LabLink interface FAQ

LABELS/SPECIMEN LABELING

How do I label my tubes?

Place the specimen labels over the manufacturer's paper label, or higher. For tubes without a label, place the specimen label as near the cap as possible.

Is it acceptable to use our labels initially, and then re-label the specimens with the LabLink labels?

Yes, however:

- If you are using your labels, you must re-label the specimen with the LabLink label prior to transport as our system requires the barcodes printed on the LabLink labels to identify the test(s) requested.
- If the sample is for our Blood Bank, the collector must add the required blood bank labelling components (collectors initials, date ant time) on the primary label. The LabLink label must then be affixed to the tube without covering any information on the primary label ("flagging" the LabLink label is acceptable if necessary to accomplish this).

What do I do if I need an extra label?

Use only the LabLink labels that printed for the final transport container. If you have two transport containers for the same test (i.e. two lavender top tubes) but only one label, label one tube with the LabLink label, make sure the second tube is labeled with the patient name and a second identifier, and rubber band the tubes together.

What if no labels prints?

A single patient order:

Call Client Services at (612) 863-4678 to report the issue. If the order was successful, they will provide you with a specimen number to write on the specimen container. If the order was not successful, they will assist you with troubleshooting the issue.

Multiple patient orders:

- Make sure there is power to the printer
- Make sure the printer is connected to the PC
- Make sure the labels are loaded correctly (reference the loading instructions)
- Power off the printer by unplugging the power cord, but do not disconnect from the PC. Wait one minute and plug it back in
- Restart the PC.

If none of these steps resolves the issue, call Client Services at (612) 863-4678. They will assist with troubleshooting and, if necessary, the dispatch of a replacement printer.

Is there an indicator for a low number of labels remaining in the printer?

Approximately the last 20 labels in a roll will have a colored stripe in the middle, similar to this. If you notice this indicator, replace the label roll as soon as possible.

How do I get more labels?

Replacement labels should be ordered using our electronic supply catalog at www.allinahealth.or/laboratory. They can be found under the Printer Supplies category.

Phone
612-863-4678
800-281-4379

Fax
612-863-4067

Allina Health
LABORATORY

allinahealth.org/laboratory

How do I load new labels into the
Dymo printer?

**Loading Labels**

To load a label roll

1. Place the label roll on the spindle so that the labels feed from underneath and the left edge of the label roll is firmly against the side of the spool.
2. Press the spool guide tightly against the side of the label roll, **leaving no gap** between the roll and the spool.
3. Insert the label spool into the slot in the cover with the labels extending from underneath the roll.
4. Align the left edge of the label with the left edge of the label feed slot and insert the label into the slot.
5. The printer automatically feeds the label, stopping at the beginning of the first label.
6. Slide label guide against labels.

IMPORTANT! In order for the labels to feed properly during printing:

- Press the label spool guide flush against the label roll, leaving no gap.
- Insert the label with the left edge against the left edge of the label feed slot.
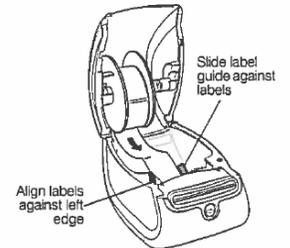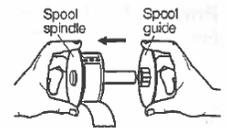
ADD ON TESTING

How do I add on testing?

Place an order in your EMR/LIS for the additional testing.

> If the specimen is still at your site, and:
> - is already labelled with a LabLink specimen label, wrap the new label around the specimen and secure with a rubber band. Store the specimen at the appropriate temperature and transport with your next available courier.
> - the specimen was an extra that did not previously have a LabLink label, place the label on the specimen and transport with your next available courier.
>
> If the specimen has left your site;
> - Complete a LabLink Test Add or Cancel form,
> - place the specimen label on the indicated location on the form, and
> - fax the completed form to the number indicated

CANCEL TESTING

How do I cancel a test?

Cancel the test in your EMR/LIS following your established protocol.
Complete a LabLink Test Add or Cancel form, indicating the test(s) to be cancelled, and fax to the number indicated.

PROVIDER CHANGES
What do I do if we have a new provider, or a provider leaves our practice?

Complete a Client Provider Change Form, found on the LabLink page of our website, and email it to your account representative.

RESULT REPORTS
What if results don't appear in my EMR/LIS?

Contact Client Service to verify that testing has been completed and troubleshoot as necessary.

SYSTEM DOWNTIME
Will I receive notification if the LabLink system is down?

The LabLink application will be unavailable the first Sunday of each month from 4 to 5 p.m. for routine maintenance. For any other scheduled downtime, or unanticipated downtimes, we will communicate directly to you.

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