



Question: As a provider, how do I dial in to use PhoneTree Lab?

Answer: PhoneTree® Lab Results lets you record confidential messages regarding lab results, follow-up procedures, and/or other instructions, and makes them available for retrieval at any time by your patients. Refer to the PhoneTree Pro and Lab Reference Guide PDF and PhoneTree Customer Help Document "Using PhoneTree Lab" for more general information on using PhoneTree Lab.

PhoneTree Lab Results has an easy-to-use interface from either a touch-tone phone or the Lab Client software. This guide will provide a brief overview of all facets of dial-in access for the PhoneTree Lab Results system. Refer to PhoneTree Customer Help Document "Using Lab Client" for instructions on using the Lab Client software.

Provider Access Using Touch-Tone Phone

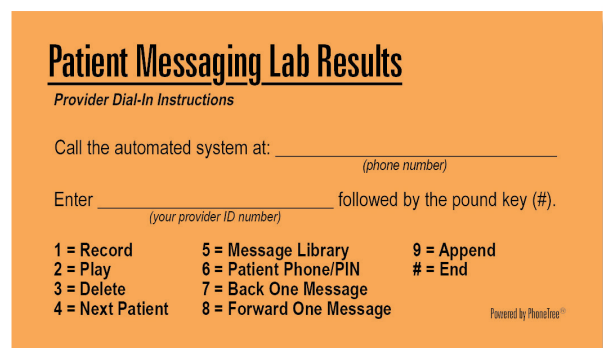
1 Logging In: Call the system at _____ or extension _____. When prompted for a Patient ID, enter your confidential Provider ID _____, followed by the pound key.

2 Enter Patient ID: When prompted, enter the Patient ID number, which is:

- Patient's Social Security Number
 - Patient's Medical Record or Chart Number
 - Other: _____
- ...followed by the pound key.

3 Follow Voice Prompts: Press the following numbers on your telephone keypad to complete the desired operation(s):

- 1 Record a new message for the current patient
- 2 Play selected message
- 3 Delete selected message
- 4 Select a new patient
- 5 Select a message from your message library
- 6 Create an additional 4-digit PIN code for patient access and/or enter patient phone number
- 7 Move back one message (if patient has multiple messages)
- 8 Move forward one message (if patient has multiple messages)
- 9 Append to the current patient message
- # End session



Note: Instruction cards are available from your administrator.

Dialing Into PhoneTree Lab: Provider Access, continued

Additional Notes on Provider Access

Provider Access and ID: PhoneTree Lab may be accessed from any touch-tone phone by dialing the main PhoneTree Lab Access Phone Number and entering your confidential Provider ID followed by the pound (#) key (see above). All subsequent actions will be logged using this provider ID.

Your Phone System: Depending on your phone system, access may require only dialing an internal extension. Also, if your phone has a speed dial function, you may consider creating an entry for PhoneTree Lab.

Provider Access Card: To assist you in accessing PhoneTree Lab Results, we have supplied your system administrator with Provider Access cards that summarize all Provider operations on one easy-to-carry card (see above).

Multiple Providers: Multiple providers (using different Provider ID numbers) may create messages for the same patient. The patient will simply hear each message in turn when they access the system. If multiple providers use the same Provider ID, then all activity will be logged under the common Provider ID and you will not be able to create reports based on individual providers.

Message Length: The maximum message length is set by your system administrator from 1 to 10 minutes (default is 3). Pressing the Append Key (9) allows you to add to an existing patient message, up to the maximum length. If this is not sufficient, you may press the Record Key (1) to create additional messages for the selected patient.

Message Life: Listened To and Not Listened To messages are automatically deleted after a fixed number of days [the default is 1 (listened) and 30 (not listened), up to 365 possible] as set by your administrator. All message activities (creation, listening and deletion) are logged to assure a complete audit trail.

Reporting/Tracking: PhoneTree Lab provides comprehensive activity logging and query tools to track system activity by Provider, Patient or Date. Your administrator can use these tools to create printed reports to meet most needs.

Phone Lines/Access: Providers and patients share the same phone lines. When one line is busy the system automatically rolls over to the next available line. Only when all lines are busy do you hear a busy signal. Patients frequently call in the morning and evening. You may find it useful to establish a daily routine to avoid busy signals. If lines are frequently busy, let your administrator know.

Message Library: The Message Library allows you to save routine messages. To create a Library Message, log in using Provider ID #999 (not your individual Provider ID). Library messages are identified by a unique 4-digit number, and can be given to a patient by pressing 5 after logging in with your individual Provider ID). It is helpful to keep a list of Library Messages for easy reference. Your administrator may assign a sequence of numbers for general use or for your individual use.

[Optional] Library Messages reserved for your use: _____ thru _____