Frequently Asked Questions by GPs

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# How do I open an Account?

# Please download and complete the 2 sets of forms from our [GP webpage](https://www.eurofins.ie/biomnis/resources-documents/general-practitioner-clinics/) and return them as instructed. This process can take up to 7 working days depending on the volume of requests.

# Who do I speak to at Eurofins?

## *For your day-to-day queries and result queries*

**clientservices@ctie.eurofinseu.com**

1800 252 966

## *For all logistic queries, quotes, requirements and orders that have been dispatched?*

**lablinklogistics@ctie.eurofinseu.com**

1800 252 967

## *For all Medical kits, forms, samples bags, consumables?*

Email a completed Order Form (available under resources on the GP page) to

orders@ctie.eurofinseu.com

# How do I access Clinical Advice?

Eurofins Biomnis provides clinical support via the Client Services team. At least two consultants are covering each laboratory discipline.

* 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 consultant can be contacted with clinical queries via Client Services **clientservices@ctie.eurofinseu.com** or call 1800 252 966

# How do I sign up to Electronic Ordering & Results?

Having opened an account with Eurofins Biomnis, we will get you set up for electronic ordering and access to results.

All the forms you require are under Resources on the GP page.

Please complete and submit [Eurofins Biomnis CDx Connect Access Form](https://www.eurofins.ie/media/fawho4wo/eurofins-biomnis-cdx-connect-orcis-access-form-2025.pdf) to access both Orcis and CDx Connect

View the Orcis and CDx Connect video’s from the GP resource webpage

We have a Client Engagement Specialist on our team who will take you through the process

1. To get you set-up on Orcis & CDx connect, we need
	1. The names of all your clinicians, their email, lab/doctor codes,
	2. Clinic postal address
	3. The names and email addresses of all users who will be issued a username and password
	4. The full list of tests you require
	5. Signature of the person who approves all users to access results
2. We build a customised front page for your clinic once you decide what tests you will require
3. We can add or remove tests from your online front page as your business evolves

# Does my Patient Management System integrate with Orcis?

No. Orcis was custom-built by Eurofins Biomnis for its Irish Clients. It is a desktop system, accessed via an internet link. Once you enter your patient data once, the system retains the patient’s demographics and a record of all past tests.

Orcis is a secure system, with a 14-character password which you will need to change/alter every 6 months, when prompted.

## Do I need special paper?

Yes. We have A4 size paper called ‘Orcis Paper’ that you can order from our Orders Dept. It has 8 peel-away labels at the end which you attach to your samples. This is all explained in the video and user manual.

## Do I need a Special Printer?

No but following are some tips to help ensure the labels are properly aligned.

In Printer Settings, there is an option of “Print to Page” or “Print to printable area”, Select ‘Print to Page’. There can also be an option called Scale % and under this, select ‘Actual size’

# Tell me about packaging & delivery of samples

Our microbiology laboratory is in a separate building and location to our other labs.

Purple bags are used to ensure that all micro samples are delivered directly to the correct location – note the location addresses below. Red bags identify samples as clinically URGENT so that they are prioritised on arrival to our pre-analytics dept.

|  |  |  |
| --- | --- | --- |
|  | **Microbiology Samples** | **All Other Samples** |
| **Packaging**  | Purple Bag  | Biohazard bag orRed Bag for Urgent |
| **Test Request forms** | The Micro lab requires its own request form with the accompanying sample  | The sample will have its own test request form for the other labs. |
| **Tests** | Tests with “purple bag” listed in Sample Requirements. | All other tests |
| **Address** | Eurofins Biomnis Micro Three Rock Road,Sandyford Business EstateDUBLIN 18,D18 A4C0 | Eurofins BiomnisUnit 3, Sandyford Business Centre,Sandyford Business Park,Blackthorn Road, DUBLIN 18D18 E528 |

Microbiology Test Kit requirement

Swabs: When taking a swab, make a note of the site on the body where the swab is being taken from e.g. left ear and note this in the clinical indications box on the test request form in Orcis

We recommend that you use the following Swabs:

Charcoal Amine Swabs, Liquid Swans (Amies Transport Medium), Cobas Swabs

Swabs to avoid: Dry & Aptima Swabs

##

# 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. Contact our Client Services team if you need to deliver outside of these hours, subject to additional charge.

# Can I order Tests for Private Patients?

Yes. At the end of the GP webpage, there is a selection of tests that your private patients may request as they are not covered by the HSE. For example, Vitamin D. We have the largest selection of diagnostic tests in Ireland and access to our sister labs across the globe so please contact us for type of specialist test

Refer to Microbiology & Virology Quick Reference Guide, located at [***Eurofins Biomnis - General Practitioners Page - Eurofins Scientific***](https://www.eurofins.ie/biomnis/our-services/general-practitioners-page/)

# Who makes the Critical/Urgent Results?

Biomnis Eurofins offer a 24/7 testing service making phone calls outside of hours. Normal working hours are Monday to Friday: 8.30am - 5.30pm.

Critical results will be phoned to your GP practice by Eurofins Biomnis. Please save this number, 01-5077131, to your mobile as "Eurofins Biomnis Critical Result". This is the only phone number that will be used to notify you of a critical result.

##

# How do I access Results?

We invite all clients to sign-up to CDx Connect, a proprietary, secure results portal. As soon as results are authorised results, they are reported on Cdx Connect. You will be able to view partial results through the Eurofins CDX Connect results portal. This is especially useful if you order a profile panel with some of the tests having a longer turn-around time than others in the profile. The Client-Engagement team will help you to use the CDx Connect system.

# If a doctor leaves or joins a practice, what do I do?

Please email **portal@ctie.eurofinseu.com** with the details and it will be updated.

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

Yes, we can. The owner of the clinic or senior manager approves all users of CDx Connect. Our Client-Engagement team can assist you. Email: portal@ctie.eurofinseu.com

# Guides for Test Kits

## We have guides to help you to use the kits that we supply. These 3 guides are downloadable on the Resource section of the GP page

1. Urine sample collection guide
2. Cobas vaginal swab collection guide
3. FIT Sample collection guide

Please note the urine cobas kit is yellow and the multi-site swab is pink to help you distinguish between them.

Urine Collection Kit (yellow):



Dual-Swab Collection Kit (pink):

