

To: All **Web View** and **TrakCare Lab** Users

13 **November** 2018

Summary

This document serves as a User Guide for clinicians on how to navigate the Upgraded Webview and also how to request for Web View access and change the password.

Clinicians who already have access do not need to re-apply.

Provinces who have a standard process of getting access through DOH need to follow the same procedure.

Who Does This Apply To?

All clinicians searching for Patients results on TrakCare Lab Web Result View

Details

For clinicians who do not have access to Web View the following should apply:

- Complete the Web access and indicate access required TrakCare/Wwdisa
- Log a call with IT Helpdesk1 via email IT Helpdesk1@nhls.ac.za or telephonically on 011 386 6125.
- Call ref # will be allocated to the call which will be used to track progress on the call.
- User will be notified via Email or telephonically that access has been granted and login details provided as Username: **MP# or SANC#** and **Password1** as default password.



How to access results portal?

Below are steps and instructions when logging and searching for patient results in TrakCare Lab Web Results View.

STEP 1:

A. Logging On

You can logon using either of the links below:

<https://labresults.nhls.ac.za>

Click on the following link

TrakCare Lab Results

All Provinces

➤ **TrakCare Lab WebView (New)**

OR

<https://trakcarelabwebview.nhls.ac.za/trakcarelab/RDdefault.htm>

The following screen will open, and click on the NHLS logo

NATIONAL HEALTH
LABORATORY SERVICE

Welcome to the New Responsive Design TrakCare Lab Webview, click on the Instruction Manual link below for further details.
Click the image below to confirm you have read and accept the terms and conditions and continue to the logon screen.

[Terms and Conditions](#)
[Instruction Manual](#)

All access to information on TrakCare is audited.
Ensure that you keep your password information secure.
Best viewed using Internet Explorer 10 or later.



The screen below will open:

Please type in your TrakCare Lab Web Results View (WRV) username and password then click on the green Logon button at the bottom of the screen.

InterSystems
TrakCare

NHLS-L2016-UAT

TrakCare

Reset Forgotten Username/Password Logon

B. Resetting Password

If you have forgotten your password, click on **Reset Forgotten Username / Password** on the bottom of the screen.

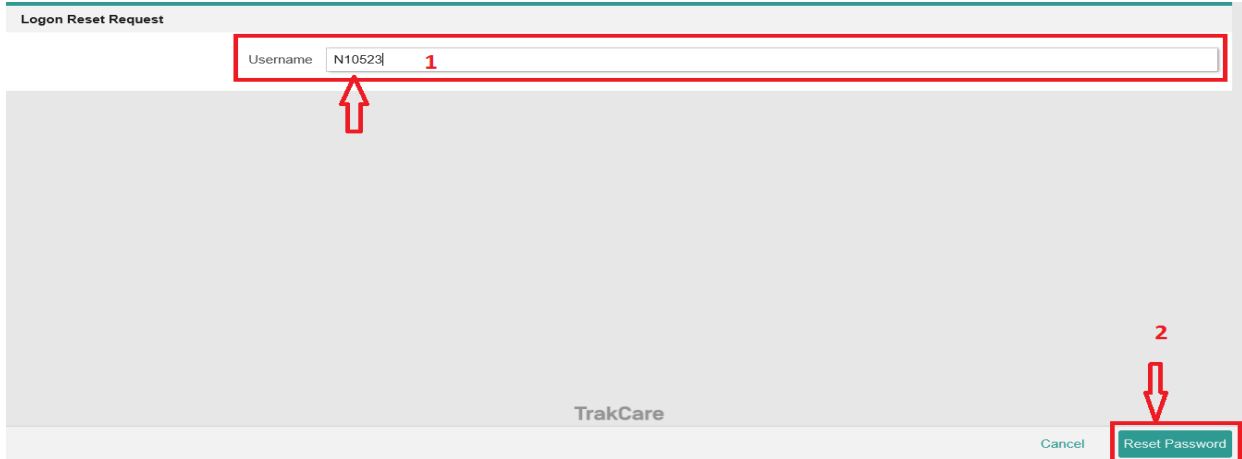
InterSystems
TrakCare

NHLS-L2016-UAT

TrakCare

Reset Forgotten Username/Password Logon

A screen will appear prompting you to enter your **Username (1)**, after entering your username click on the **Reset Password (2)** button at the bottom right of the screen.



