PLEXUS HUB USER GUIDE

Parkway
Laboratories

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A. Registering an Account
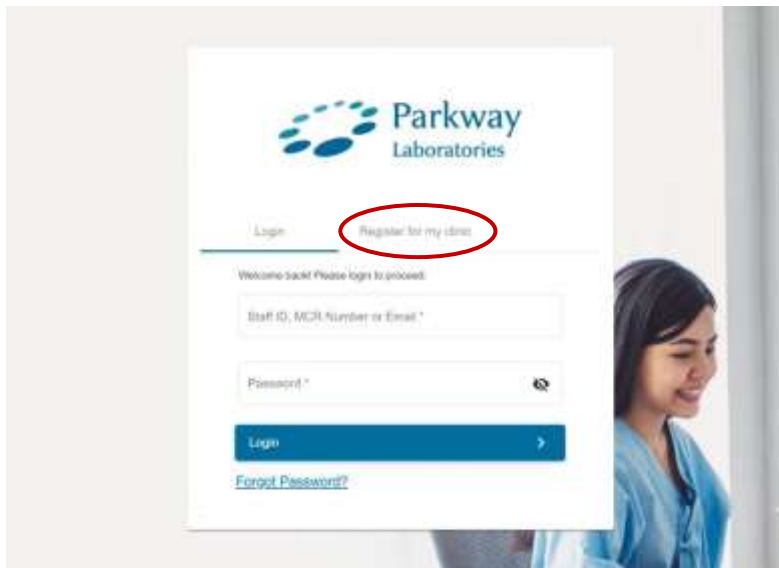
1. If you're an existing Plexus User, your account has been ported over to Plexus Hub.

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
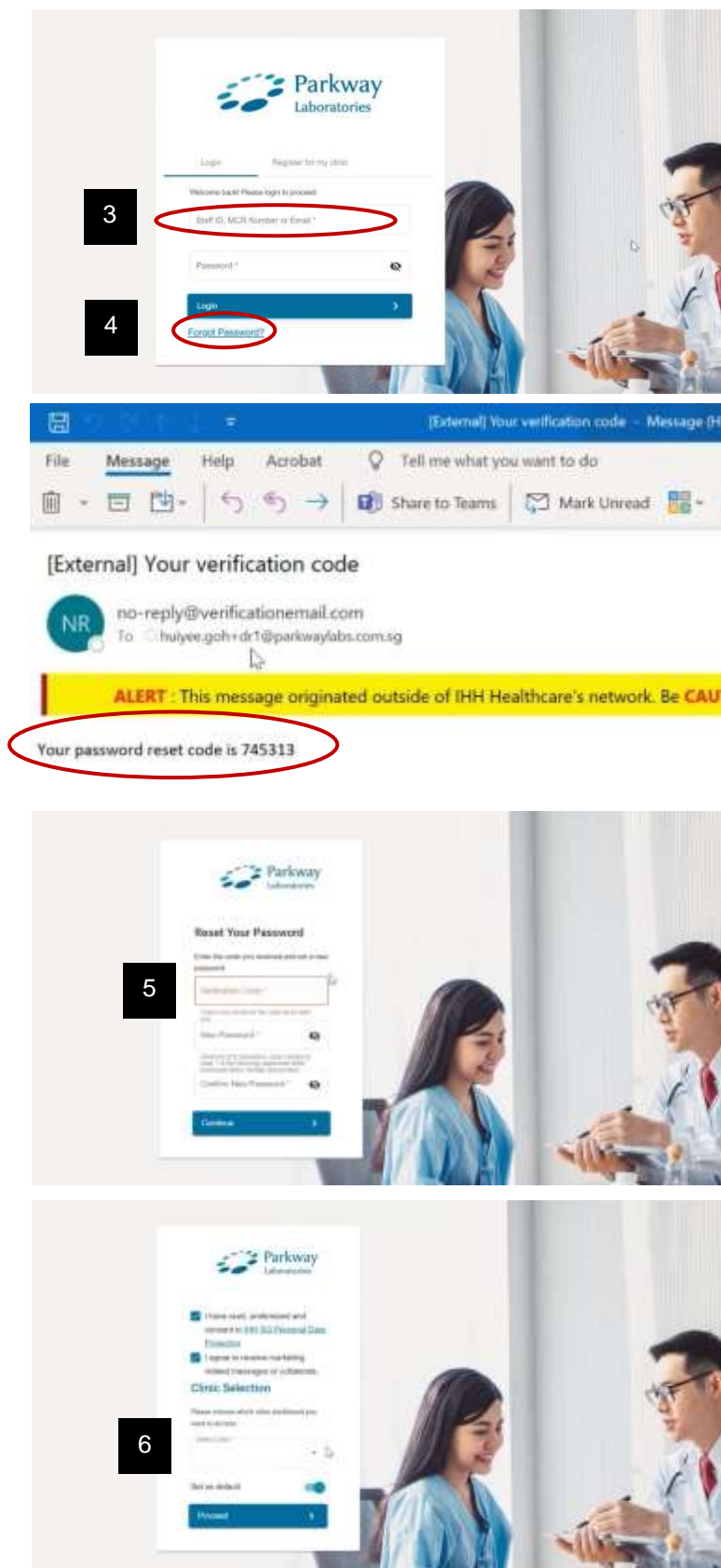
For users logging into Plexus Hub for the <u>first time</u>

