

Frequently Asked Questions

Contents

General Enquiries.....	4
How long will this out-sourcing last?	4
Does SJH have access to our results?	4
What if an SJH consultant has requested GP bloods?	4
How many blood samples do I need to take?	4
Clinical Governance and access to clinical advice	4
Who is providing clinical support?	4
How do we access Eurofins Clinical Advice?	4
Will we have access to Biochemistry /Microbiology in Eurofins Biomnis for advice as we have had in SJH?.....	4
SwiftQueue Phlebotomy appointments at SJH	5
Paediatric Samples	5
Where do I send Paediatric samples normally sent to Crumlin?	5
Contact Details	5
What are the contact details for the Client Services team?	5
What are the contact details for the LabLink (logistics) team?.....	5
What are the contact details for the consumables orders team?	5
What are the out of hours contact details for the lab?	11
ORCIS – Specimen Ordering Portal.....	5
Log-ins & Multiple Users	5
How do I add multiple users to be able to use ORCIS in different clinic rooms?.....	5
“I might create a blood request and leave it for our nurse - and the patient might attend a few days later. In that instance can we send the request electronically / generate the request and send the actual bloods a few days later. How long have we?”	6
Can I export my Patient Management System data to ORCIS?	6
Once I have entered a patient into ORCIS, can I use this entry again to re-test?.....	6
“In Healthlink we can make list of bloods that we do regularly so we do not have to click on every test every time we do bloods on a patient, will this be available”	6
LabLink - Blood Collections	7

How do I contact LabLink (Eurofins Biomnis Sample transport).....	7
I want a quote from Eurofins LabLink	7
I had a morning and afternoon collection. Does this remain the same? Who do I speak to?	7
What is the latest samples can be delivered to the lab?	8
Test Menu	8
Why can I not order Vitamin D?.....	8
Can I order tests that are not on the form?	9
What tests do I have to pay for?	9
How to do haemochromatosis genetic screening?	10
Packaging	10
NVRL Samples – Are they packaged separately?.....	10
What goes into a Microbiology (purple) bag?	10
What goes into a Red bag?	10
Can we send urine samples in the yellow lid pots we get from St James' hospital ?...	10
Virology Testing	10
Microbiology Testing	11
Critical/Urgent Results	11
Would someone from Eurofins be calling through urgent results the way a lab would? e.g. renal/Hb results	11
Results Process	11
What is the results process?.....	11
How long do results stay on your system?	11
I want my Nurse or Advanced Nurse Practitioner to order tests and have access to her own results. Can you provide this service?	12
Turn-around-Times (TAT's).....	12
What happens to our existing TAT's	12
Test Kits / Tubes, Specimens, Consumables	13
How do I use the new swab kits that were delivered to me?	13
Are the testing bottles changing?	13
How do I order more consumables?	14
CDxConnect (Eurofins Biomnis Results Portal)	14

What is CDxConnect? How does it work?.....	14
How do I access CDx Connect?	14
How do I sign up to CDxConnect?.....	14
I want my Nurse or Advanced Nurse Practitioner to order tests and have access to her own results. Can you provide this service?	14

General Enquiries

How long will this out-sourcing last?

Outsourcing is for a minimum of 15 months from 11th Nov 2024. After this time, the outsourcing arrangement will be reviewed.

Does SJH have access to our results?

SJH has no interaction with, or access to your GP results.

What if an SJH consultant has requested GP bloods?

As per current procedures, if an SJH Consultant has requested GP blood tests, the GP practice must forward these results to the Consultant. SJH Consultants cannot access GP samples tested in Eurofins Biomnis (or in SJH).

How many blood samples do I need to take?

One full serum tube should suffice for routine clinical chemistry tests, and one EDTA tube will suffice for FBC and HbA1c tests. An extra serum tube may be required for additional immunology tests.

Clinical Governance and access to clinical advice

Who is providing clinical support?

How do we access Eurofins Clinical Advice?

Will we have access to Biochemistry /Microbiology in Eurofins Biomnis for advice as we have had in SJH?