Logon Reset Request

Username N10523 **1**

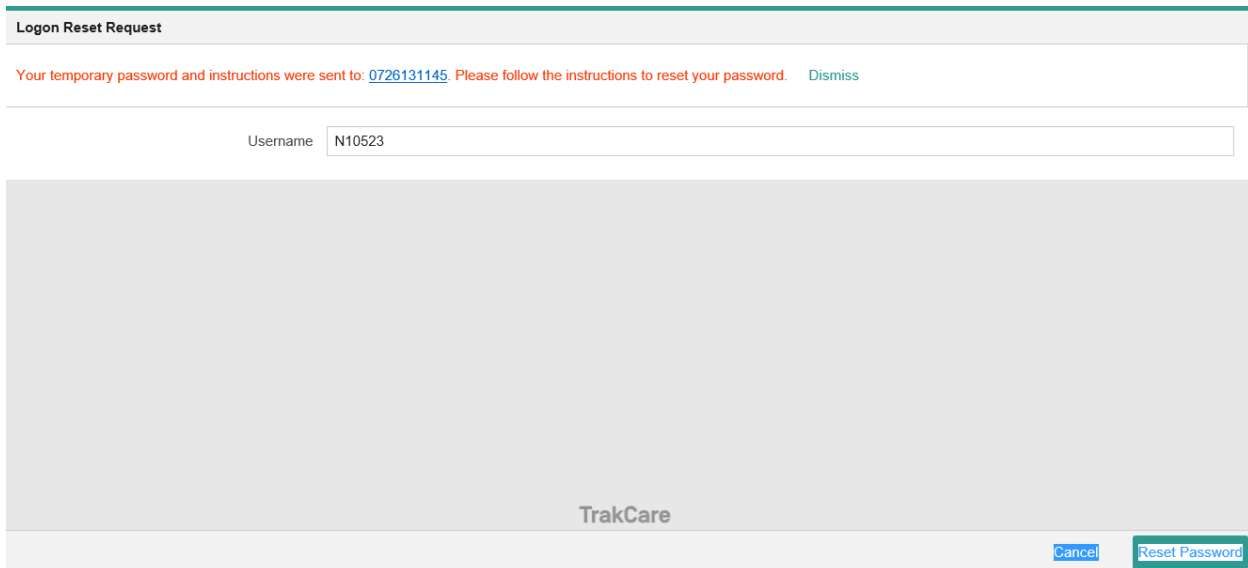
TrakCare

Cancel **Reset Password** **2**

NB: If you have provided a valid *mobile number* or *email address* to NHLS on registration, you will receive an sms or email with a temporary password.

If you have never submitted your mobile number or e-mail address
Or your contact details have changed;

Please contact NHLS IT help desk on 011-386-6125 or helpdesk@nhls.ac.za to reset your password.



Logon Reset Request

Your temporary password and instructions were sent to: [0726131145](tel:0726131145). Please follow the instructions to reset your password. [Dismiss](#)

Username N10523

TrakCare

Cancel **Reset Password**



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Click on dismiss and cancel. And this will take you to the main logon screen.

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Reset Forgotten Username/Password Logon

Put in your username and the **new** temporary password, and you will be prompted to change your password.

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Logon

Username N10523

Password Password Expired, Please Change your Password

* New Password

* Confirm Password

Enter your new password and confirm it and click on logon



NHLS-L2016-UAT

Username

Password

* New Password

* Confirm Password

TrakCare

Logon

STEP 2

Searching for the Patient on the system

After logging on the following screen will appear.

