Go Paperless

Frequently Asked Questions (Client)

When will transmission through System 2000 cease?
ARUP will end transmission Summer 2014.

When I order a miscellaneous test through my interface, will I get any reflex test results delivered in the web solution?
Tests that may reflex should not be ordered as a miscellaneous test. These tests, as well as microbiology and virology tests that typically return multiple results, should either be built in the interface or ordered manually using Order Entry through ARUP Connect™.

I am currently printing all of my critical results automatically. Will I be able to do this from Connect?
Critical values are reported to you by a phone call from ARUP Client Services when they are discovered. You can also subscribe to the Critical Call Log Report to have the record of critical results called to your lab.

Can I print charts from Order Management?
Yes. When you are logged into ARUP Connect, you can select either individual charts or batches of charts and send them to your printer. However, many ARUP clients have converted to paperless workflows for handling reference lab results. Connect Order Management offers much better support for paperless workflows than System 2000. Results can easily be copied/pasted into an LIS or EMR, and entire charts can be uploaded as pdf documents into a document management system, all on your laboratory’s own computer.

What do I do with the System 2000 hardware?
Please remember that your patients’ information (PHI) is in the system. We recommend you first talk to your IT department for their recommendations for disposal of the hardware. You may also remove the hard drive from the computer and return it to ARUP for proper destruction. Shipping labels for return of the hard drive will be sent to you. Should you need to dispose of all the hardware (computer, printer, monitor) ARUP will arrange shipping.

How do I set up my Connect account to view and print results?
The Connect administrator at your facility can set up all users and assign appropriate permissions. If you do not know your administrator, please call ARUP Client Relations Training at 800-242-2787, ext. 5269, or email at ClientRelationTraining915@aruplab.com. Client Relations Training can show you the applications in Connect. Training videos are also available online: www.aruplab.com/connect-training