

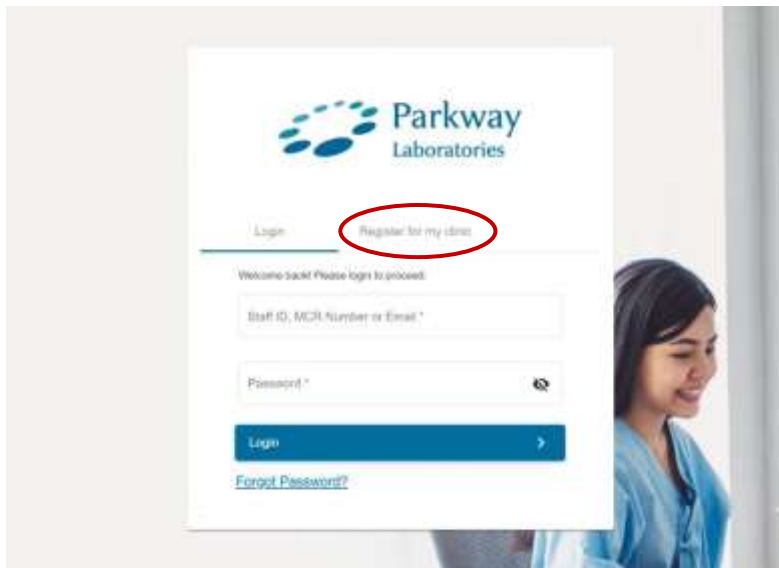
# PLEXUS HUB USER GUIDE



# Content Page

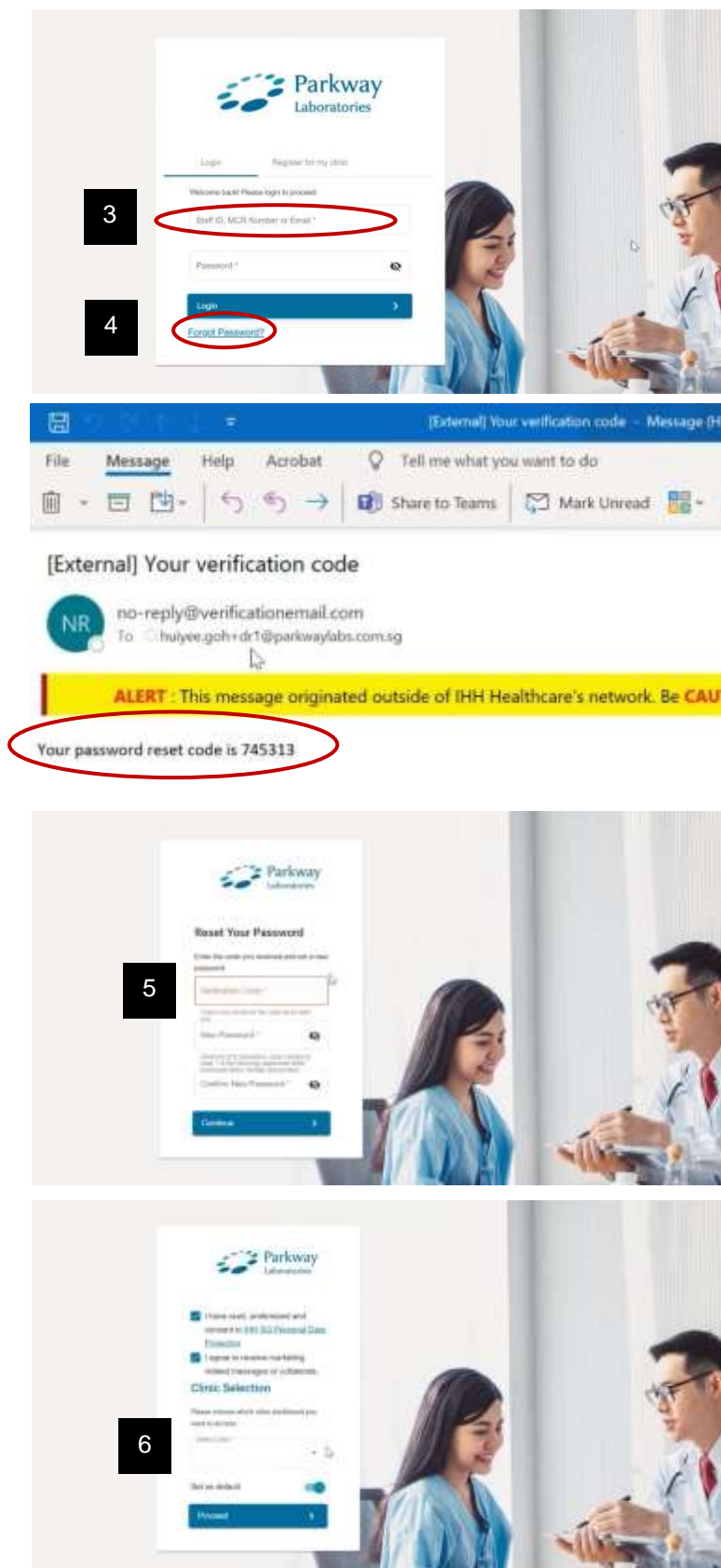
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## A. Registering an Account