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 "forget 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

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B. Logging in to Plexus Hub (continued)
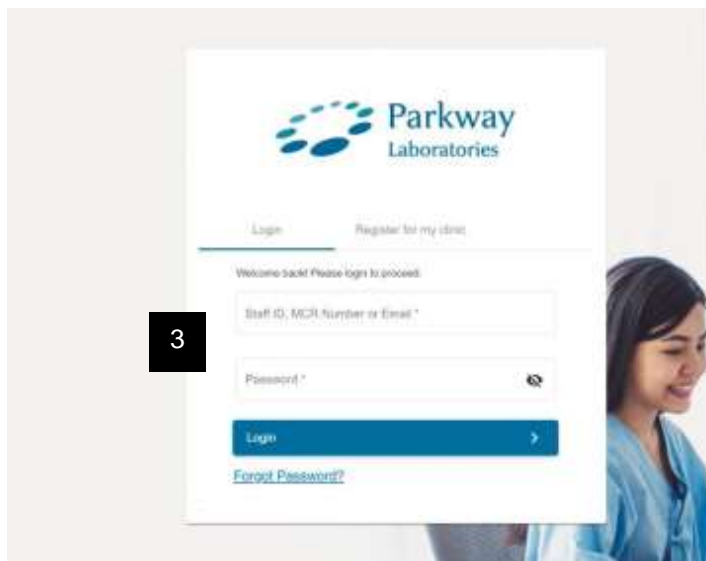
For existing users

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.

