

# Test Directory - FAQs

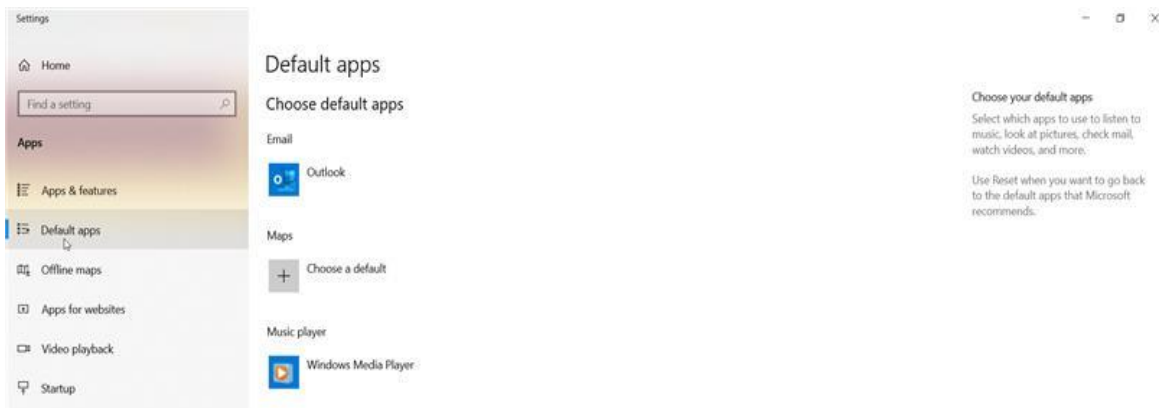
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## Q: Can I search by performing lab?

No, not an available feature currently.

## Q: The Feedback email link opens a blank page, what should I do?

Step 1. Configure your Outlook Default apps. Open system Settings and locate Default apps. Default should show Outlook in the Email section. If not, follow next steps.