1. If you're an existing Plexus User, your account has been ported over to Plexus Hub.
2. Proceed to B. Log in to Plexus Hub
3. To register a new account please submit a request...

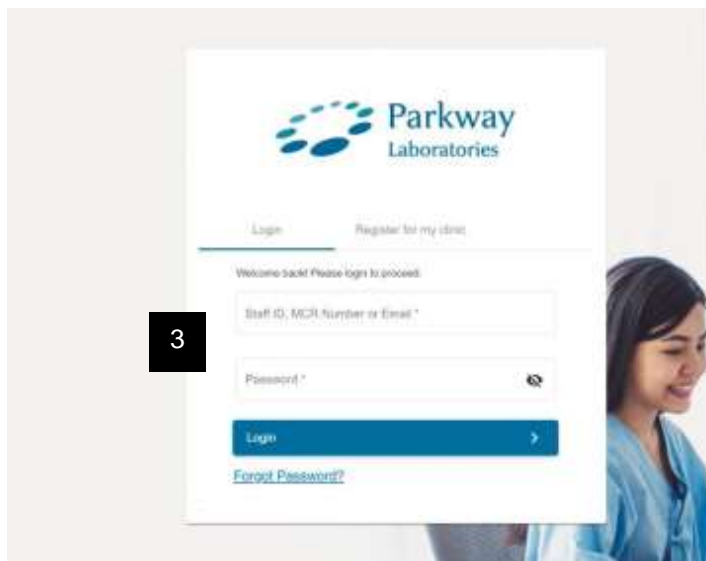
## B. Logging in to Plexus Hub



### For users logging into Plexus Hub for the first time

1. Open Chrome or Firefox browser.  
(Plexus Hub works best on the above 2 browsers)
2. Type, <https://plexus-hub.com>
3. Enter your Staff ID, MCR number or email
4. Click on “forgot password”
5. Retrieve the verification code sent to your email and key in your new password, click “continue” to proceed  
(check your junk and spam folder if you do not see the email in your inbox)
6. Choose your clinic from the “clinic selection” drop down menu and click “proceed” to enter Plexus Hub

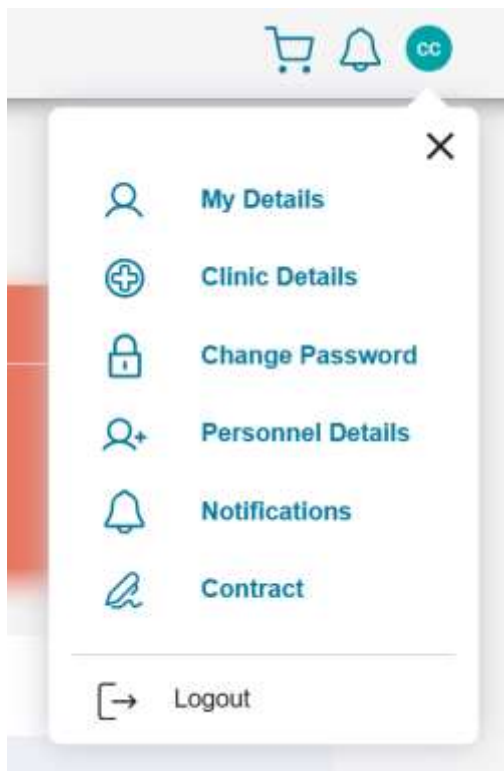
## B. Logging in to Plexus Hub (continued)



