

Order & Results interface with Corewell Health- FAQs

I have a provider who is not receiving results or need to remove a provider on my interface with Corewell Health

- If a provider is not receiving results, call the Corewell Health Digital Services Help Desk, available 24/7: **616-391-HELP**, ask to send the issue to the support group **eShare Solutions**, give the provider name and NPI, plus a patient example for a recent result you expected but did not receive.
- If you are still receiving results via your interface for a provider who has left your organization, follow the steps above.
- If you know in advance one of your providers is leaving your office or a new provider will be starting soon, please inform the eShare Interface Team, ideally a week or two before the change occurs via email: PRAS.Team@spectrumhealth.org

Who do I call for interface support and questions?

- Corewell Health Digital Services Help Desk, available 24/7: **616-391-HELP**, ask to send the issue to the support group **eShare Solutions**. Provide patient examples, if possible.
- If your question is a general non-urgent question about your interface, for example you need a clarification on an interface test alias, you may email the question to PRAS.Team@spectrumhealth.org

Lab Orders Interface Specific Questions:

How do I enter future orders to be collected at a Corewell Health Lab location?

- Any future order (e.g., for later that day, next week or next month) must be dated & timed for the future, by at least one day.
- If the order is not future dated, your eMR will transmit the order to the lab as already collected.
 - The lab will be expecting this specimen and our draw sites won't be able to see the order.
 - If it is unclear in your eMR ordering system on how or where a date is entered, you may need to follow up with your dedicated EMR support, inquiring on how they recommend a future/lab collect order be sent to the lab.

How do I enter orders for an office collected specimen?

- Document collected time and date in the patient record per your eMR instructions, be sure to submit orders.
- Label specimen with 2 patient identifiers, this is usually the full legal patient name and date of birth. See: [Appropriate Specimen Labeling](#)

How do I cancel a test that is no longer needed?

- The cancellation of a test is not sent electronically to Corewell Health Lab. This form ([Lab Test Cancellation Form](#)) must be printed, filled out (all fields) & faxed to the number on the form to ensure the test is cancelled before collection.

I have received an email from eShare Solutions team titled “File Definition Notice Laboratory, Radiology & Cardiology”, why am I receiving this?

- A lab test(s) or order has been updated in Corewell Health Epic and the order codes need an update in the office eMR for accurate order transmission. If the order codes (alias') are not updated in the office eMR, the orders will error out and not file into Epic for your patient's lab visit.

Where can I obtain information about tests, collection procedures, or acceptable specimen containers?

- Refer to the Corewell Health Online Lab Catalog at <https://spectrumhealth.testcatalog.org/> For any other laboratory related questions, please call Corewell Health Lab Call Center, 24/7 at **616-774-7721**.
- PLEASE Note – if you are looking for the test order code/alias to be used on an existing orders interface you have with Corewell Health, when searching the lab catalog please use the code as called out as below when adding this to your EMR Lab Order Compendium:

Complete Blood Count (CBC) w/
Differential

Epic Code **LAB293**

Test Name Alias

CBC w/ Diff | CBCD | 8411 | CBC w/diff

Interface Order Alias

11308

- Lab Blog: <https://lab.spectrumhealth.org/>
NOTE: If you need to search for anything in the blog regarding past lab changes, please use the magnifying glass in the upper right corner as below:



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