Patient Find TJ Shelembe

Patient Find

Surname Hospital Folder Number Episode

Name Doctor Code MRN

Specimen Reference

Alt Ref Number

Advanced Search

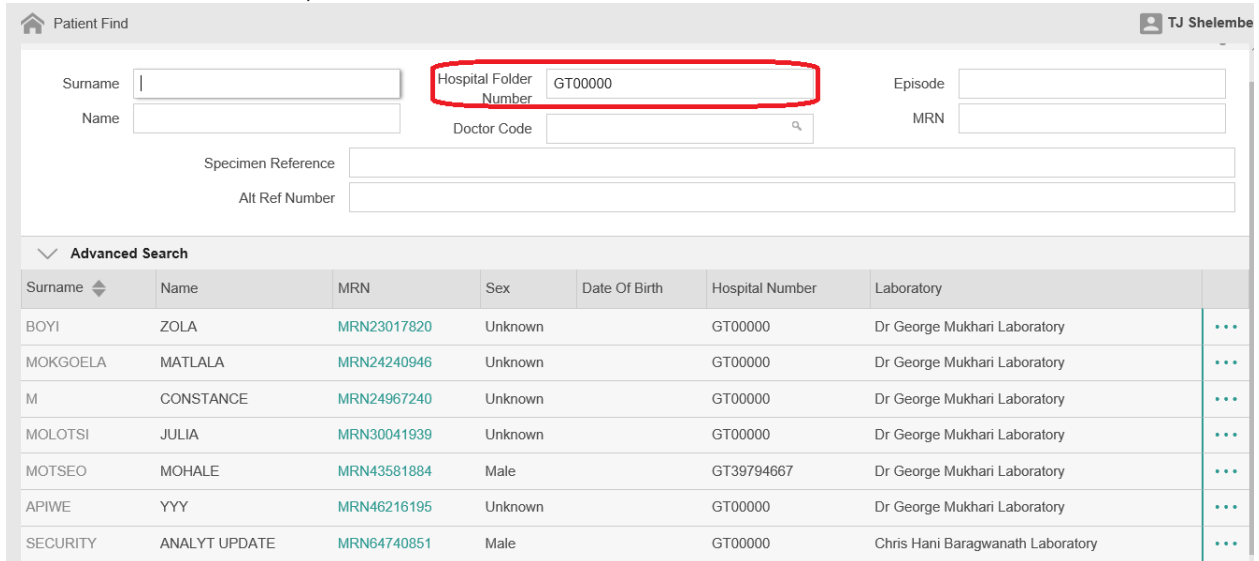
Surname	Name	MRN	Sex	Date Of Birth	Hospital Number	Laboratory
No matches found!						

Clear (L)

- The *default search* screen allows you to search using the Surname, Name, Hospital Number, Doctor Code, Episode, MRN and Specimen Reference. You can search use one or more of the search parameters then click **Search** button at the bottom right corner of the screen.

An output of results will appear as according to your input.

See screen below. N.B,



Home Patient Find TJ Shelembe

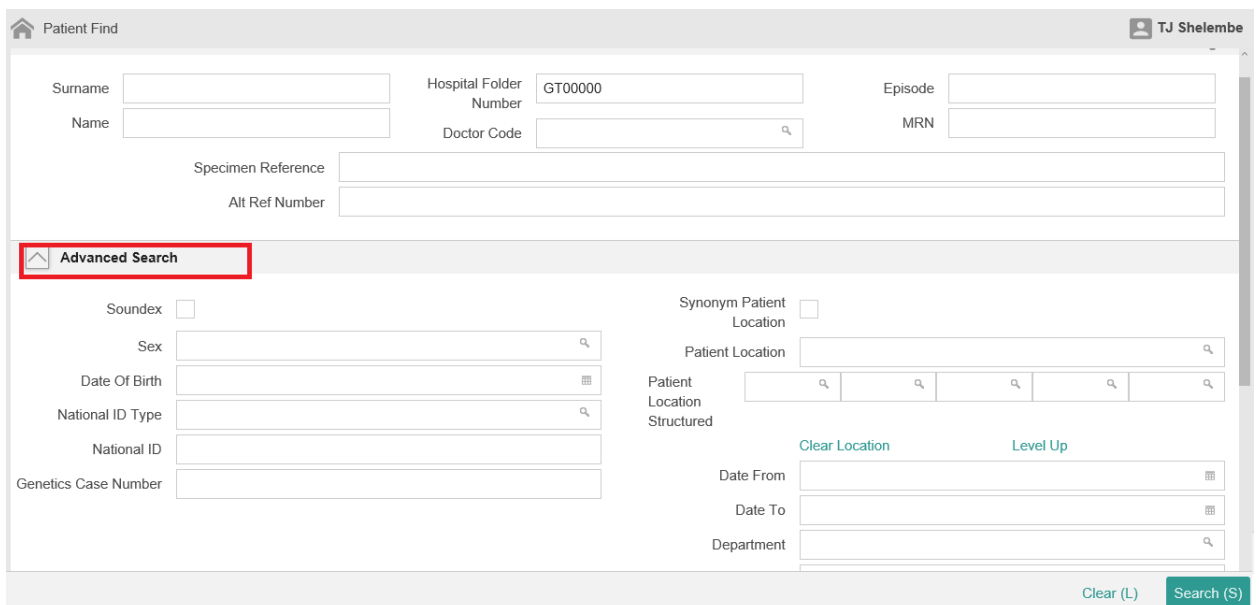
Surname Hospital Folder Number Episode
 Name Doctor Code MRN
 Specimen Reference
 Alt Ref Number