### For existing users

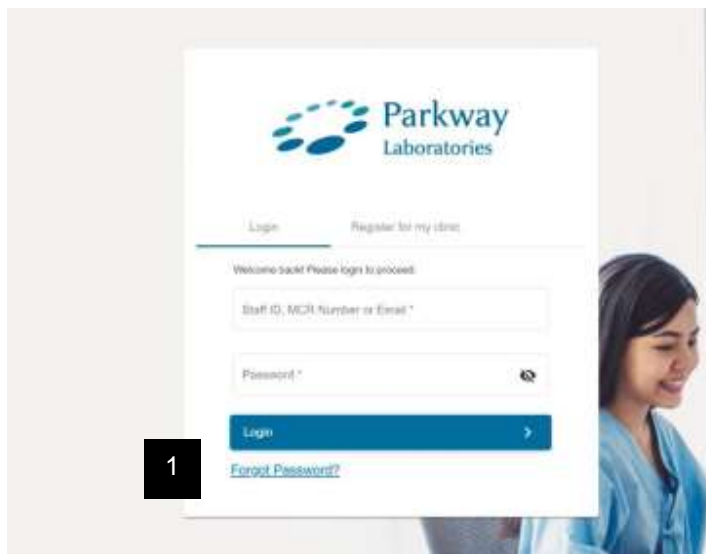
1. Open Chrome or Firefox browser. (*Plexus Hub works best on the above 2 browsers*)
2. Type, <https://plexus-hub.com>
3. Enter your Staff ID, MCR number or email and password.
4. Click “Login” to proceed

## C. Logging out from Plexus Hub



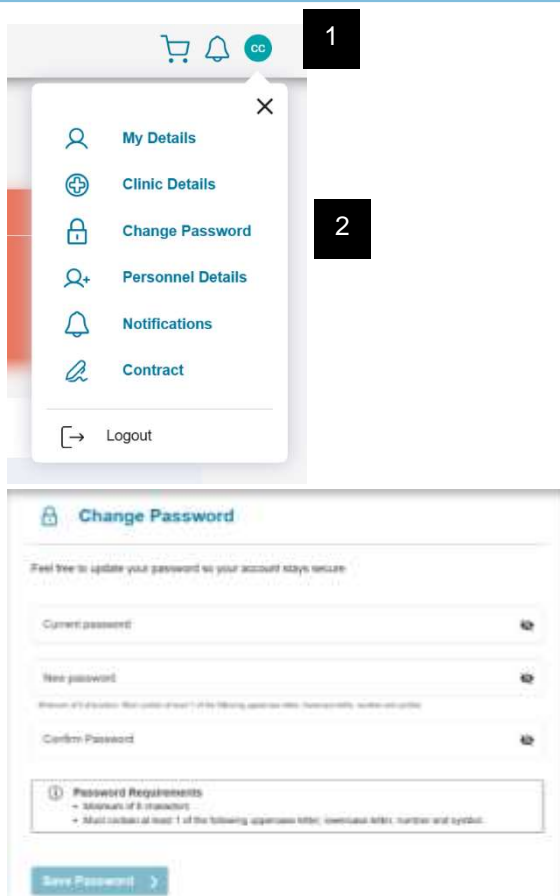
1. Click on the top right icon and select “logout” to log out of Plexus Hub

## D. Forgot Password



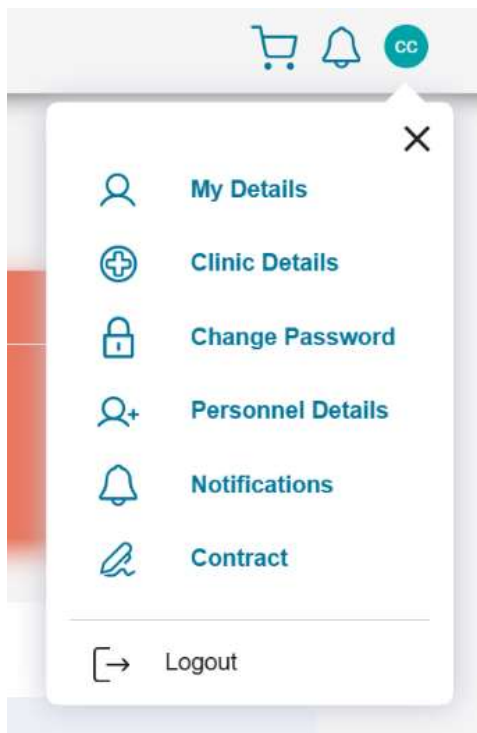
1. Click on “Forgot Password”

