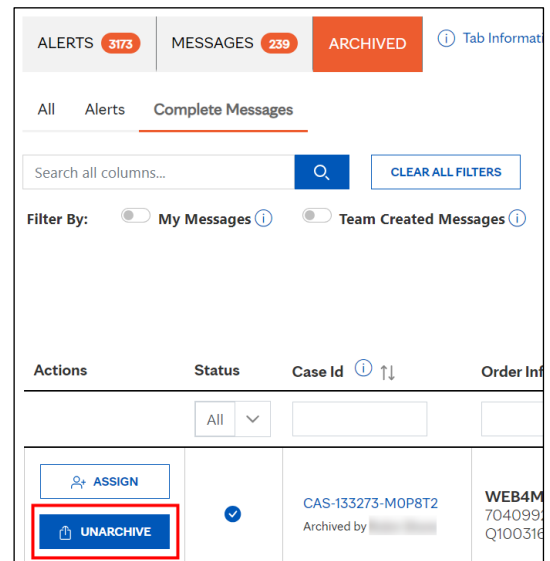
## Unarchiving a message or alert


You can unarchive a message or alert from either the **ARCHIVED** category or the **DETAILS** page, which sends the message or alert back to the appropriate subtab of the **ALERTS** category or the **Complete** and **All** subtabs of the **MESSAGES** category. This is helpful if you have unintentionally

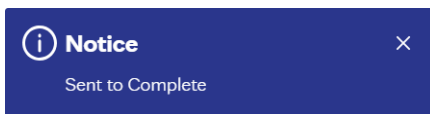
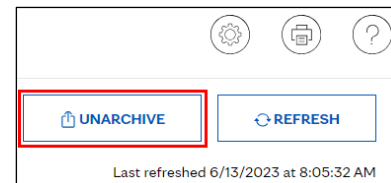
archived a message or alert, or if you learn that there is additional work to do on the archived message or alert.

To unarchive a message or alert, do one of the following:

- In the **Actions** column on the **Complete Messages** subtab of the **ARCHIVED** category, click the **UNARCHIVE** button  **UNARCHIVE** for that message or alert (right).



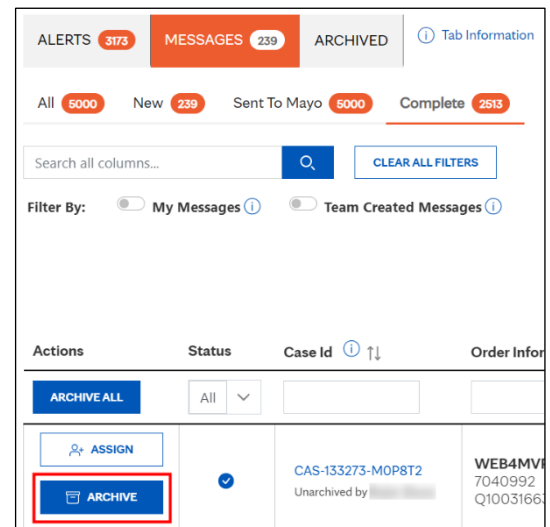
- On the **DETAILS** page, click the **UNARCHIVE** button  **UNARCHIVE** at top right (right).

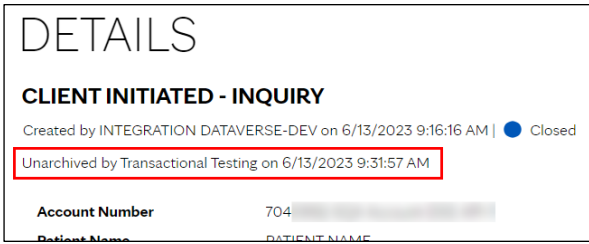


On either page, once the **UNARCHIVE** button has been clicked, a **Notice: Sent to Complete** pop-up (left) appears at top right for three seconds.

The message or alert disappears from the **ARCHIVED** category. An unarchived message reappears on the **Complete** subtab of the **MESSAGES** category, while an unarchived alert reappears on the appropriate subtab of the **ALERTS** category.

