

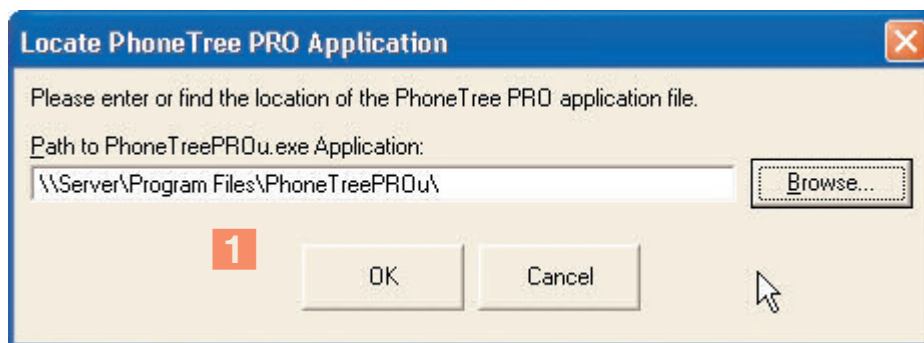
Using PhoneTree Lab Client



Question: As a provider, how do I use PhoneTree Lab Client?

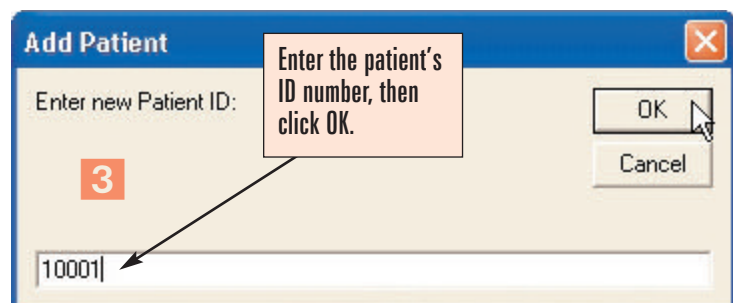
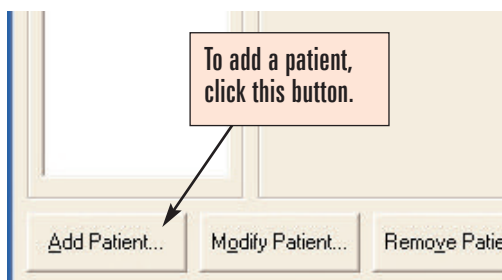
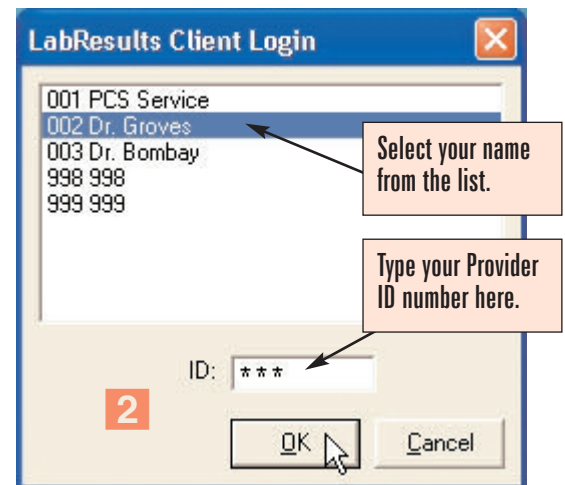
Answer: The PhoneTree® Lab Client is a separate application that can be installed on any Windows PC on your office network. It will allow you to create patient lab results using your computer's sound card and external microphone and speakers, instead of dialing in.