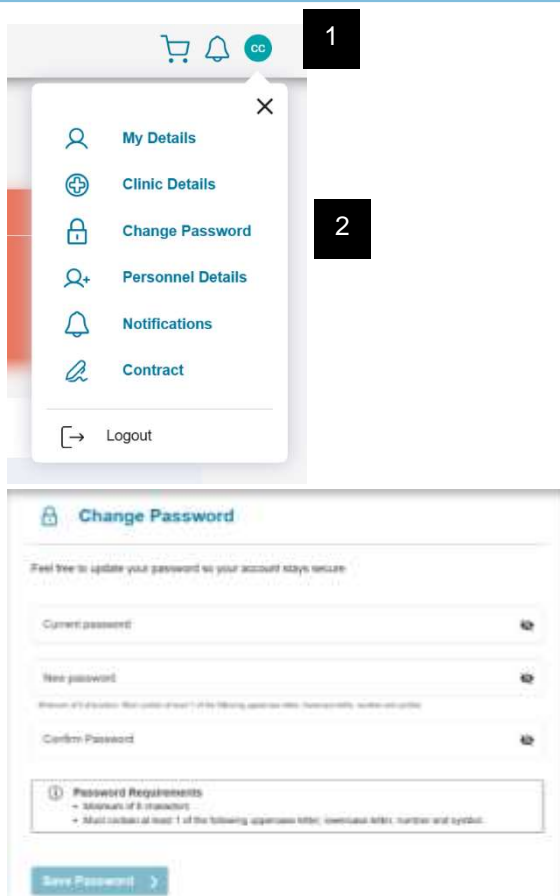4. Click "Login" to proceed

C. Logging out from Plexus Hub
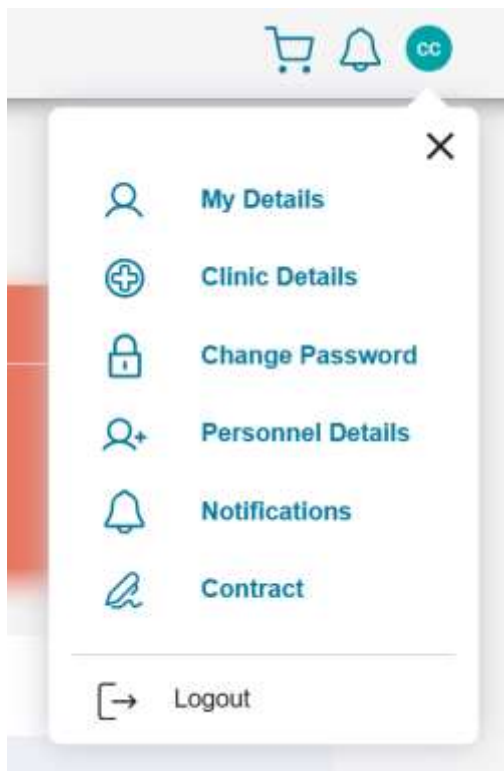
1. Click on the top right icon and select "logout" to log out of Plexus Hub
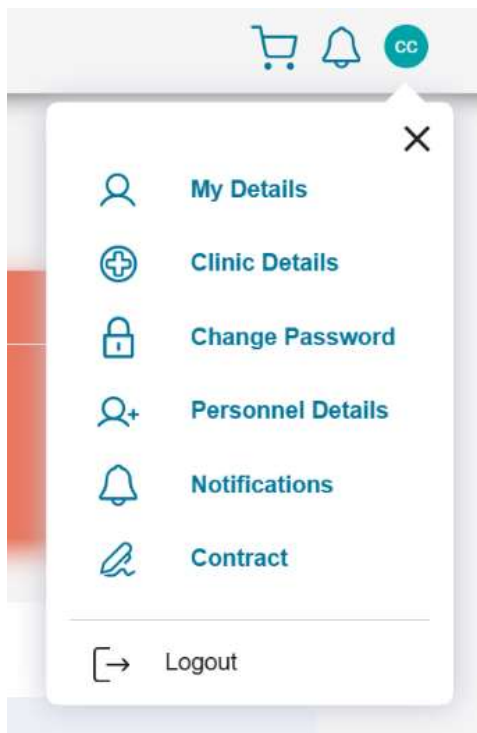
D. Forgot Password
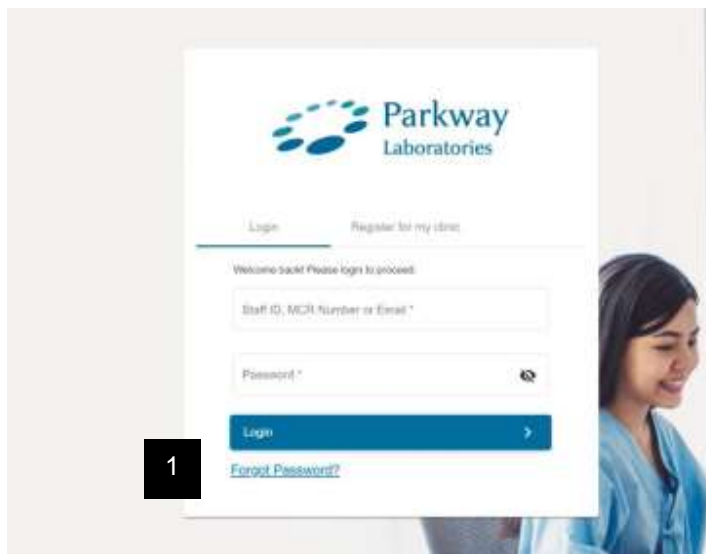
1. Click on "Forgot Password"