In the **Actions** column of the Message List, the **UNARCHIVE** button changes to the **ARCHIVE** button, meaning that the message or alert can be archived again. In the **Case Id** column, the name of the user who unarchived the message or alert appears (right).





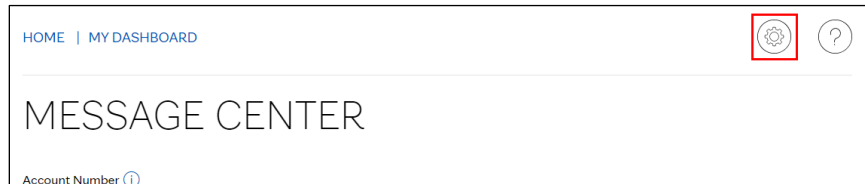
The name of the user who unarchived the message or alert and the date and time of unarchival appear at top left of the **DETAILS** page under the name of the user who created the message or alert (left).

## Notification settings

### Notification settings for users

To set your preferences for email notifications:

1. At top right of the Message Center landing page, click the gear icon. 



The **SETTINGS** page appears.

**Note:** Settings can be changed for only one account at a time.

- If multiple accounts are selected on the landing page, the **Account Number** text field on the **SETTINGS** page is blank, and you must enter an account number in the field.



Once an account has been selected, the full **SETTINGS** page appears (see next page).



- If only one account is selected on the landing page, the **SETTINGS** page reflects it in the **Account Number** text field and the account tile to its right, with the **USER** tab selected by default and the full page shown below.

[HOME](#) | [MY DASHBOARD](#)

# SETTINGS

**USER** ACCOUNT

Account Number

7 2 - S -1 SELECT 7 2 - S A...

## GENERAL

### LAYOUT

What tab do you want to see when opening Message Center? ⓘ

Alerts: Critical/Semi-Urgent ▾

Selected Alert Subtabs will be displayed

- Critical/Semi-Urgent
- Cancel
- Revision

## EMAILS

### SUBSCRIPTIONS

Choose emails that you want to receive

**Messages**

- New or updated messages
- Requests that cannot be fulfilled

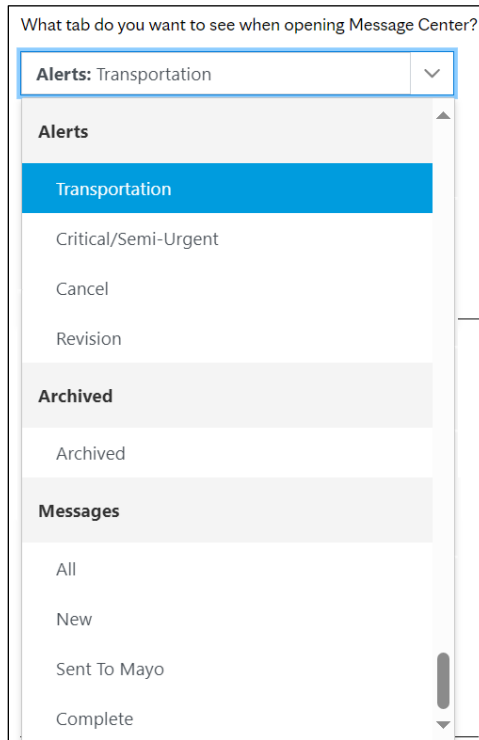
**Alerts**


- Canceled tests
- Critical results
- Revised results
- Semi-Urgent results
- Transportation information


Daily summary of messages and alerts

UPDATE

- Under **LAYOUT**, select [which category and, if applicable, subtab](#) that you would like Message Center to open to when you first log in.



When you click the **Information** icon  at the right of the **LAYOUT** section, a tooltip appears, explaining [the rules that Message Center applies](#) based on your selected account settings.

opening Message Center? 