Eurofins Biomnis is now providing clinical support. At least two consultants are covering each laboratory discipline.

Consultant details per laboratory discipline are available on the Biomnis Eurofins website ([https://www.eurofins.ie/Biomnis Eurofins/about-us/eurofins-medical-consultants/](https://www.eurofins.ie/Biomnis_Eurofins/about-us/eurofins-medical-consultants/)). Including Dr Mike Louw (Consultant Chemical Pathologist), Dr Rama Srinivasan (Consultant Chemical Pathologist), Dr Patrick Hayden (Consultant Haematologist), Dr Con Feighery (Consultant Immunologist), Prof Edmond Smyth (Microbiology Consultant) and Prof Margaret Hannan (Infectious Serology/Molecular Biology Consultant). Each can be contacted with clinical queries . Please contact: clientservices@ctie.eurofinseu.com or call 1800 252 966

Clinical support from SJH is no longer provided

SwiftQueue Phlebotomy appointments at SJH

Urgent and emergency appointments continue to be made available from SJH to manage critical patients who require urgent testing to our outsourcing cohort of patients based on current 2024 arrangements and based on ordering via the Healthlink system with SJH.

Paediatric Samples

Where do I send Paediatric samples normally sent to Crumlin?

Paediatric samples can be sent to Eurofins Biomnis, but must be sent in on a Crumlin request form

Contact Details

What are the contact details for the Client Services team?

clientservices@ctie.eurofinseu.com

1800 252 966

What are the contact details for the LabLink (logistics) team?

lablinklogistics@ctie.eurofinseu.com

1800 252 967

What are the contact details for the consumables orders team?

To place an order for consumables, email a completed Order Form to the new email below:

SJHGPsorders@CTIE.eurofinseu.com

ORCIS – Specimen Ordering Portal

Log-ins & Multiple Users

You will have received one log-in. If not, please email portal@ctie.eurofinseu.com.

Please complete the ORCIS Request Access form with user details added.

How do I add multiple users to be able to use ORCIS in different clinic rooms?

Please send a list of First name, Last name and email address for each user you wish to register to **portal@ctie.eurofinseu.com**

“I might create a blood request and leave it for our nurse - and the patient might attend a few days later. In that instance can we send the request electronically / generate the request and send the actual bloods a few days later. How long have we?”

The request will stay there for as long as you need. Once you “Issue it to lab” it will be removed from list, and no longer editable. So, you could prepare requests days before (just ensure you put in the planned date and time of sample collection). You can issue individual requests to lab as the samples are taken.

Can I export my Patient Management System data to ORCIS?

Once I have entered a patient into ORCIS, can I use this entry again to re-test?

“In Healthlink we can make list of bloods that we do regularly so we do not have to click on every test every time we do bloods on a patient, will this be available”

This functionality is not currently available in ORCIS, though it is planned for future versions. You will be updated as soon as this functionality is available

I’m having an issue aligning my printer

Some printers were having problems aligning with the labels.

In the settings, there is an option of “Print to Page” or “Print to printable area”.

Some printers are to “printable area”.

Scaling was also turned on in advanced print preferences; try to turn it off.

When switched to “print to page “ it can resolve the issue as the printable area was shrinking the format and alignment and may have contributed to losing the edge of the form sometimes.

Please note - This may affect some other items being printed.

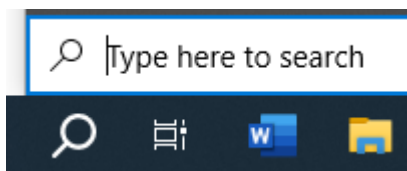
You can also try:

Setting printer settings:

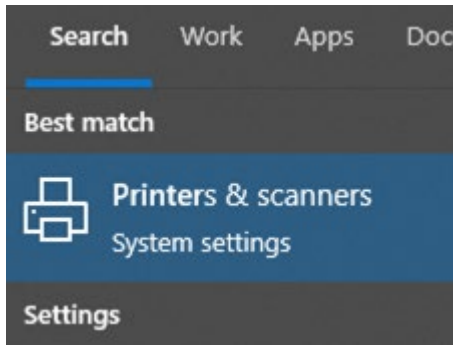
Click on the magnifying glass icon on the bottom left-hand corner of your screen



- In the search bar type “Printer”



- Select “Printers & Scanners”



- Select printer name and “Manage”



- Ensure A4 is selected.