## E. Change Password



1. Click on the top right icon
2. Select “Change Password”
3. Update your password and click on “save password”

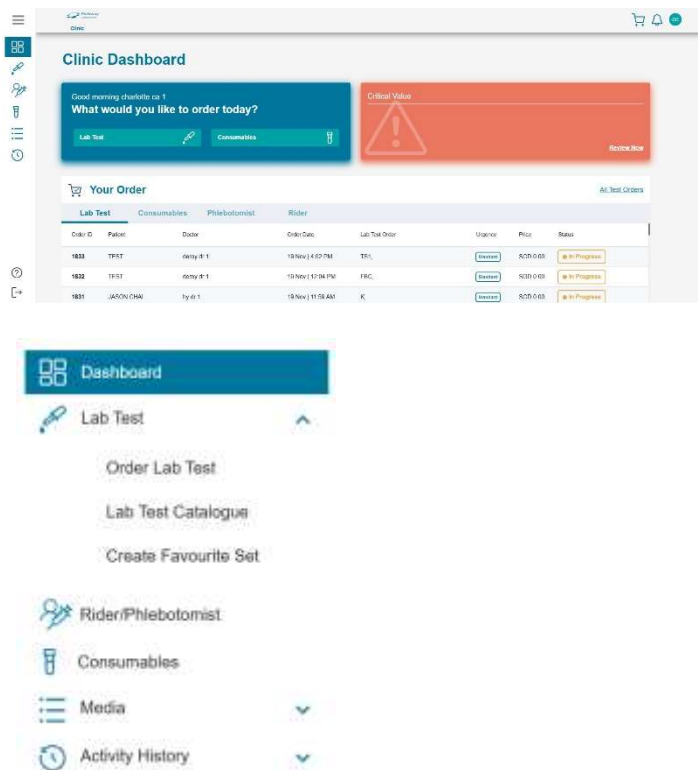
## F. Updating Profile



1. Click on the top right icon to see the drop-down menu to edit the following:
  - a. My Details
  - b. Clinic Details
  - c. Personnel Details

## G. Plexus Hub Dashboard

2

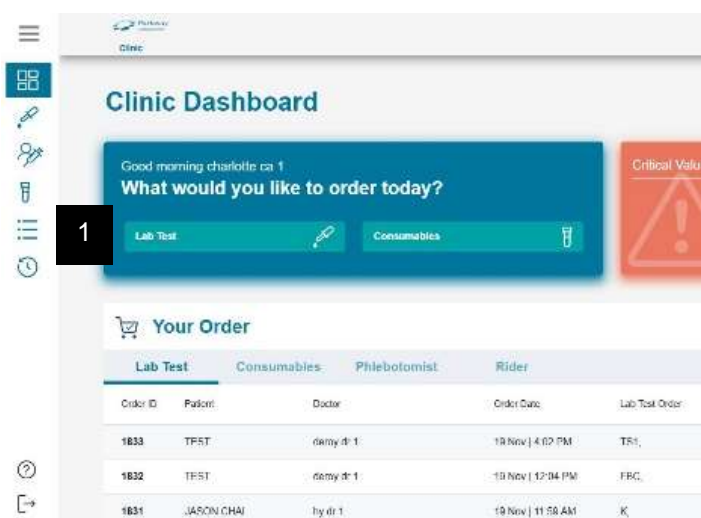


### Navigating Plexus Hub Dashboard

1. Once you're logged in, you will see the dashboard. You can order a lab test, consumables and see the different orders requested (lab test, consumables, phlebotomist and riders)
2. On the top left sandwich menu you can see the following:
  - a. Dashboard
  - b. Lab Test
  - c. Rider/Phlebotomist
  - d. Consumables
  - e. Media
  - f. Activity History