Message Center will display the selected tab when opening Message Center. If multiple accounts are selected, Message Center will use the following rules to determine what to display:

1. If a user has 3 accounts and only 1 account has their account setting on (Alert/Revision), the system will see that one setting and take the user to that setting Alert/Revision
2. If a user has 3 accounts and 0 account settings on, it will take them to the default Alert/Critical-Semi Urgent
3. If a user has 3 accounts and 1 account is set at Messages/New and the other two accounts are set at Alert/Transportation, the user will be taken to the default Alert/Critical-Semi Urgent
4. If a user has 3 accounts but the last time that they were in Message Center they were only under one account, it will take that user to whatever setting they have for that specific account. (I'm thinking like a Path client might only always use the one account)

**Notes:**

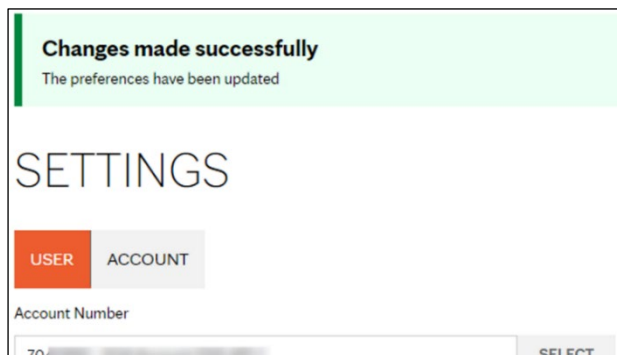
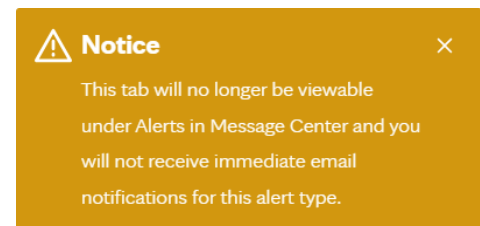
- The default setting is the **ALERTS** category and **Critical/Semi Urgent** subtab.


- If you have different accounts set to open to different categories or subtabs and you select more than one account when logging in, Message Center applies rules, as explained in the following examples:
  - If you have three accounts but have not applied a **LAYOUT** setting to any of them, Message Center opens to the default (**ALERTS** category and **Critical/Semi Urgent** subtab).
  - If you have three accounts but have applied a **LAYOUT** setting to only one of them, that setting is applied to all three accounts.
  - If you have three accounts, with one set to open to the **MESSAGES** category and **New** subtab and the other two set to open to the **ALERTS** category and **Transportation** subtab, Message Center opens to the default **ALERTS** category and **Critical/Semi Urgent** subtab for all three accounts.
  - If you currently have three accounts, but you had only one account the last time you used Message Center, the application opens to whatever **LAYOUT** setting you designated for the oldest account.
- 3. Under **Selected Alert Subtabs will be displayed**, you can check  or uncheck  the boxes corresponding to the **ALERTS** subtabs that you want shown or hidden, respectively, on the landing page: **Critical/Semi-Urgent**, **Cancel**, and/or **Revision**. If you hide a subtab, you will also no longer receive immediate email notifications for the corresponding alert type.

**Notes:**

- All boxes are checked by default.
- The **Transportation** subtab cannot be hidden.

When you uncheck a box to hide the corresponding subtab, a notice briefly appears at top right of the **SETTINGS** page (right).