LabLink - Blood Collections

How do I contact LabLink (Eurofins Biomnis Sample transport)

I want a quote from Eurofins LabLink

lablinklogistics@ctie.eurofinseu.com

1800 252 967

I had a morning and afternoon collection. Does this remain the same? Who do I speak to?

The Eurofins LabLink runs we currently do will be the same as ever. Same driver, same time.

Eurofins Lablink will provide a once-daily pick-up service to those who already avail of this HSE-funded service. If you wish to send samples to Eurofins at a later time, the individual GP practice must arrange this.

lablinklogistics@ctie.eurofinseu.com

1800 252 967

Eurofins Lablink can provide a quote for your practice if you wish for a second pick-up.

Alternatively, purchasing a centrifuge for spinning labile samples could be considered.

If you use an alternative courier, a change of delivery address is required.

Delivery Addresses	
Microbiology Samples only (Purple Bags packed separately with own request form) OCP, Swabs for culture, Urine for culture, Stool for culture, C.Diff, CPE	All Other Samples: <i>Blood Samples: Chemistry, Haematology, Serology, Immunology, CT/NG, FIT testing</i>
Eurofins Biomnis Three Rock Road, Sandyford Business Estate DUBLIN 18, D18 A4C0	Eurofins Biomnis Unit 3, Sandyford Business Centre, Sandyford Business Park, Blackthorn Road, DUBLIN 18 D18 E528

What is the latest samples can be delivered to the lab?

Samples can be delivered to Eurofins Biomnis locations up until 5.30 pm, Monday to Friday.

Test Menu

Why can I not order Vitamin D?

The HSE published version 1 of “The Laboratory Services Reform Programme: ADVICE NOTE” on 08/05/2024 with specific Indications for Measurement of Vitamin D Levels.

<https://www.hse.ie/eng/about/who/cspd/lsr/resources/indications-for-measurement-of-vitamin-d-levels.pdf>

Its advises that Vitamin D testing should be reserved for specific patient groups; it should not be used as a general screen .

It must be confirmed that the patient has one of the following for Vitamin D to be ordered:.

a) metabolic bone disease

- Osteoporosis or Osteopaenia
- Rickets or Osteomalacia
- Paget's Disease of Bone
- Pathological Fracture
- Unexplained Hypocalcaemia, raised PTH, low or high Phosphate

OR

b) Specific named clinical condition due to or leading to Vitamin D Deficiency

- Malabsorption, CKD, Liver Disease
- Muscle weakness
- Chronic inflammation
- Certain Drug therapies: Glucocorticoids, Anticonvulsants, Antiretrovirals, Antifungals, Anti Oestrogens or Cholestyramine

When Vitamin D is selected, a pop-up appears for the GP to select which condition the patient has.

If you do not select one condition as applicable, then Vitamin D cannot be requested.

Can I order tests that are not on the form?

The ORCIS Profiles & Tests tick-boxes match the SJH HealthLink form. The "Other Tests" dropdown must ONLY be used when the test is clinically indicated. Details MUST be provided in the Clinical Details box.

The HSE is not taking up the cost for any additional tests not currently offered by SJH to our cohort of GPs. GPs accessing the Biomnis service cannot get a preferential service compared to those GPs remaining with SJH. Restrictions will continue to apply in this regard to all parties.

What tests do I have to pay for?

GPs will not be charged for laboratory tests ordered via the ORCIS portal; the HSE covers them.

Private arrangements between GPs and Biomnis are not part of this outsourcing project and are managed separately. Any private local arrangements remain at the local level.

How to do haemochromatosis genetic screening?

Choose HFE from the test list, and complete the Consent form located at [**Eurofins Biomnis - General Practitioners Page - Eurofins Scientific**](#) , and send in with the sample and ORCIS request form

Packaging

NVRL Samples – Are they packaged separately?

