FAQs for Electronic Laboratory Reporting (ELR) Portal

How do I register a new facility?
1. Enter your email address on the Facility Registration Form and click on the **[Lookup]** button.
2. If your email address is validated, a green success message will appear in the top-right and the form will become editable.
3. If your email address can't be validated or is already registered, a red error message will appear in the top-right and the form will remain non-interactive.
4. Complete all required fields and click on the **[Submit Request]** button.
5. After the form is successfully submitted, a green success message will appear, and a verification email sent.

What is a CLIA ID#?
The Clinical Laboratory Improvement Amendments (CLIA) regulate laboratory testing and require clinical laboratories to be certified by the Center for Medicare and Medicaid Services (CMS) before they can accept human samples for diagnostic testing. Laboratories can obtain multiple types of CLIA certificates, based on the kinds of diagnostic tests they conduct. The certificate will include a 10-digit number, which is your CLIA number.

Is a CLIA ID# Required for facility registration?
Yes, CLIA ID is required for facility registration.

What is the Provider Information?
The provider is the ordering physician or medical director conducting the tests.

What is an NPI and Who is it required by?
The National Provider Identifier (NPI) is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers.

What is an accession number?
This is a unique identifier used by laboratories. Every specimen tested should have a unique number so that the specimens tested can be counted. An accession number refers to an alphanumeric code printed on a sample that is being tested at a lab. It is used to blind the laboratory technicians to the identity of the donor providing the specimen while still allowing them an efficient way of relating the sample back the donor after testing.

Is an accession mandatory?
An accession number is not required for reporting. If the test kit does not include an accession number, please leave this field blank. If the accession number field is left blank, our system will auto-generate a different accession number for every test.

What is a LOINC?
Logical Observation Identifiers Names and Codes (LOINC®) is clinical terminology used for laboratory test orders and results and is standardized for use in U.S. Federal Government systems for the electronic exchange of clinical health information.

What is a SNOMED code?
The 'Systematized Nomenclature of Medicine Clinical Terms' (SNOMED-CT) is a "common clinical language" consisting of sets of clinical phrases or terms.

If I am reporting to the ELR portal, do I need to report to my local County Health Department?
No, if you are reporting through the Electronic Laboratory Reporting Portal you do not need to report to the County Health Department.

If I am using another system to report results, do I need to report on the ELR Portal, as well as the other system?
No, if you are reporting through another reporting system, then the facility does not need to report on the ELR Portal. Other acceptable reporting platforms include: AIMS, Traditional ELR (HL7 interface with DOH), SimpleReport, and NHSN.

How do I add a new user?
A new user can be added by navigating to the **User List** page under the Facility Management tab on the portal and then click on the **[Add user Account]** button.

How do I add a new facility?
A facility can be added by clicking on the **[Add Facility]** button in the **Facility/Provider MGMT** page of the portal.

How do I add a new provider?
A new provider can be added within the portal by visiting the **Facility/Provider MGMT** page, clicking the **[Edit]** button, then the **[+ Add Provider]** button.

How many providers can be added?
Initially, when completing the facility registration form, a maximum of 5 providers can be added.

What if we have more than 5 providers?
If your facility has more than 5 providers, any additional providers can be added by visiting the **Facility/Provider MGMT** page, clicking the **[Edit]** button, then the **[+ Add Provider]** button. A provider is either the medical director or ordering physician. It is not a requirement to add every provider in the facility. The primary medical director or physician can be the sole provider for the facility.

What is a Patient ID?
The Patient ID is a unique ID that can be assigned to a patient by a facility when manually entering results. This will allow patient information to be populated automatically when that Patient ID is entered in the reporting of successive test results.

What are School Association and School Name used for?
The school association and school name are used for contact tracing and outbreak management after receiving a positive result.

What is a Record ID?
A Record ID is a Unique Identifier for each test result that's reported through the portal. When uploading a batch file, the Record ID will help to identify each patient's result. Once the batch file has processed, the Admin that uploaded the file will receive an email. If there are any errors processing records within the file, the errors will be identified by the Record ID in that email.

How can I submit a support request?
You can submit the support requests using the **[Support Requests]** button under the System Support tab within the portal.

How do I view errors after I upload a file?
Once the batch file has processed, the Admin that uploaded the file will receive an email. If there are errors displayed on the email, you can view all errors finding the file that was uploaded on the **Upload Lab Results** page. By clicking the **[View Details]** button next to the file name, it will open a new window which will allow the Admin to view the error details. Only the results that failed to be processed need to be reuploaded again, as the other results that processed have already been reported.

What should I do if the file uploaded is not processed for more than a few hours?
An email will be sent to the Admin if the file does not process within an hour of the file being uploaded. If you cannot identify the error within the file, please contact ELR Portal Support at ELRPortalSupport@flhealth.gov. If you can identify the error, delete the file, and make the necessary corrections before reuploading the file again.

How many files can I upload?
You can upload up to 5 files at a time.

Is it possible to reset a user's password?
We cannot reset passwords. The password is associated to user's email address.

Do I need to upload a file on the Upload Lab Results page if I entered the results manually on the Enter Respiratory Results page?
No, you don't need to do both. **Upload Lab Results** is for batch reporting while **Enter Respiratory Results** is for entering each test result individually.

Can I upload a PDF file?
No, the only acceptable formats for file uploads are .CSV or .XLSX. The sample files can be downloaded from the portal, on the **Upload Lab Results** page.

Who do I contact for enrollment or questions?
For enrollment questions email ELRPortalSupport@flhealth.gov. If you are enrolled and able to log in, please submit a support request by clicking on the **[Support Request]** button within the Electronic Laboratory Reporting Portal.