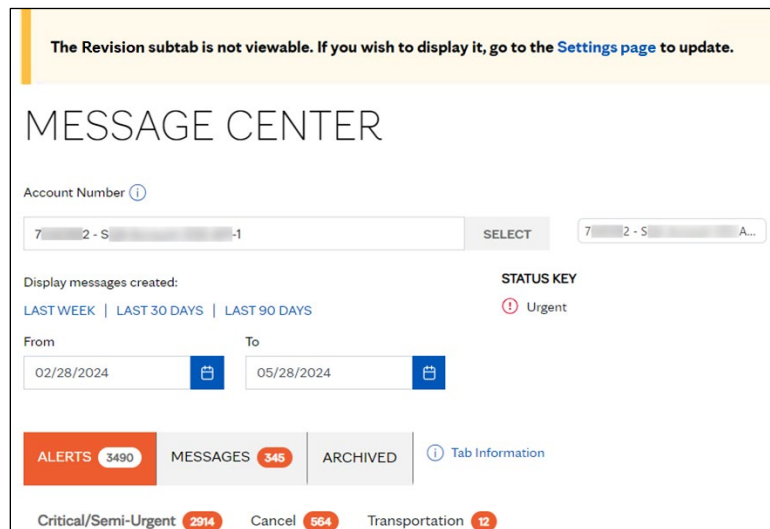


When you change any **Selected Alert Subtabs will be displayed** option and click the **UPDATE** button  at the bottom of the **SETTINGS** page, a banner briefly appears at the top, indicating that your changes have been made successfully (left).

**Notes:**

- If you select an **ALERTS** subtab under **LAYOUT** for Message Center to default to upon opening but you previously unchecked that same subtab under **Selected Alert Subtabs will be displayed**, the next time you log into Message Center, the landing page will default to the **New** subtab of the **MESSAGES** category. This also happens if you first select the subtab as your default opening subtab but then hide it.
- You can resubscribe to email notifications for a specific type of alert after hiding the corresponding **ALERTS** subtab on the landing page. For example, if you resubscribe to **Revised** email notifications after hiding the **Revision** subtab under the **ALERTS** category, you will still receive those notifications.

In the above example, when you click the link in a **Revised** notification email, the landing page opens with a warning banner at the top that provides a quick link to the **SETTINGS** page, in case you want to change your **ALERTS** subtab display settings.






**Note:** Resubscribing to certain email notifications after hiding the corresponding **ALERTS** subtab(s) is not recommended.


4. Under **EMAILS**, turn email notifications on by checking the appropriate check box.  To turn them off again, uncheck the box.

**Notes:**

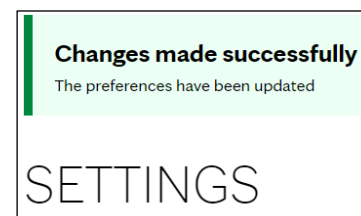
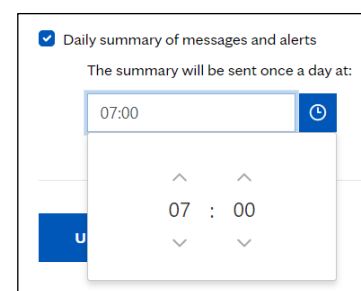
- Defaults are as follows:
  - **New or updated messages:** off
  - **Requests that cannot be fulfilled:** on
  - **Alerts:**
    - **Canceled tests:** off
    - **Critical results:** off

- **Revised results:** off
  - **Semi-Urgent results:** off
  - **Transportation information:** on
  - **Daily summary of messages and alerts:** off
- In the subject headers of email notifications, the “From” field will specify “Mayo Clinic Laboratories noreply@notify.mayocliniclabs.com”.
  - While email notification subscription preferences are set by the user, email notifications are generated for the account. This means that:
    - When you have **New or updated messages** on, you will receive an email notification for any updated or new message for the account, regardless of whether you contributed to the discussion thread in question.
    - When you have **Requests that cannot be fulfilled** on, you will receive an email notification each time Mayo Clinic Laboratories cannot perform a Test Add On or Test Cancel, regardless of whether you contributed to the discussion thread in question.
    - Subscription preferences are set for one account at a time. When you are setting preferences for one of multiple accounts, make sure you adjust your preferences and click the **UPDATE** button before you select the next account.
5. If you turn on **Daily summary of messages and alerts**, a field for selecting the time of day you want the summary sent appears (right). Click the clock icon , then use the up  and down  arrows to set the hour and minute.

