LabSentra

Connecting Every Sample. Empowering Every Decision.

USER MANUAL

Receptionist

Front-desk staff who register patients, create test requests, take payments and hand samples to the laboratory.

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About this manual

This manual is for the **Receptionist** role in LabSentra. It explains the screens you will use and the exact buttons to press, in the order you meet them in a working day.

Screens show only what your role is allowed to do. If a button described here is missing, your laboratory may have configured things differently – ask your administrator.

Your day at a glance

1. Register or find the patient
2. Create and submit the order
3. Collect the sample or send the patient to phlebotomy
4. Take payment and issue the receipt
5. Hand out reports and answer status queries

Your menu

Menu group	Items you will see
Operations	Patients, Clinicians & clients, Orders, Referrals, Collection, Samples
Output	Reports, Deliveries, Notifications
Quality	Quality dashboard, Documents, Nonconformities, Risk register, Environment, QC
Equipment	Equipment register, Due list, Equipment KPIs
Finance	Finance dashboard, Billing queue, Invoices, Receipts
Settings	Administration, Test Catalogue, Integrations, Voice

Signing in for the first time

Your laboratory administrator invites you by e-mail. LabSentra never asks for your password by e-mail or phone.

1. Open the invitation e-mail and follow the link. You arrive at **Welcome to LabSentra**.
2. Enter your full name (optional), a **New password** of at least 12 characters, and **Confirm password**.
3. Select **Activate account**. If the page says the link is invalid or has expired, ask your administrator for a new invitation.

Everyday sign-in

1. Go to **labsentra.com** and choose **Sign in**.
2. Enter your e-mail and password and select **Sign in**. You land on your start page.

Forgotten password

1. On the sign-in page choose **Forgot password?**, enter your e-mail and select **Send reset link**.
2. Open the e-mail, choose **Set a new password**, enter it twice (at least 12 characters) and select **Update password**.

> **Tip.** You can add an authenticator for extra security under **Profile → Two-step verification → Add authenticator**.

Finding your way around

Element	What it does
Sidebar	Groups of modules. You only see items your role is allowed to use (see "Your menu"). Long groups can be collapsed.
Branch selector	Choose **All branches** or one branch (shown as *code · name*). Lists, queues and dashboards follow this choice.
Organisation selector	Shown only if you work for more than one laboratory. Changing it resets the branch.
Go to… (Ctrl/Cmd + K)	Command palette: type a module name to jump straight to it.
Scan or type barcode / ID	Scan a specimen, order or patient barcode (or type the number) and press Enter to open it. "Not found" means no match in your branch.
Notifications bell	Unread count and the latest 8 alerts. Click one to open the record; **Mark shown as read** clears them.
Account menu	**Profile** and **Sign out**.

Your profile

- **Personal details** – full name, phone, professional title and registration number. Select **Save changes**. Your title appears beside your e-signature on reports.
- **Change password** – at least 12 characters.
- **My notifications** – mute or unmute categories you can receive (some safety-critical categories cannot be muted).
- **Two-step verification** – add or remove your authenticator.

> **Tip.** Sign out when you leave a shared workstation: Account menu → **Sign out**.

Signatures, reasons and statuses

LabSentra protects patient safety and the audit trail. Some actions need more than a click:

Marked in this manual	What happens on screen
(reason)	You must type why. The reason is stored in the audit trail.
(confirm)	A confirmation dialog asks you to check before continuing.
(e-signature)	The **Electronic signature** dialog asks you to re-enter your **Password** and choose **Sign**. It shows what you are signing and records it in the audit trail. A wrong password shows "Password incorrect".

- Every change is recorded with who, when, what and why – it cannot be edited or deleted.
- Turnaround (TAT) chips: **red** = breached, **amber** = 30 minutes or less left, **green** = on time.

- Result flags: **H/L** outside the reference interval, **HH/LL** critical, **DELTA** big change from the last result, **AMR** outside the measuring range, **NO REF** no reference interval.
- Colour is never the only signal – every status also has a word or icon.

Patients

Register a patient

1. Open **Patients** and search by name, number or ID first – most patients are already registered.
2. Select **Register patient** and complete the form (name, date of birth, sex at birth, contact details, identifiers).
3. LabSentra checks for duplicates. If a possible match appears, open it instead. Only if you are sure it is a different person, choose **Register anyway** (reason, at least 5 characters).

Update a patient record

- Open the patient and edit details, then **Save changes**. Changing last name, date of birth or sex at birth needs a reason.
- Add national IDs or passport numbers under identifiers with **Add**.
- Record consent with **Record**.
- Patient portal: **Invite** → **Create invitation**, then **Copy** the code for the patient. **Revoke** (reason) stops access.