Advanced Search

Surname	Name	MRN	Sex	Date Of Birth	Hospital Number	Laboratory
BOYI	ZOLA	MRN23017820	Unknown		GT00000	Dr George Mukhari Laboratory
MOKGOELA	MATLALA	MRN24240946	Unknown		GT00000	Dr George Mukhari Laboratory
M	CONSTANCE	MRN24967240	Unknown		GT00000	Dr George Mukhari Laboratory
MOLOTSI	JULIA	MRN30041939	Unknown		GT00000	Dr George Mukhari Laboratory
MOTSEO	MOHALE	MRN43581884	Male		GT39794667	Dr George Mukhari Laboratory
APIWE	YYY	MRN46216195	Unknown		GT00000	Dr George Mukhari Laboratory
SECURITY	ANALYT UPDATE	MRN64740851	Male		GT00000	Chris Hani Baragwanath Laboratory

- You also have an option to use the *Advanced Search*.

Click on the downward facing arrow next to **Advanced Search**, this will drop down the fields for you to do an advanced search. Advanced search has more fields to enhance your search. After populating the fields, click on the **Search** button at the bottom.



Home Patient Find TJ Shelembe

Surname Hospital Folder Number Episode
 Name Doctor Code MRN
 Specimen Reference
 Alt Ref Number

Advanced Search

Soundex Synonym Patient Location
 Sex Patient Location
 Date Of Birth Patient Location Structured
 National ID Type Date From
 National ID Date To
 Genetics Case Number Department

Clear Location Level Up

Clear (L) Search (S)



STEP 3:

Viewing of Results

After performing the search, the patient information will appear as below,

The screenshot shows a web browser window with the 'Patient Find' search interface. The search criteria are: Surname: Wodumo, Hospital Folder: (empty), Episode: (empty), Specimen Refer: (empty), Name: (empty), Doctor Code: (empty), MRN: (empty). Below the search criteria is a table with the following data:

Surname	Name	MRN	Sex	Date Of Birth	Read	Viewed	Hospital Number	Laboratory
WODUMO	Babes	MRN45916973	Female					Tshwane Academic Laboratory

Once you click on patient details there are two options available, viz, *view* and *pdf* (which is printable)

THEMBI SHELEMBE Episode: CA01761740 MRN: 8036699	10/10/1966 Fully entered	Female Doctor In Charge .	Addington Laboratory	CRT ALT HB CD4 HIVVL	...			
Episode List								
Episode	Surname ^	Doctor ^	Collection Date	Read	Viewed	Test Set List	Report	
CA01761740	SHELEMBE, THEMBI	Doctor In Charge .	22/09/2015 15:50			CRT ALT HB CD4 HIVVL		...
CA00624202	SHELEMBE, THEMBI	Doctor In Charge .	13/02/2012 16:52			CRT NA K CL HCO3 ANG UREA TP ALB TBIL CBIL ALT ALP GGT FB CD		...
CA00614950	SHELEMBE, THEMBI	Doctor In Charge .	06/02/2012 17:30			TP ALB TBIL ALT AST ALP GGT		...