E. Change Password

1. Click on the top right icon

2. Select "Change Password"

3. Update your password and click on "save password"

Plexus Hub guide content as of 05/25
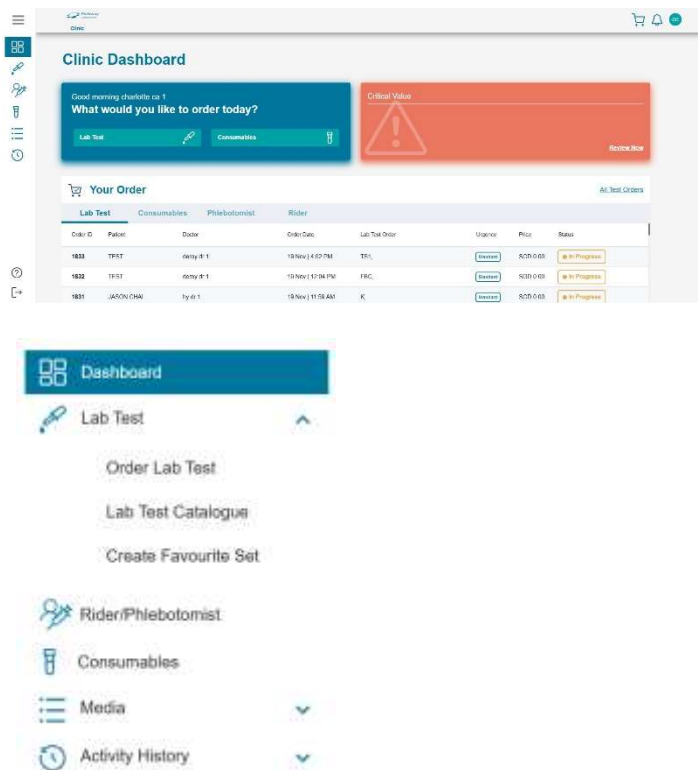
F. Updating Profile

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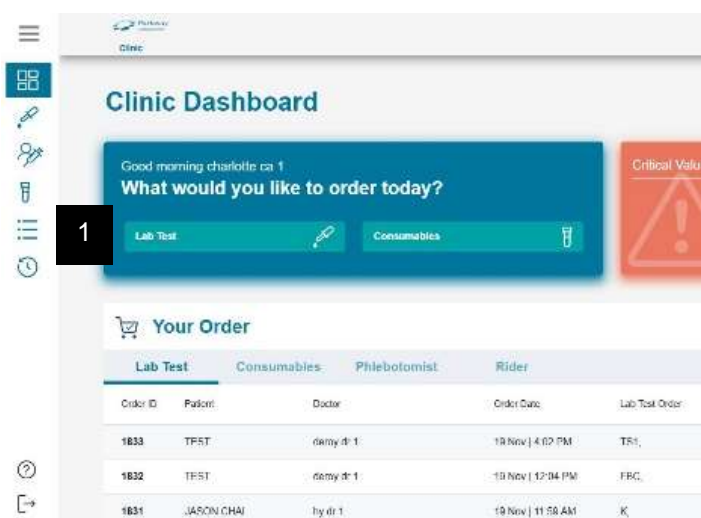   b. Clinic Details
   c. Personnel Details

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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

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.

1 Test Details

Standard Urgent

How would the specimens be collected?