**Note:** All times reflect the time zone set for your operating system.

6. When done, at bottom left of the screen, click the **UPDATE** button. 

At the top of the screen, a message will confirm that your preferences have been updated (right).



## Notification settings for accounts

If you have Client Administrator permissions, you will see two tabs on the **SETTINGS** page: **USER** and **ACCOUNT**.

On the **USER** tab, you can set preferences for how you want to view your own account, as discussed in the [previous section](#). The **ACCOUNT** tab allows you to set preferences for all users for a specific account.

### SETTINGS

USER ACCOUNT

Account Number

7 2 - S 1 SELECT 7 2 - S A...

#### GENERAL

#### MESSAGE ASSIGNMENT

What should happen when assigned users reply to a message?

Remove user assignment from the message

Keep user assigned to the message

#### EMAILS

#### SUBSCRIPTIONS

Add distribution lists or unregistered user email addresses to receive emails for messages

ADD

X DLRSTDSSMCLSQLA@mayo.edu

#### NOTIFY SUBSCRIBERS ABOUT

Choose emails that subscribers receive

**Messages**

New or updated messages

Requests that cannot be fulfilled

**Alerts**

Canceled tests

Critical results

Revised results

Semi-Urgent results

Transportation information

Daily summary of messages and alerts

The summary will be sent once a day at:

11:00

Time Zone (GMT-04:00) America/New\_York

UPDATE

## MESSAGE ASSIGNMENT

In the **MESSAGE ASSIGNMENT** subsection of the **ACCOUNT** tab, which is under **GENERAL**, you can choose the radio button corresponding to what should happen when an assigned user replies to a message: **Remove user assignment from the message** (default), or **Keep user assigned to the message**.

**GENERAL**

**MESSAGE ASSIGNMENT**

---

What should happen when assigned users reply to a message?

Remove user assignment from the message

Keep user assigned to the message

## SUBSCRIPTIONS

In the **SUBSCRIPTIONS** subsection of the **ACCOUNT** tab, which is under **EMAILS**, you can enter distribution list email addresses, as well as email addresses that are not registered on [MayoClinicLabs.com](https://www.mayocliniclabs.com), to which you want email notifications sent.

**EMAILS**

**SUBSCRIPTIONS**

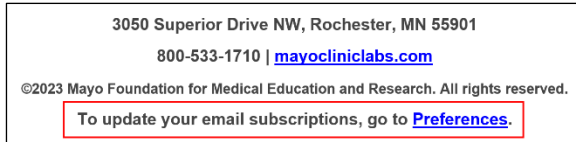
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Add distribution lists or unregistered user email addresses to receive emails for messages

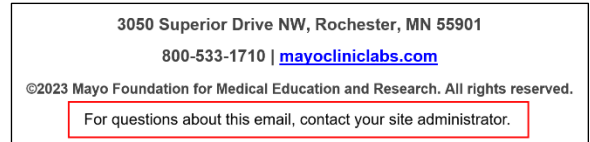
### Notes:

- Any email address may be entered on the **ACCOUNT** tab. Message Center uses standard validation to confirm only that the entry is formatted as an email address, with an @ sign, a domain name, and a top-level domain such as “.com”.
- While registered email addresses may be entered on this tab, it is recommended that registered users set their preferences on the **USER** tab.
- You cannot create distribution lists in Message Center. You must create them in another application, such as Microsoft Outlook, and then add the distribution list address on the **ACCOUNT** tab.

- You cannot vary email notification settings for different distribution lists. For example, **Enable notifications for new or updated messages from Mayo Clinic** must be either active or inactive for all distribution lists.
- Instructions for opting out differ between user- and account-level summary emails:



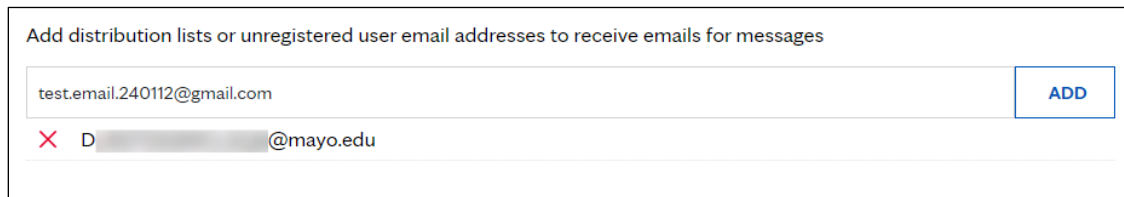
Users at the user level are instructed to edit their **USER** preferences.