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THEMBI SHELEMBE Episode: CA01761740 MRN: 8036699	10/10/1966 Fully entered	Female Doctor In Charge .	Addington Laboratory	CRT ALT HB CD4 HIVVL	...			
Episode List								
Episode	Surname ^	Doctor ^	Collection Date	Read	Viewed	Test Set List	Report	
CA01761740	SHELEMBE, THEMBI	Doctor In Charge .	22/09/2015 15:50			CRT ALT HB CD4 HIVVL		...
CA00624202	SHELEMBE, THEMBI	Doctor In Charge .	13/02/2012 16:52			CRT NA K CL HCO3 ANG UREA TP ALB TBIL CBIL ALT ALP GGT FB CD		...
CA00614950	SHELEMBE, THEMBI	Doctor In Charge .	06/02/2012 17:30			TP ALB TBIL ALT AST ALP GGT		...



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- The view only mode allows you view a single test at a time. The available (resulted) test has **blue** font and the non-resulted test in **black** font. Click on the test you want to view result for.

THEMBI SHELEMBE		10/10/1966	Female	Addington Laboratory	CRT ALT HB CD4		
Episode: CA01761740		Fully entered	Doctor In Charge .		RPR		
MRN: 8036699					HIVVL		

Episode List							
Episode	Surname ^	Doctor ^	Collection Date	Read	Viewed	Test Set List	Report
CA01761740	SHELEMBE, THEMBI	Doctor In Charge .	22/09/2015 15:50			CRT ALT HB CD4 RPR HIVVL	

View option:

Patient Find >> Episode List >> Test Result View					TJ Shelembe		
THEMBI SHELEMBE		10/10/1966	Female	Addington Laboratory	CRT ALT HB CD4		
Episode: CA01761740		Fully entered	Doctor In Charge .		RPR		
MRN: 8036699					HIVVL		

Test Result View			
Status of results Authorised by AP Pato			
TestItem	Value	Units	Reference Range
Creatinine	62	umol/L	49 - 90
MDRD formula	>60	mL/min/1.73 m ²	
Creatinine plus auto comment Estimated GFR by MDRD formula			
Ordered By	Doctor In Charge .	Collection Date	22/09/2015 15:50
	Cumulative Results	Result Date	22/09/2015 18:15
	Lab Preview		
Date Read		Date Viewed	
	Mark as Read (R)		Mark as Viewed (V)
	Mark as Unread (U)		Mark as Unviewed (N)

- Click on the *pdf* icon this will show all the tests ordered on an episode number. Please note of the report status e.g. **Final, Provisional and Amended Results** in the body of the report.



() Option

TrakCare Lab Web Results Viewer



NATIONAL HEALTH LABORATORY SERVICE

Tshwane Academic Division Nhls, Private Bag X323, Arcadia, GP 0007

TSHWANE ACADEMIC LABORATORY

pg 1 of 1

Practice Number 5200296 *** PROVISIONAL *** LABORATORY REPORT

LAB NUMBER: MG 01438050 REPORT TO:

PATIENT: Baby Babes WODUMO DOB not stated Sex F Race: Unknown Enkwarini Mdaniso Street	Collected: 09/03/2017 06:00 Received: 09/03/2017 08:27 1st Print: 09/03/2017 09:18 Reprint: 09/03/2017 15:55	Dr H.P. [REDACTED] 4.5 Neurosurgical Ward Steve Biko Academic Hospital Private Bag X169 Pretoria Gauteng 0001
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Patient Location: Steve Biko Academic Hospital, 4.5 Neurosurgical Ward

FOR ENQUIRIES AND FOLLOW-UP TESTS, PLEASE QUOTE PATIENT'S MRN NUMBER MRN45916973

HAEMATOTOLOGY

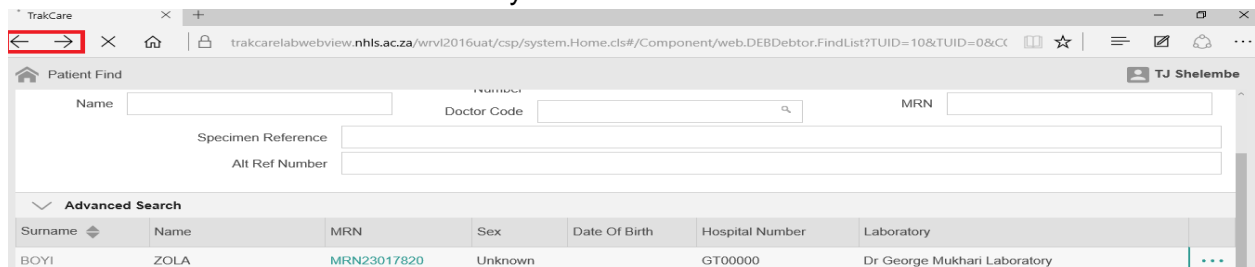
Tel: 012 354 3854, Fax: 012 319 2265

Specimen received: EDTA blood
 Tests requested: FBC, Phoned
 \$ Provisional result(s)