Specimens will be sent directly to the NVRL for some virology screening.

These should be packaged separately, but your Lablink driver will pick them up and deliver them to the NVRL.

Refer to Microbiology & Virology Quick Reference Guide, located [**here**](#)

Refer to [**https://nvrl.ucd.ie**](https://nvrl.ucd.ie) for additional tests available at the NVRL and the request form to be used.

What goes into a Microbiology (purple) bag?

Stool for OCP, Swabs for culture, Urine for culture, Stool for culture, C.Diff tests, CPE tests.

Refer to Microbiology & Virology Quick Reference Guide, located at [**Eurofins Biomnis - General Practitioners Page - Eurofins Scientific**](#)

What goes into a Red bag?

Stat samples **ONLY**

Can we send urine samples in the yellow lid pots we get from St James' hospital ?

Urine samples for Culture can be sent in the usual containers. CT/NG urine samples must be sent in Roche consumables.

Refer to Microbiology & Virology Quick Reference Guide, located at [**Eurofins Biomnis - General Practitioners Page - Eurofins Scientific**](#)

Virology Testing

Eurofins Biomnis will perform the majority of frequently requested tests for virology. This includes STI and hepatitis screening.

Some testing will now be performed in the NVRL (e.g. MMR, EBV, Lyme disease).

Tests must be ordered using an NVRL request form which are available on the NVRL website: <https://nvrl.ucd.ie/info> under the “Virology Diagnostic Request Forms” section.

Refer to Microbiology & Virology Quick Reference Guide, located [here](#)

Microbiology Testing

All microbiology work (that gets sent in a purple bag) must be on a separate request to all other tests.

Refer to Microbiology & Virology Quick Reference Guide, located at [Eurofins Biomnis - General Practitioners Page - Eurofins Scientific](#)

Critical/Urgent Results

Would someone from Eurofins be calling through urgent results the way a lab would? e.g. renal/Hb results

Critical results will be phoned to your GP practice by Eurofins Biomnis, as per current SJH practices. DubDoc or KDOC numbers will not be accepted for this pathway.

Please note that Biomnis Eurofins offer a 24/7 testing service so phone calls will take place out of hours, similar to SJH. Please save this number to your mobile as "Eurofins Biomnis Critical Result" 01-5077131. This is the only phone number that will be used to notify you of a critical result.

What are the OUT OF HOURS contact details for urgent results?

- Client services 1800 252 966
Available from Monday to Friday: 8.30am - 5.30pm for all result queries.

Outside on these hours ONLY for URGENT results please call:

- Haematology and Biochemistry samples only - 086 172 7250
- Blood Culture samples for Microbiology only - 086 065 9189

Results Process

What is the results process?

How long do results stay on your system?

Results will be available through HealthLink as per current practices.

When all tests are completed, results are sent to Healthlink.

Partial results are available through the Eurofins CDX Connect results portal—contact our Client Services team for further information on how to access this.

How long are the requests held there for?

Requests will stay available for 6 months

If a doctor leaves or moves practice, what do I do?

Please email portal@ctie.eurofinseu.com to notify us of a staff member leaving the practice

If a new doctor starts, what do I do?

Please email portal@ctie.eurofinseu.com to notify us of a staff member joining the practice

I want my Nurse or Advanced Nurse Practitioner to order tests and have access to her own results. Can you provide this service?

Yes, we can. Nurses are not issued with Lab codes/Healthlink codes which is how we result out to the ordering clinician.

For other approved users, we provide a results portal called CDx connect whereby they can access results, once the owner or senior doctor has completed a form as the approver of users. The form, user manual and video are [Eurofins Biomnis - General Practitioners Page - Eurofins Scientific](#)

Turn-around-Times (TAT's)

What happens to our existing TAT's

Biomnis Eurofins meets the turnaround times for laboratory tests in line with best practice. Biomnis Eurofins laboratory results can be reviewed in real-time using the CDx Connect system.