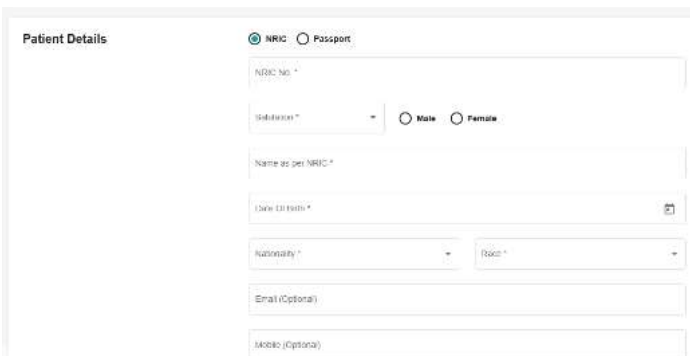
## H. Ordering Tests



The screenshot shows the 'Clinic Dashboard' with a sidebar on the left containing various icons. The main content area has a header 'Clinic Dashboard' and a greeting 'Good morning charlotte ca 1'. Below this is a large blue box asking 'What would you like to order today?' with two buttons: 'Lab Test' (highlighted with a red box and the number 1) and 'Consumables'. To the right of this box is a red 'Critical Value' alert icon. Below the blue box is a section titled 'Your Order' with a table showing three orders.

Order ID	Patient	Doctor	Order Date	Lab Test Order
1833	TEST	denny dr 1	19 Nov   4:02 PM	TS1
1832	TEST	denny dr 1	19 Nov   12:04 PM	FRG
1831	JASON CHAI	hy dr 1	19 Nov   11:58 AM	K

1. Click on “Lab Test” from the dashboard
2. Enter your patient’s details
3. Select the insurance details if applicable
4. Select the doctor who ordered the test
5. Click “next” to proceed to the next step located at the bottom right of the page.



The screenshot shows the 'Patient Details' form. It includes fields for NRIC No., Sex (Male/Female), Name as per NRIC, Date of Birth, Nationality, Race, Email (Optional), and Mobile (Optional). A red box with the number 2 highlights the 'NRIC' radio button.



The screenshot shows the 'Billing Details (Optional)' section. It includes a checkbox for 'Insurance' which is checked. Below it are fields for 'Insurance Company' and 'Insurance Policy No.'. A red box with the number 3 highlights the 'Insurance' checkbox.



The screenshot shows the 'Doctor' section. It includes a field for 'Doctor In Charge' and a section for 'Additional email recipients of the lab test report' with an 'Email' field. A red box with the number 4 highlights the 'Doctor In Charge' field.

## H. Ordering Tests (continued)

**1** **Test Details**

Standard Urgent

How would the specimens be collected?