## Step 2. Select Outlook

Default apps

Choose default apps

Email

Microsoft Edge

Maps

Choose an app

Google Chrome

Music

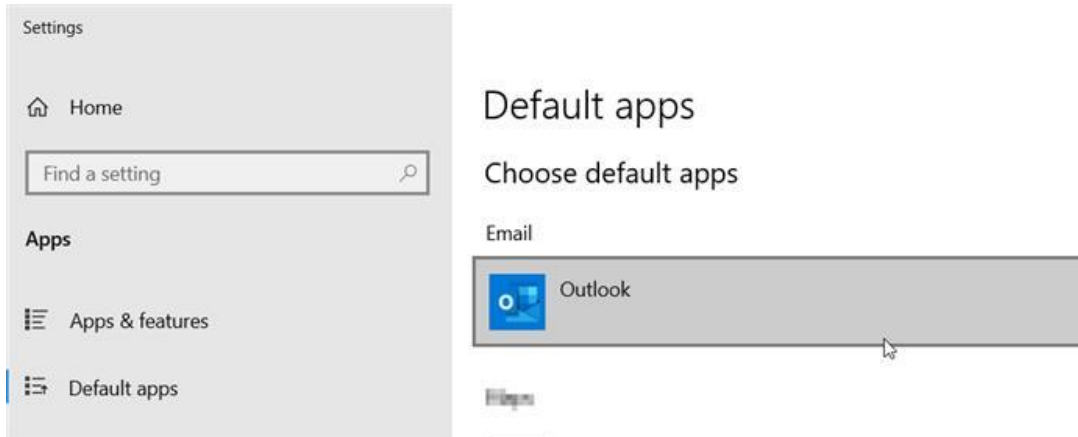
Microsoft Edge

Outlook

Photo

Look for an app in the Microsoft Store

## Step 3. Confirm.

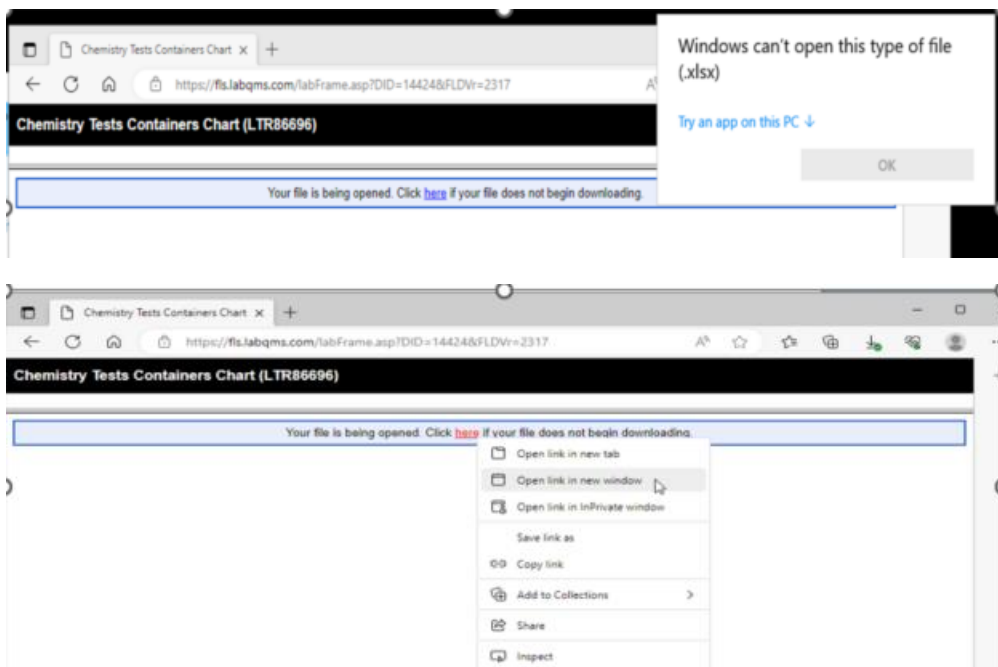


\*Note: Type 2 Computers (Shared Workspaces) do not have the Outlook app and therefore this link will not launch Outlook. Outlook access in shared workspaces can only be via the web version of Outlook. Launch Outlook through the web and email [SYSTEM-LABGUIDE@fairview.org](mailto:SYSTEM-LABGUIDE@fairview.org) directly.

**Q: I get an error when attempting to download a file when Test Directory is launched through Epic. What should I do?**

When you get this Windows error, click anywhere on the screen to close it.

Right click on “[here](#)” and then click on “Open in new window”



## **Q: What will happen with Lab Guide on 8/22?**

Lab Guide pages will provide a new redirect link to Test Directory. The Lab Guide pages will be officially decommissioned within the next few months.

## **Q: Will the new Test Directory modifications update Epic Procedure Catalog automatically?**

No, currently there is not software that interfaces from the Procedure Catalog to Test Directory.

## **Q: What do I do if the information in Epic Procedure Catalog is different from Test Directory.**

For immediate response contact the performing laboratory for guidance. Use the Submit Test Page Feedback button in the bottom right of Test Directory to request modifications. Include test name and applicable details.

## **Q: Why aren't the test prices listed in the Test Directory?**

This was decided upon by lab operations in August 2022; prices were slowly removed from Lab Guide. With the Test Directory implementation, all prices were officially removed.

It was agreed upon that there are far too many factors (different fee schedules, encounter types, insurance plans, charge router charge manipulations, pricing updates) to be able to keep Lab Guide/Test Directory updated and display accurate, clear information on what price would be applicable for any one patient. The Fairview Consumer Price Line phone number is included on all test pages as a resource to get accurate price estimations for a specific patient encounter.

## **Q: The new Test Directory takes more clicks**

The layout of the Test Directory being tabular does require clicks to navigate from tab to tab. But, keyboard navigation is an option! When you are first brought to the Test Director page, press **Tab** 9x to get the