Site administrators can edit the email options on the **ACCOUNT** tab.

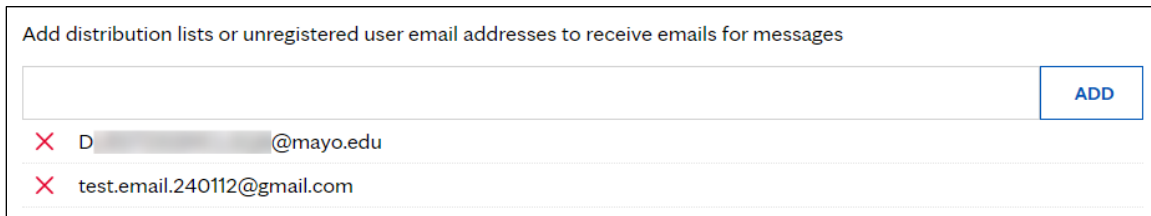
To add an email address on the **ACCOUNT** tab:

1. Enter the address in the text field.



2. At the right of the text field, click the **ADD** button. 

The email address appears below the text field. If there is already a list of other email addresses there, the new address appears at the bottom of the list.



3. To remove an email address from the list, click the red **X** to its left.



## NOTIFY SUBSCRIBERS ABOUT

This subsection, also under **EMAILS**, provides the same options as the **USER** tab, except that they are at the account level instead of the user level.

### NOTIFY SUBSCRIBERS ABOUT

---

Choose emails that subscribers receive

**Messages**

- New or updated messages
- Requests that cannot be fulfilled

**Alerts**

- Canceled tests
- Revised results
- Transportation information

Daily summary of messages and alerts

The summary will be sent once a day at:

15:00

⌚ Time Zone (GMT-05:00) America/New\_York

**Note:** All notifications on the **ACCOUNT** tab are set to off by default.

## Sample email notifications

New message:

Message Center - New Message for 704 █████ FAK\*\*\*\*\*82b2

Mayo Clinic Laboratories



Dear Client,

A new message is awaiting a response. Testing will proceed when we receive a response. Click the following link to respond in Message Center:

[FAK\\*\\*\\*\\*\\*82b2](#)

If you are not signed into mayocliniclabs.com, you will be required to do so.

Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://www.mayocliniclabs.com)

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To update your email subscriptions, go to [Preferences](#).

Updated message:

Message Center - Updated Message for 704 █████ MSG\*\*\*\*\*2022

Mayo Clinic Laboratories



Dear Client,

An update has been made and is awaiting a response. Testing will proceed when we have a resolution. Click the following link to respond in Message Center:

[MSG\\*\\*\\*\\*\\*2022](#)

If you are not signed into mayocliniclabs.com, you will be required to do so.

Sincerely,  
Mayo Clinic Laboratories


3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://www.mayocliniclabs.com)

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To update your email subscriptions, go to [Preferences](#).

Request that could not be fulfilled:

Message Center - Unable to fulfill request for 704-███ FAK\*\*\*\*\*9dfa

Mayo Clinic Laboratories



Dear Client,

This request cannot be fulfilled. Click the following link for more details:

[FAK\\*\\*\\*\\*\\*9dfa](#)


If you are not signed into [mayocliniclabs.com](https://mayocliniclabs.com), you will be required to do so.

Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
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To update your email subscriptions, go to [Preferences](#).