☐ Clinic Collection ⓘ

☐ Phlebotomist ⓘ

☐ Outpatient Lab ⓘ

**2**

**3**

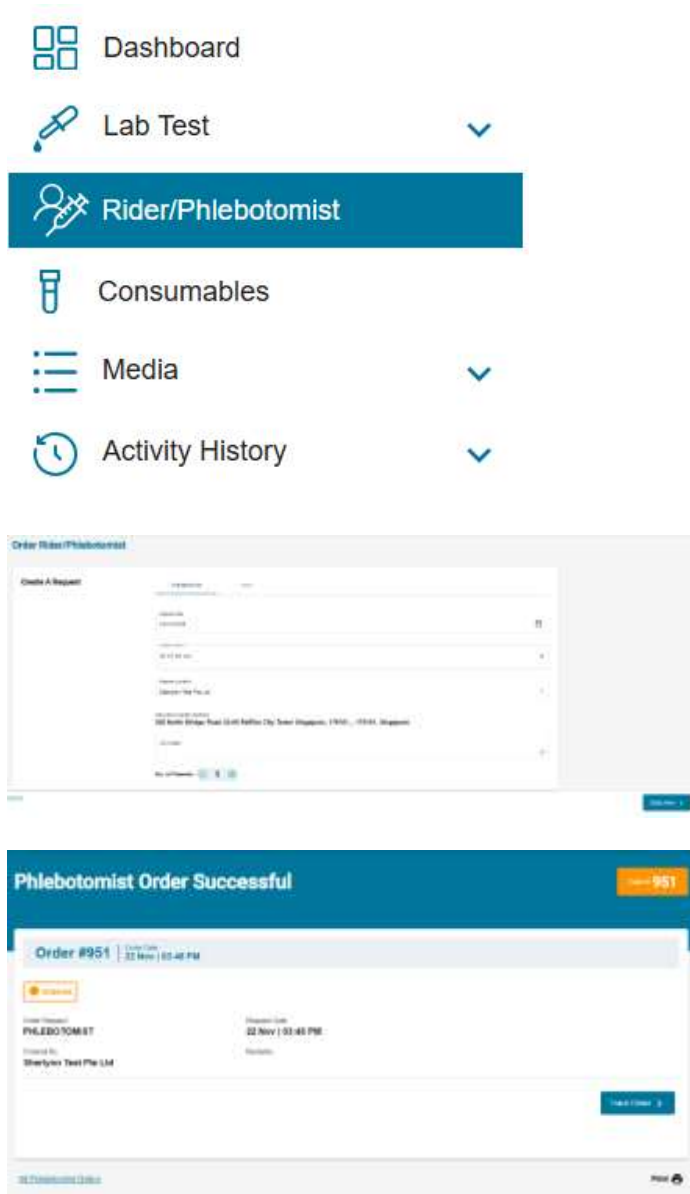
**4**

**6**

The screenshot displays the 'Test Ordering' workflow in the PLEXUS HUB system. It starts with 'Test Details' where users select collection methods. This leads to the 'Test Orders' section, which includes a search bar for 'Select Lab Test'. A table titled 'Your Selection' shows the chosen test: 'W ANYL (U)' with a price of '\$400.00' and a scheduled date of '02/11/2024 14:29'. Below the table is a 'Mandatory Additional Information' section containing a consent form for the patient.

1. Select how the specimens will be collected from the following options:
  - a. Clinic
  - b. Phlebotomist
  - c. Outpatient Lab
2. Select Lab Test by entering the test code or test name. *(you can select more than 1 lab test per patient)*
3. Choose your collection date and time
4. You can add more test in this tab here
5. Click on “Review Order” once all details are entered
6. After reviewing your order, read and check the terms and conditions box and click on “Order Now” to proceed.

## I. Create a Request for Phlebotomist



The screenshot shows the Plexus Hub interface. On the left sidebar, the 'Rider/Phlebotomist' option is highlighted in blue. Below it, the 'Order Rider/Phlebotomist' form is displayed. The form has a title 'Create A Request' and several input fields for patient information, location, and date/time. A 'Submit' button is located at the bottom right of the form.

1. Click on the top left menu and choose the 3<sup>rd</sup> icon to request a phlebotomist
2. Select Phlebotomist tab
3. Chose the requested date, time and location  
*Note: Our outpatient phlebotomy services are available during outpatient operating hours at our laboratories located at the four hospitals*
4. Check if the address is correct  
*Note: If you have more than 1 clinic, you would need to ensure that you have selected the correct location prior to proceeding. Selecting the correct location is important to ensure that Phlebotomist arrives at the correct location.*
5. Enter the number of patients that you will be ordering the phlebotomist service for.
6. Click on “order now” to proceed

## J. Create a Request for Despatcher

The screenshot displays the Plexus Hub interface. On the left is a sidebar menu with icons and labels: 'Dashboard', 'Lab Test', 'Rider/Phlebotomist' (highlighted in blue), 'Consumables', 'Media', and 'Activity History'. The main content area is titled 'Order Rider/Phlebotomist'. Below this title is a 'Create A Request' form. The form has two tabs: 'Phlebotomist' and 'Rider', with 'Rider' being the active tab. The form contains the following fields: 'Request date' with the value '11/02/2024', 'Request time' with the value '04:06:35 pm', 'Request location' with the value 'Shelbyville Test Phle Lab', and a 'Remarks' field.

1. Click on the top left menu and choose the 3<sup>rd</sup> icon to request a phlebotomist
2. Select Rider tab
3. Chose the requested date, time and location
4. Check if the address is correct
  - a. *Note: If you have more than 1 clinic, you would need to ensure that you have selected the correct location prior to proceeding. Selecting the correct location is important to ensure that Phlebotomist arrives at the correct location.*
5. Click on “order now” to proceed

## K. Tracking Requests

The screenshot displays the Plexus Hub Clinic Dashboard. At the top, there's a 'Good morning chloe! colt 1' greeting and a prompt 'What would you like to order today?' with buttons for 'Lab Test' and 'Consumables'. A 'Critical Value' alert is visible on the right. Below this is the 'Your Order' section, which includes a table with columns for Order ID, Patient, Doctor, Order Date, Lab Test Order, Urgency, Price, and Status. The table lists three orders, all with a status of 'In Progress'. At the bottom, the 'Lab Test Activity History' section shows a detailed table of test results, including columns for Order ID, Patient, Doctor, Order Date, Lab Test Order, Urgency, Price, and Status. The table lists four orders, all with a status of 'In Progress'.

