# Table of Contents

**Order Inquiry** ................................................................................................................. 1  
  Searching Tips .................................................................................................................. 2  
  See Orders ...................................................................................................................... 4  
  View Results ................................................................................................................... 5  
  See Chart ......................................................................................................................... 7  
  Get Adobe Acrobat Reader ................................................................................................. 8  
  Adobe Acrobat Tips ......................................................................................................... 8  
  Online User’s Guide ......................................................................................................... 10
Order Inquiry

Order Inquiry is one of many services offered through ARUP Connect™. Order Inquiry may be used to view test orders, view patient test results, and view or print results by accession or by encounter.

Once you are logged into Connect™ go to Order Management>Order Inquiry.

At the main page for Order Inquiry, you can enter a medical record number / patient ID (ARUP or client) or patient name, and search for and view patient test results.

Enter search criteria in any of the fields at the main screen and then press [Enter] or click the <Find Patients> button. A list of patients matching your search criteria is displayed as illustrated in the example on the next page.

To view orders for any patient listed, click the <See Orders> link for that name.
Click the **Searching Tips** link to better understand how Client Order Inquiry searches work and to learn how you can make your searches as fast and effective as possible. In addition to the following tips, please note that if more than one client ID is displayed on this screen, you can click on just one client ID to limit your search to just that Client ID only.

**Search on one option only.**

You can search on just one of the available search options:
### Search for patient last name, or both first and last name

- You can enter the first letter(s) of a patient’s last name to find all last names that begin with the text you enter. For example, you if you enter a last name of "Jo", the system will find "Jones" or "Johnson" or anything else that begins with "Jo".

- If you enter BOTH a first name and a last name, the system will search for an **EXACT** match to the last name. Therefore, if you were to enter "Bob" as the first name and "Smit" as the last name, it would find "Bob Smit" or "Bobby Smit", but it would not find "Bob Smith".

- If you enter a first name and leave the last name blank, the system will find all patients with no last name whose first name starts with the search text you entered.

- The more precise the information, the faster the search will be. A search for "John Smith" is faster than a search for just "Smith" and much faster than a search for last names beginning with "Sm". A more precise search will also produce a shorter list of results.

### Number searches find an exact match only

- Enter the full number in the ARUP Med Rec Num / Patient ID, Client Med Rec Num / Patient ID, or Visit Number (if available). The system will only find an exact match to the number you enter into one of these fields.
• Although the ARUP Med Rec Num / Patient ID is often displayed as (1111)222-33-4444, do not enter the (1111) part of the number when searching.

• If you work with multiple client numbers, you can speed up the search by selecting just one of the client numbers listed.

Only 100 patient records will be listed.

• In order to process searches in a speedy manner we limit the number of records listed to the first 100 found. If your search result is greater than 100, you'll see the message, "Request found more than 100 matches. Please refine your search." You should enter more restrictive search criteria to narrow down the possible number of results to less than 100.

See Orders

When you click <See Orders> for a patient listed at the main screen, a summary screen is displayed as illustrated in the example below. Patient demographics are shown here along with a list of orders. Where links are visible, you can click to <View Results> or see charts by clicking <By Accession> or <By Encounter> for that order. You can also click on the test number link to view test details in the Online User's Guide.
View Results

When you click **View Results**, the results detail screen is displayed as illustrated in the example below. To view additional orders, if any, click on the **Prev Order** or **Next Order** buttons. Click **Find Another Patient** to return to the original search fields. Click **Back** to return to the previous screen.
Some results may include a link entitled **<View>**. Click this link to see interpretive data, result comments, etc., for the order.
See Chart

The patient chart is displayed in PDF format as illustrated in the example below. PDF format requires Adobe Acrobat Reader for viewing. You can print a hard copy of the chart by clicking on the printer icon in the tool bar at this window or selecting File>Print from your browser menu.

To view the chart by accession number, choose **By Accession** from the **See Orders** page.
To view the chart by encounter, choose **By Encounter** from the **See Orders** page.

**Get Adobe Acrobat Reader**

Acrobat Reader is a free software program from Adobe, allowing you to open, view and print PDF format files. You cannot edit the PDF files with Acrobat Reader. If you do not have Acrobat Reader, you can download it by clicking on the Acrobat Reader link at the bottom of the screen.

**Adobe Acrobat Tips**

**If you're using Microsoft Internet Explorer:**

If you get an “Error Locating Object Handler” message,

1. Answer <No> to the above message.
2. Click your browser's <Back> button ONCE.
3. Click on the <Get Acrobat Reader> link and download and install Acrobat Reader

**If you're using Netscape Navigator:**
1. When you click <See Chart>, Netscape may ask if you want to open or save the file. Click on <Open> and click <OK>.

2. Netscape may instead give you a message about an 'Unknown File Type'. If you get this message, click <Cancel>, then click on the <Get Acrobat Reader> link and download and install Acrobat Reader.

If you already have Acrobat Reader and the <See Chart> link still doesn't work, try the following:

1. Close ALL browser windows.
2. Start Acrobat as follows:
   a. Click the Windows <Start> button (lower left corner of the screen).
   b. Select <Programs>, then <Adobe Acrobat x.0>, then <Acrobat Reader x.0> (4.0 or higher version is required).
3. In Acrobat Reader, open the General Preferences window.
   a. Select File, then Preferences, then General.
4. Click to remove the check mark from the Web Browser Integration check box. (near the lower right.)
5. Click OK.
7. Return to the <See Chart> link and try again.
To look up information regarding a test in the ARUP Online User's Guide, click the test number in the list of orders.

The User's Guide opens in a new window as shown in the example below. You can scroll to see more information. You can also look up other tests and information while at this window. To return to the patient chart you were reviewing, just close this window.