Chronic Disease Management patients typically access results with a fast turnaround time (e.g. renal profile, BNP, HbA1c) and in conjunction with 24/7 testing services in place for GPs in Biomnis Eurofins (not available in SJH), this will ensure that Biochemistry and Haematology results are received within a 24-hour turnaround time window to issue results to Healthlink/CDM system. For laboratory tests with a longer testing time (e.g. Microbiology or those with “France” listed in the test name), we ask that GP users consider ordering these laboratory tests with test turnaround time in mind: grouping urgent tests together

in orders with non-urgent/specialised tests in a separate order during this interim period. For more clinically urgent queries which avoid patient admittance to ED, GP users have been issued special specimen bags for urgent (stat) samples (red bags) to prioritise critical patients.

- ✓ All Clinical Chemistry tests except one have a turnaround time of 24 hours
- ✓ All Haematology tests have a turnaround time of 24 hours

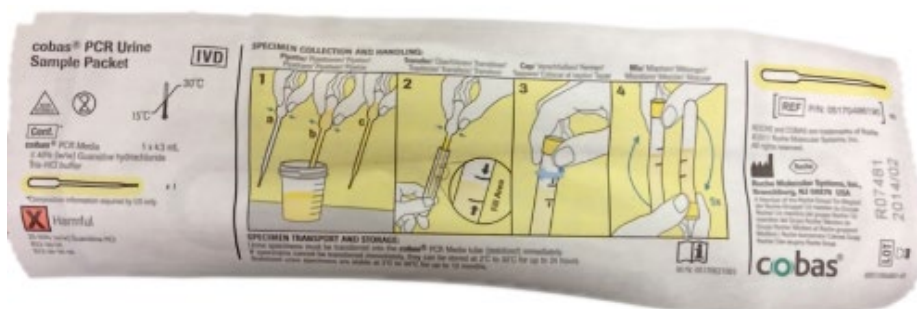
Test Kits / Tubes, Specimens, Consumables

How do I use the new swab kits that were delivered to me?

Please see the instructions “Urine Sample Collection Guide” & “Vaginal Collection Guide” located at the link below:

Eurofins Biomnis - General Practitioners Page - Eurofins Scientific

Urine Collection Kit (yellow):



Dual-Swab Collection Kit (pink):



Are the testing bottles changing?

Sample requirements are listed in the ORCIS portal, and SJH will provide the same sample bottles.

Please see tube guide at the following link **Eurofins Biomnis - General Practitioners Page - Eurofins Scientific**

How do I order more consumables?

Consumables specific to Eurofins Biomnis can be ordered by completing the form located at **this** link, and emailed to our Order Department SJHGPsorders@CTIE.eurofinseu.com

As usual, Cruinn supplies all other consumables.

For bacterial & culture swabs, can we use the eSwab?

Our preference is for the bacterial & C+S swabs to be the charcoal or blue amies agar gel swabs.

The eSwab can be used in the short term but we suggest changing to the charcoal or blue amies agar gel swabs when you re-order next from your local supplier.

CDxConnect (Eurofins Biomnis Results Portal)

What is CDxConnect? How does it work?

The CDxConnect portal gives Eurofins Biomnis clients secure access to their patient's results. Clients can also check the status of a test request they submitted to Eurofins Biomnis, access test request forms, our test guide, pre-analytics and packaging information or accreditation documentation

Please see link **here** for video tutorial on how to use it.

How do I access CDx Connect?

To sign into your CDxConnect account click on this link: **Eurofins - CDx Connect**

How do I sign up to CDxConnect?

Fill out the form at the below link and return to marketing@ctie.eurofinseu.com
CDxConnect Access Form

I want my Nurse or Advanced Nurse Practitioner to order tests and have access to her own results. Can you provide this service?

Yes, we can. Nurses are not issued with Lab codes/Healthlink codes which is how we result out to the ordering clinician.

For other approved users, we provide a results portal called CDx connect whereby they can access results, once the owner or senior doctor has completed a form as the approver of users. The form, user manual and video are [**Eurofins Biomnis - General Practitioners Page - Eurofins Scientific**](#)