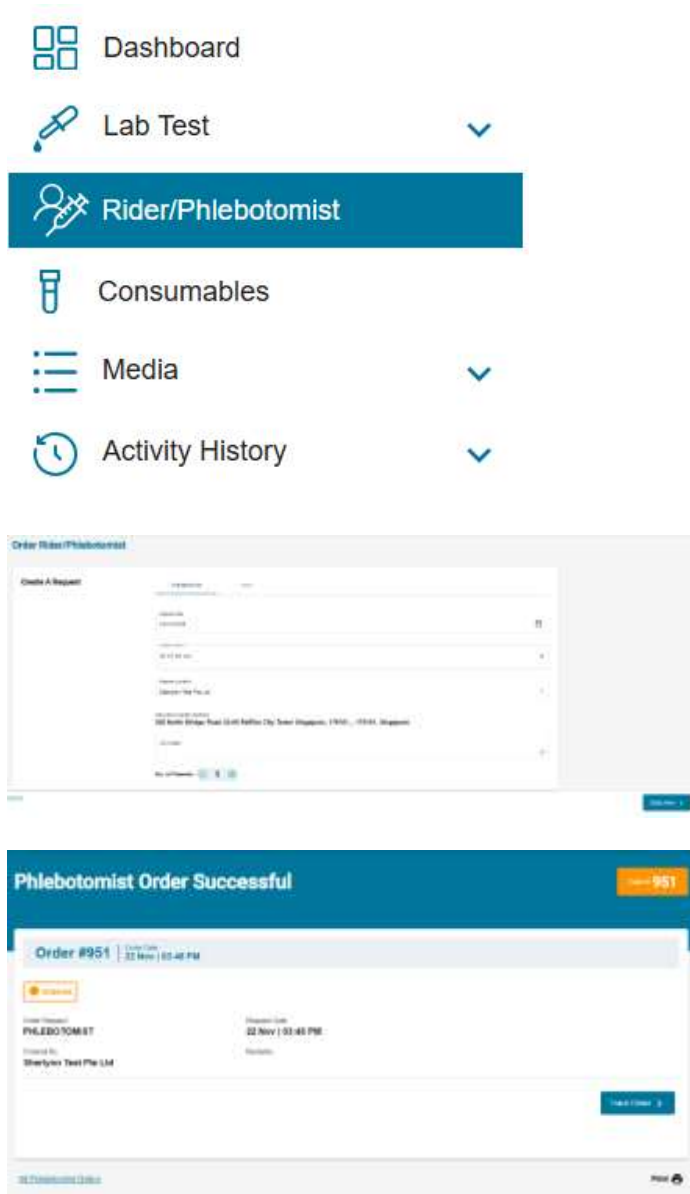○ Clinic Collection ⓘ

○ Phlebotomist ⓘ

○ Outpatient Lab ⓘ

1. Select how the specimens will be collected from the following options:
    a. Clinic
    b. Phlebotomist
    c. Outpatient Lab

2

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

3

4

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.

6

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I. Create a Request for Phlebotomist

1. Click on the top left menu and choose the 3rd 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

1. Click on the top left menu and choose the 3rd 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

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

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L. Viewing and Printing of Result(s)
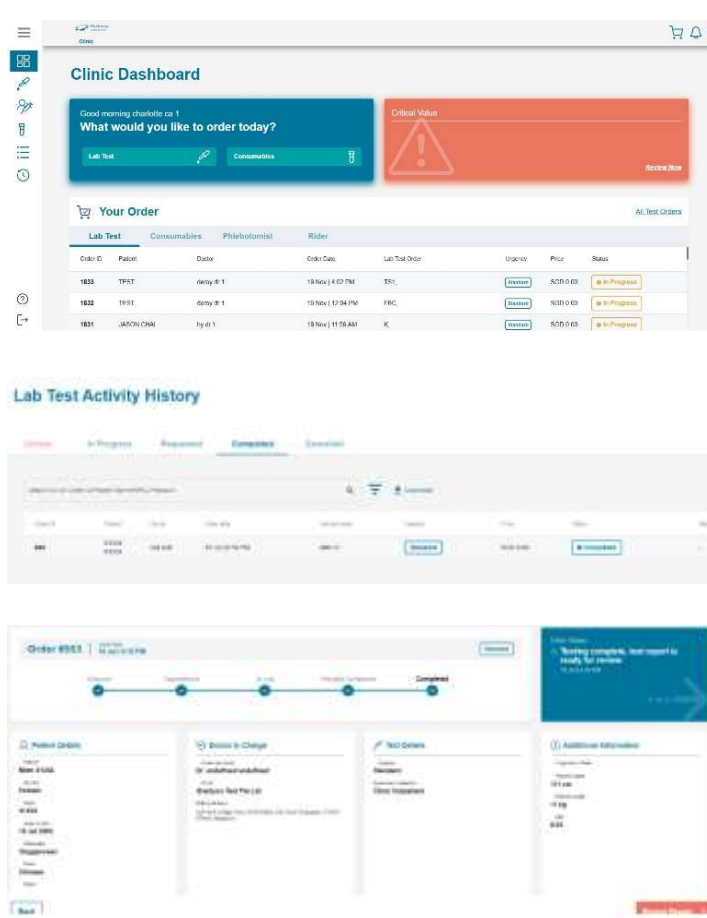
1. To view your patient's lab report

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
- WhatsApp: +65 9710 4015
- Hotline: +65 6278 9188