Orders (test requests)

Create an order

1. Open **Orders** → **New order**.
2. Work through the steps with **Next** / **Back**: patient, requesting clinician or client, tests or panels, priority (**Routine**, **Urgent**, **STAT**), fasting status, clinical indication and any requirements.
3. If the same test was ordered recently, LabSentra warns you. Choose **Change tests**, or **Order anyway** (reason, at least 5 characters) if it is clinically needed.
4. Select **Submit order**. Use **Save as draft** if you must finish later (not available in downtime mode).

After submitting

- Open the order to print labels and, if you collect samples, choose **Collect**.
- **Add-on test** → **Add test** (reason) adds a test to an existing order and specimen.
- **Cancel test** or **Cancel order** (reason, confirm).
- **Refer out** sends a test to a referral laboratory.

Order status	Meaning
draft / submitted	Being prepared / accepted by the lab
partially collected / collected	Some or all specimens taken
in progress / partially reported	Testing under way / some results released
completed	All results released

Order status	Meaning
on hold / cancelled	Paused / stopped

Downtime (system or network outage)

1. Before or during an outage, open **Orders** → **Downtime** → **Reserve for {branch}** to reserve accession numbers.
2. **Print label sheet** and use the pre-numbered labels on paper request forms.
3. When LabSentra is back, choose **Back-enter an order** for each paper request, using the reserved numbers.

Clinicians & clients

Keep requesting doctors, clinics and medical-aid funders correct – reports and invoices go to these records.

- Open **Clinicians & clients** and choose **New clinician**, **New client** or **New funder** → **Create …**.
- Edit an entry and **Save changes**. Check e-mail addresses and phone numbers: report delivery uses them.

Specimen collection

1. Open **Collection**. The queue lists STAT requests first, then the longest-waiting patients.
2. Open the patient and complete **two different identity checks** (for example name and date of birth, or ID number) – both are required.
3. Choose **Labels** to print the barcode labels and label the tubes at the bedside.
4. Tick the tubes you collected and select **Record collection of {n} tube(s)**.

> **Important.** Never label tubes in advance or away from the patient. Mislabelled specimens are rejected by the laboratory.

Referrals to other laboratories

1. From the order choose **Refer out**.
2. In **Referrals**, pack and **Dispatch** the specimen.
3. When results return, **Capture results** → **Save results** (needs result-entry rights). **Cancel** needs a reason.

Referrals turn amber after 48 hours and red after 96 hours without results – chase the referral laboratory.

Reports and deliveries

- **Reports** lists preliminary, final, amended and corrected reports. Open one to see every version and the PDF.
- Report PDFs carry a QR code so anyone can check authenticity at labsentra.com/verify.
- **Deliveries** tracks e-mail, SMS, portal and interface delivery: queued, sending, sent, delivered, acknowledged, failed, retrying, dead letter.

Billing and payments

1. **Billing queue** lists orders ready to bill – create the invoice for the order.
2. Open the invoice and **Issue** it.
3. **Record payment**: the amount defaults to the balance; choose currency and method. Card, bank transfer and cheque need a reference. Submit to get the receipt number, amount applied and remaining balance.
4. Mobile money: **Mobile money** → provider, phone number, amount → **Send prompt**. The status shows pending, completed or failed.

Invoice statuses: draft, issued, partially paid, paid, void, written off. **Print invoice** gives a branded copy.

Reporting problems

Choose **Raise NC** in the top bar whenever something goes wrong – a damaged delivery, a wrong item, an expired lot, a temperature excursion in the store. Describe what happened; the quality team investigates.

When a procedure you must follow is issued or revised, open it from the Quality dashboard and choose **I have read and understood v{n}**.

Practising in the free demo

- A free demo lab contains synthetic patients at every stage. The yellow bar shows the days left.
- Use **View as** ("Try the app as…") to switch to your role and practise exactly what you will see.
- In the demo, printing, PDFs and branding are removed, and SMS, e-mail, claims, mobile money and portal invites are not really sent.
- Same-person checks are relaxed so one person can play every role. In your live lab they apply in full.

Getting help

- Your first contact is your laboratory manager or system administrator – they can reset access, change your role and fix configuration.
- If something looks wrong in a result or report, do not work around it: raise a nonconformity (**Raise NC** in the top bar) so it is investigated.
- Product support and training: **labsentra.com/contact**.

> **Note.** This manual describes LabSentra as configured by default. Your laboratory may have switched some features off, added custom roles or changed who issues reports (scientist or clinical authoriser) – your administrator can confirm.