Daily summary:

Message Center - Daily Summary for 704-███



Dear Client,

You have messages that are awaiting a response in Message Center. Testing will proceed when we have the resolution. Click the following button to view these messages:

[Awaiting response \(6\)](#)

In the last 24 hours, Mayo created the following information messages. Click any of the buttons to view these messages:

[Canceled tests \(0\)](#) [Critical/Semi-Urgent results \(0\)](#)  
[Revised results \(0\)](#) [Transportation alerts \(0\)](#)  
[Unfulfilled requests \(0\)](#)


You must be logged in to [mayocliniclabs.com](https://mayocliniclabs.com) to view these messages.

Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://mayocliniclabs.com)  
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To update your email subscriptions, go to [Preferences](#).

Canceled test:

Message Center - Canceled Test for 704-███ 001\*\*\*\*\*00b3



Dear Client,

You have a canceled test alert in Message Center. Click the following button for details:

[001\\*\\*\\*\\*\\*00b3](#)


You must be logged in to [mayocliniclabs.com](https://mayocliniclabs.com) to view alerts.

Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://mayocliniclabs.com)  
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For questions about this email, contact your site administrator.

Critical Result:

Message Center - Critical Result for 704-███ 001\*\*\*\*\*00b4



Dear Client,

You have a critical result alert in Message Center. Click the following button for details:

[001\\*\\*\\*\\*\\*00b4](#)

You must be logged in to [mayocliniclabs.com](https://mayocliniclabs.com) to view alerts.


Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
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Revised Result:

Semi-Urgent Result:

Message Center - Revised Result for 704 [REDACTED] 001\*\*\*\*\*00b1



Dear Client,

You have a revised result alert in Message Center. Click the following button for details:

[001\\*\\*\\*\\*\\*00b1](#)


You must be logged in to [mayocliniclabs.com](https://mayocliniclabs.com) to view alerts.

Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://mayocliniclabs.com)

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For questions about this email, contact your site administrator.

Message Center - Semi-Urgent Result for 704 [REDACTED] 001\*\*\*\*\*00b1



Dear Client,

You have a semi-urgent result alert in Message Center. Click the following button for details:

[001\\*\\*\\*\\*\\*00b1](#)

You must be logged in to [mayocliniclabs.com](https://mayocliniclabs.com) to view alerts.


Sincerely,  
Mayo Clinic Laboratories

3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://mayocliniclabs.com)

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To update your email subscriptions, go to [Preferences](#).

Transportation alert:

Message Center - Transportation Alert for 7 [REDACTED]



Dear Client,

The following transportation alert applies to your account:

For the Thanksgiving holiday, Mayo Clinic Laboratories' specimen pickup and delivery schedules will be altered. To ensure specimen viability and avoid turnaround time delays, follow the guidelines below.

Delays are possible. Shipments sent Wednesday, 11/22/23 may not arrive until Saturday, 11/25/23, when using FedEx or UPS. To help minimize sample impact, shipping carriers have been adjusted for the best possible outcome.

Self-shippers: If you choose to ship via UPS or FedEx add additional frozen cool packs to refrigerate shipments and use sufficient dry ice to cover the extended transit time and warm weather conditions.

For questions, please contact Customer Service at 800-533-1710 and ask to be forwarded to the Global Logistics specialist.

To access the alert in Message Center, click the following link:

[CAS\\*\\*\\*\\*\\*M4D1](#)

If you are not signed into [mayocliniclabs.com](https://mayocliniclabs.com), you will be required to do so.

Sincerely,  
Mayo Clinic Laboratories

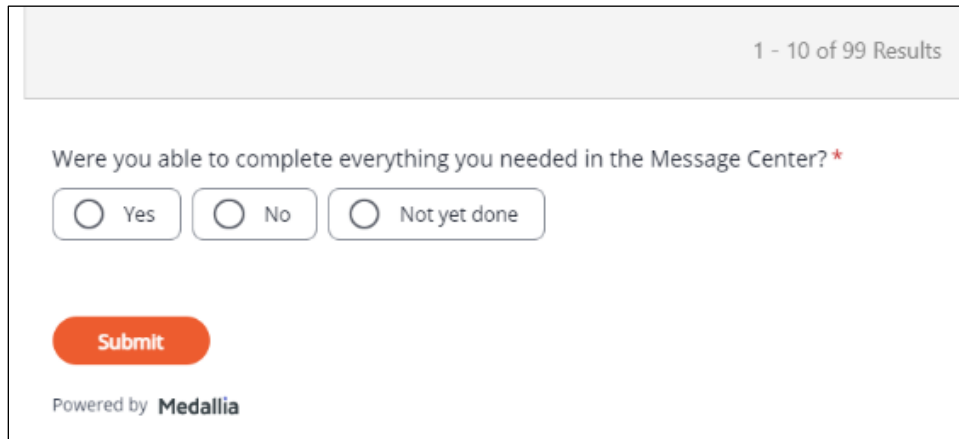
3050 Superior Drive NW, Rochester, MN 55901  
800-533-1710 | [mayocliniclabs.com](https://mayocliniclabs.com)

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To update your email subscriptions, go to [Preferences](#).

## Submit your feedback

Hearing from you helps us serve you better. If you would like, please tell us what you think of Message Center.

1. At bottom left of the **MESSAGE CENTER** landing page, answer the question, “*Were you able to complete everything you needed in the Message Center?*” by clicking one of the three radio buttons: **Yes**, **No**, or **Not yet done**.



1 - 10 of 99 Results

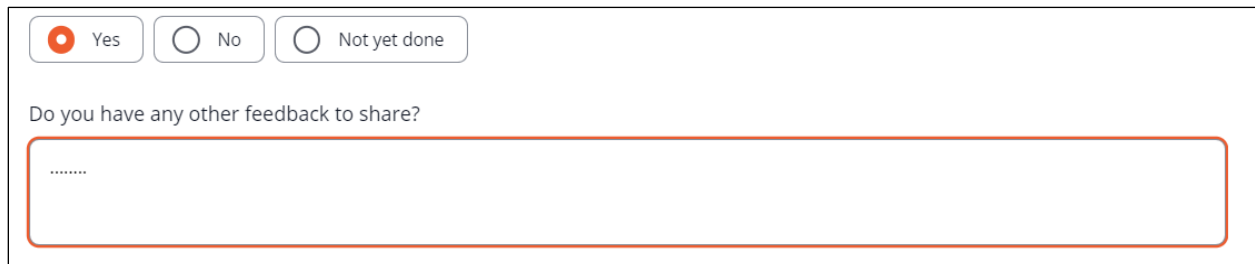
Were you able to complete everything you needed in the Message Center? \*

Yes  No  Not yet done

Powered by **Medallia**

The question “*Do you have any other feedback to share?*” (or, if you selected **No**, the request “*Please let us know how we can improve our Message Center*”) appears, along with a text field.

2. Enter your feedback, if any, into the text field.



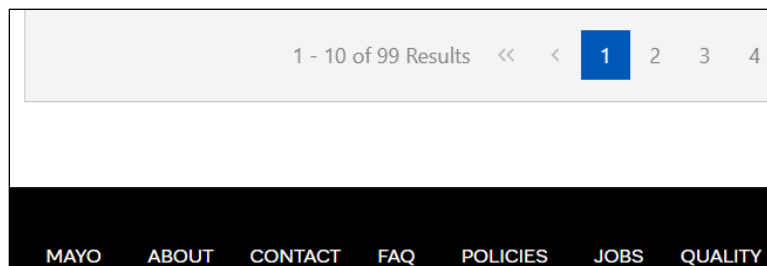
Yes  No  Not yet done

Do you have any other feedback to share?

.....

3. At bottom, click the **Submit** button.

The feedback section disappears.



1 - 10 of 99 Results << < 1 2 3 4

MAYO ABOUT CONTACT FAQ POLICIES JOBS QUALITY



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