Full Blood Count:

\$ White Cell Count	7.00	x 10 ⁹ /L
\$ Red Cell Count	4.00	x 10 ¹² /L
\$ Haemoglobin	15.0	g/dL
\$ Haematocrit	2.000	L/L
\$ MCV	5.0	fL
\$ MCH	6.0	pg
\$ MCHC	2.0	g/dL

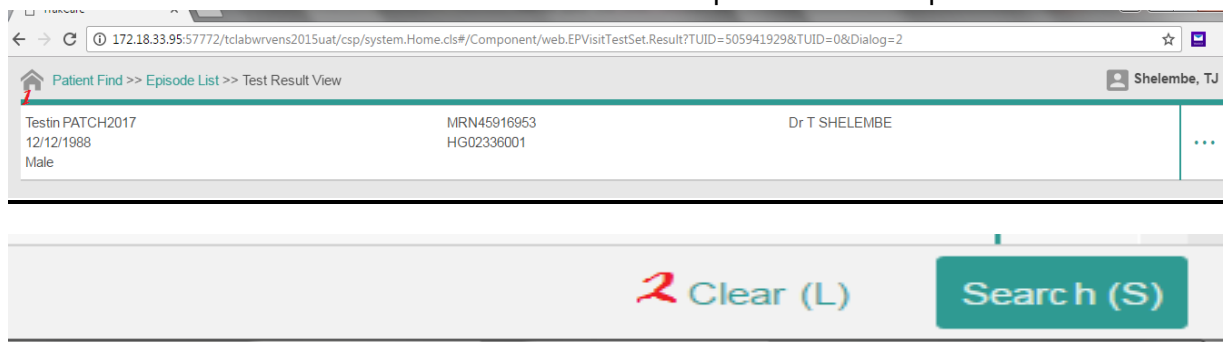
- To go back to the main screen, click on the back arrow button and to go forward screen on the forward arrow key.



The screenshot shows the 'Patient Find' interface. At the top, there are search fields for Name, Doctor Code, MRN, Specimen Reference, and Alt Ref Number. Below these is an 'Advanced Search' section with a table of results:

Surname	Name	MRN	Sex	Date Of Birth	Hospital Number	Laboratory
BOYI	ZOLA	MRN23017820	Unknown		GT00000	Dr George Mukhari Laboratory

- To do a new patient search click on the **Patient Find** link (1) and click on **Clear** (2) button and at the bottom of the screen to clear the previous search parameters.



The screenshot shows the 'Test Result View' for patient Testin PATCH2017. At the bottom of the screen, there are two buttons: a red 'Clear (L)' button and a green 'Search (S)' button.



STEP 4

Logging off

- If you are not active on the system for about 15 minutes, it will log you out. **NB It will retain your last search once you logon again.**
- It is still important for you log out, this is to save resources and to avoid your account being used by other people. To log out, click on your name on the top right corner.

Patient Find TJ Shelembe

Surname: Hospital Folder Number: GT00000 Episode:
 Name: Doctor Code: MRN:
 Specimen Reference:
 Alt Ref Number:

Advanced Search

Surname	Name	MRN	Sex	Date Of Birth	Hospital Number	Laboratory
BOYI	ZOLA	MRN23017820	Unknown		GT00000	Dr George Mukhari Laboratory

This screen will show. And click on Logout

Patient Find

Surname: Hospital Folder Number: Episode:
 Name: Doctor Code: MRN:
 Specimen Reference:
 Alt Ref Number:

TJ Shelembe
 L0A0
 Location:
Logout

- The **lock icon** will lock your session, so that when you log back on, you will continue with your search. You will however need to enter your password to continue.
- The pencil icon is there for you to change your password as you wish.

Patient Find >> Episode List > Change Password TJ Shelembe

Change Password

User ID: N10523
 User Name: TJ Shelembe

* Current Password:
 * New Password:
 * Confirm Password: