MCL Software Quality Assurance Test Validation Support

The Mayo Clinic Laboratories (MCL) Software Quality Assurance (SQA) Team's business hours are Monday through Friday, 7:00 a.m. to 4:00 p.m. (Central Time USA) in Rochester, MN. The SQA team can be contacted by sending an email to lpeasqalsi@mayo.edu

1. If you are uncertain about the status of your HL7 TEST server environment, verify with your networks team that your Virtual Private Network (VPN) connection to the MCL HL7 TEST Environment IP **is active** (129.176.170.235).

2. In your TEST Environment, place an HL7 order to MCL from your Hospital Information System or Laboratory Information System (LIS). Assure that your MCL order code is valid by checking at https://www.mayocliniclabs.com/index.html
   - Please use a collection date <u>one day prior</u> to the date of the testing.
   - Transmit a valid date of birth. Without a DOB, the orders are put on 'hold' in Mayo's reporting application, causing delays.
   - Mayo recommended 'patient' name: **TEST,PATIENT**. The word TEST is preferred to be somewhere in the name. Avoid using 'PT' anywhere in the name.

3. Sign in to the appropriate MCL web portal / TEST Environment by your MCL account number (e.g. C7051234) and "batch" or "complete" the HL7 order. The successful batching and sending of the Mayo batch sheet ensure the order transmission was successful and ready for Mayo to result. Reconcile any items as needed (i.e. complete any outstanding Ask at Order Entry questions).
   - If a username has not been established for the Mayo web portal application, or username has expired, contact Mayo Clinic Lab Inquiry at 800-533-1710 to ask for assistance in either resetting a password or granting a username.

4. Email the Mayo batch sheet in pdf form (preferred) to the SQA lpeasqalsi@mayo.edu. Fax may be used to (507) 284-9311.
   - Subject line: Enter your client account number and name and either 'Test' or 'Prod' for which environment the order was sent from.
   - If you wish to be notified when the results are transmitted, include that as part of your request. Include your email address and/or phone number. If not, SQA will verify that the results have been transmitted out of our engine and consider your request complete.
   - Specify on the order batch sheet whether an abnormal result is required and/or reflexes. Normal resulting patterns will be used otherwise.
   - One test ID per batch sheet is recommended.

5. Although not recommended, if testing must be sent in Production, the SQA Team will arrange for "no charge" billing for the test patient scenarios. Note that credit or cancellation messages are not sent through the HL7 interface.

6. The SQA team will result or send the order to the appropriate laboratory for result generation. Turnaround time is typically 24 to 48 hours for a Mayo Clinic laboratory, or 48 to 72 hours for an order that is re-referred to a non MCL reference laboratory. If your expected MCL results have not been received after our transmission notification after 48 hours of your order request, your results

may have generated an error and may be filed in your Laboratory Information System error log. Please check your LIS error log for failures. If nothing found, you may contact the SQA group (see #4) for verification of result transmissions.

7. **Users are encouraged to use the MCL web portal application to obtain reports when needed**, which mimics the process for live patient reports.   Requests for attached report copies requires encrypted emails sent by Mayo. This will require the user to create a username/password to obtain the report. Faxed copies of reports may be obtained by SQA.