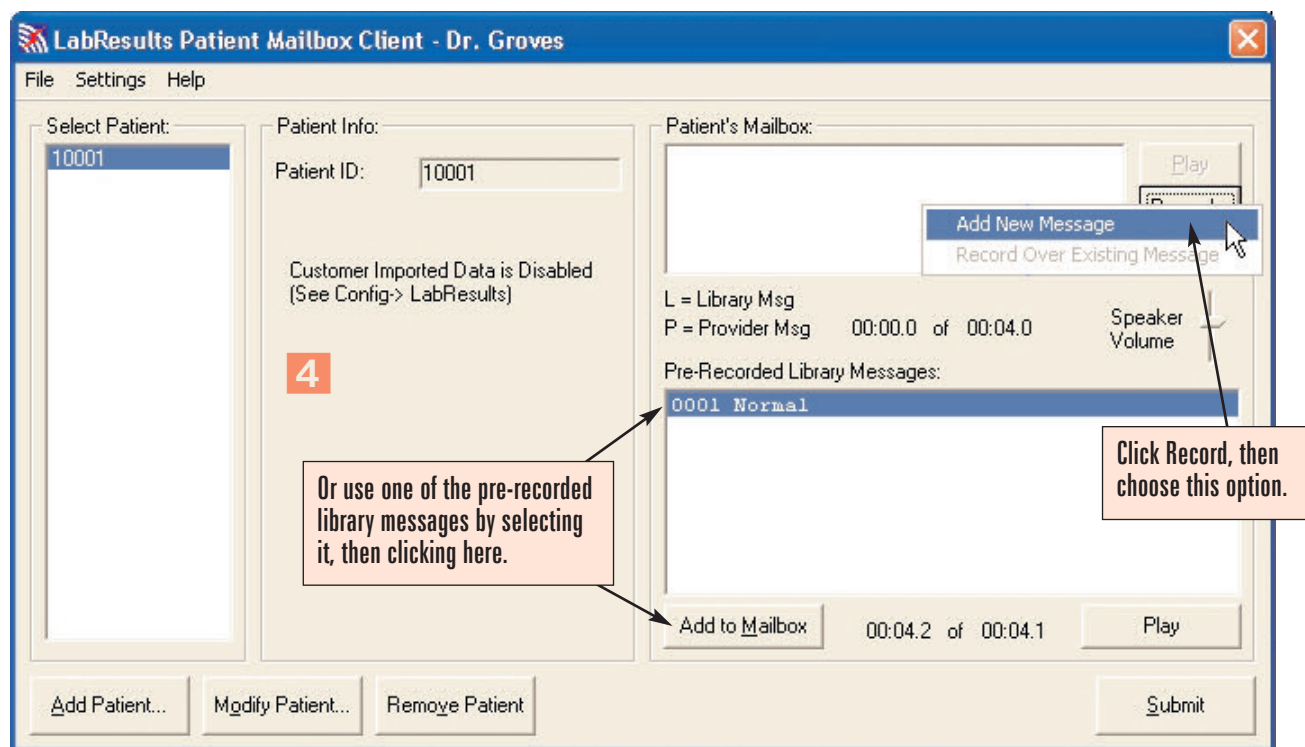
PhoneTree Lab Results has an easy-to-use interface from either a touch-tone phone or the Lab Client software. This guide will provide a brief overview of all facets of access over your computer network using the PhoneTree Lab Client software. Refer to PhoneTree Customer Help Document "Lab Provider Dial-In" for instructions on using a touch-tone phone to access the provider menu of PhoneTree Lab, and see the PhoneTree Customer Help Document "Using PhoneTree Lab" for more general information about PhoneTree Lab Results.



Provider Access Using PhoneTree Lab Client

- 1 Specify Path:** Launch the PhoneTree Lab Client software. On this **Locate PhoneTree PRO Application** dialog box, click the **Browse** button to find the PhoneTreePROu application on the PhoneTree host computer over your office network. When you have located the application, click OK. **Note:** you will only have to do this the first time you use the PhoneTree Lab Client software on any given machine.
- 2 Log In:** Choose your name from the list and type in your confidential Provider ID (which is _____) in the space provided. Click OK.
- 3 Add a Patient:** On the next screen (labeled LabResults Patient Mailbox Client), click the **Add Patient** button. Type in the new patient's ID number on the **Add Patient** dialog, then click OK. Then (if desired) type in a four-digit PIN code for that patient, and click OK.





- 4 Record Your Message:** Click the **Record** button, then choose **Add New Message** from the pop-up menu. Begin speaking into the microphone immediately and click **Stop** when finished. Click **Play** to review the message, and if desired you can click **Record** again to record over the message. The message(s) that you have created for this patient will show up in the **Patient's Mailbox** window. Add a pre-recorded Library message to their mailbox if desired by selecting it in the **Pre-Recorded Library Messages** window and clicking the **Add to Mailbox** button, or you may drag a Library Message up to the Patient's Mailbox.
- 5 Repeat for Each Patient:** Repeat the items in Step 3 above for each patient. When finished with all the patients for this session, click the **Submit** button. Doing this will send the data to the PhoneTree Lab system over the network, making the results available to those patients who call in. Also, doing this will remove the patients from the list at left.

Additional Notes on Provider Access

Message Length: The maximum message length is set by your system administrator from 1 to 10 minutes (default is 3). You may create additional messages for the selected patient by following step 3 above. A patient may have a maximum of 10 messages in their mailbox.

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.

Message Library: The Message Library allows you to save routine messages. To create a Library Message, log in with a touch-tone telephone 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 on your telephone after logging in with your individual Provider ID. You may also create new Library Messages from the host computer using the PhoneTree Lab software. 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 _____