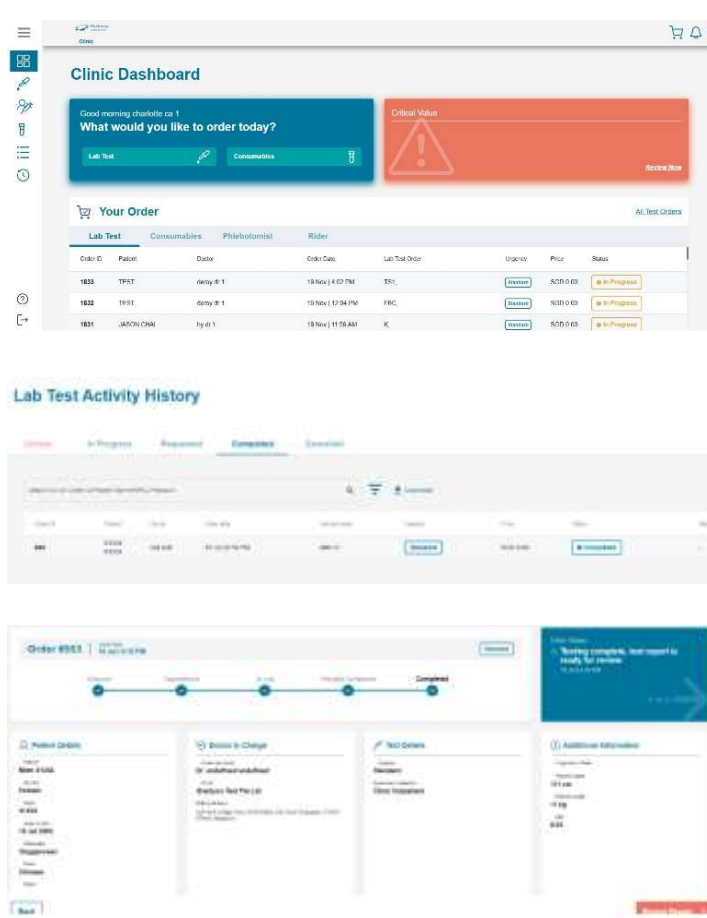
Order ID	Patient	Doctor	Order Date	Lab Test Order	Urgency	Price	Status
1833	TRIST	denry R 1	19 Nov   4:03 PM	TS1	Standard	800.00	In Progress
1832	TRIST	denry R 1	19 Nov   12:34 PM	TRC	Standard	800.00	In Progress
1831	JACON CHAI	hy d 1	19 Nov   11:58 AM	K	Standard	800.00	In Progress

Order ID	Patient	Doctor	Order Date	Lab Test Order	Urgency	Price	Status
1840	TRIST	denry R 1	19 Nov   4:03 PM	TS1	Standard	800.00	In Progress
1841	TRIST	denry R 1	19 Nov   12:34 PM	TRC	Standard	800.00	In Progress
1842	JACON CHAI	hy d 1	19 Nov   11:58 AM	K	Standard	800.00	In Progress
1843	TRIST	denry R 1	19 Nov   4:03 PM	TS1	Standard	800.00	In Progress

1. View your requests from the dashboard, from lab tests, consumables, phlebotomist and rider
2. Click on “all test results” to check the status of the ordered lab tests
3. Search for the test using order id, patient name, NRIC or passport number

## L. Viewing and Printing of Result(s)



1. To view your patient's lab report
2. From the dashboard, "click on all test results"
3. Click on "completed" tab
4. Click on "Review Report"

## M. Service and Support

If you have any enquiries, feedback or if you require technical support on Plexus Hub, please feel free to reach out to us via:

- Chatbot: [www.parkwaylabs.com.sg](http://www.parkwaylabs.com.sg)
- WhatsApp: +65 9710 4015
- Hotline: +65 6278 9188