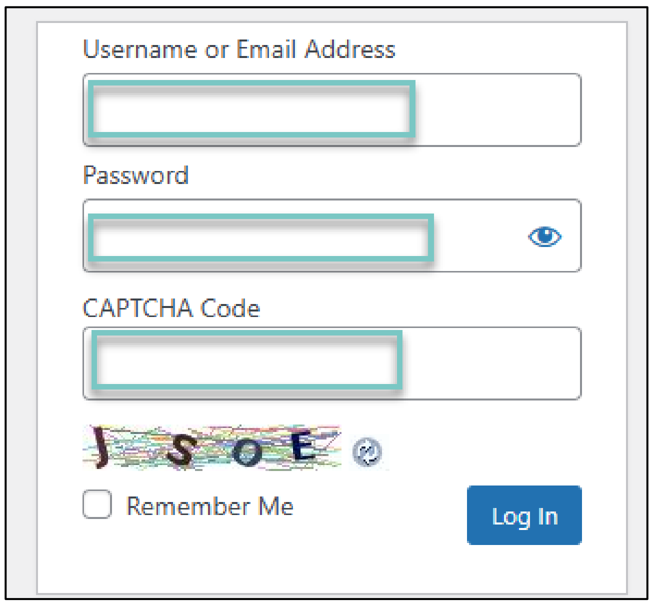
Tip Sheet: Ignite Portal Instructions – Multiple Clients

This tip sheet is designed to support team members in accessing Ignite portal for Charge Entry, demographics, insurance cards, medical records, etc. for Hometown & LabWorx.
Steps 1-4 is used for lab verification and results. No Charge Entry processing is done within the Ignite portal.
Any additional Medical Records needed will require research on Client's EMR Portal – LabWorx uses PCC, Hometown uses – Experity, etc.
Time of Service (TOS) collections made at clinic are not loaded in Ignite. Those are handled by client through EMR.

Steps	Action
1 **Logging In** Please log in using your email or distribution email, password, and CAPTCHA Code provided to you. ***Note:*** If on a distribution email, please contact owner for any log in issues.	
2 **Specimen Billing** Upon login, select **Specimen Billing** from left menu to pull patients.	

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PHYTECH

<table>
<tr><th>Steps</th><th>Action</th></tr>
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Specimen Billing

Please follow the actions below to access the patient:

A. Select **Specimen Billing**.

B. Enter **Patient Name**.

C. Select **Search**.

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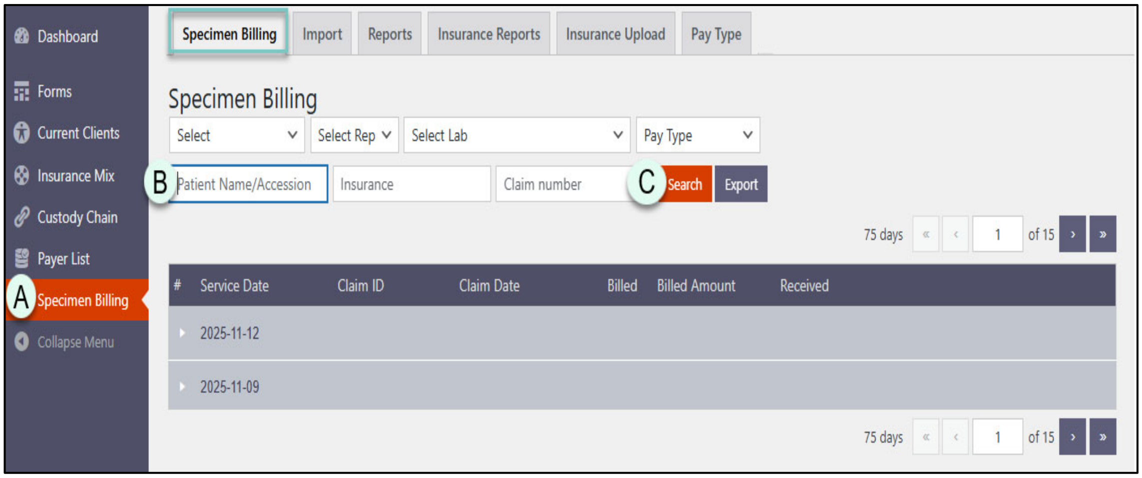

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Pulling Requisitions & Results

Please follow the actions below to access the patient's results:

A. Choose **DOS arrow** in question.

B. Select **REQ PDF** to see/print requisition form. This will appear as a download PDF option.

C. Select **Result PDF** to see patient results. This will also appear as a download PDF option.

Note:

Do not use REQ as this is not applicable.

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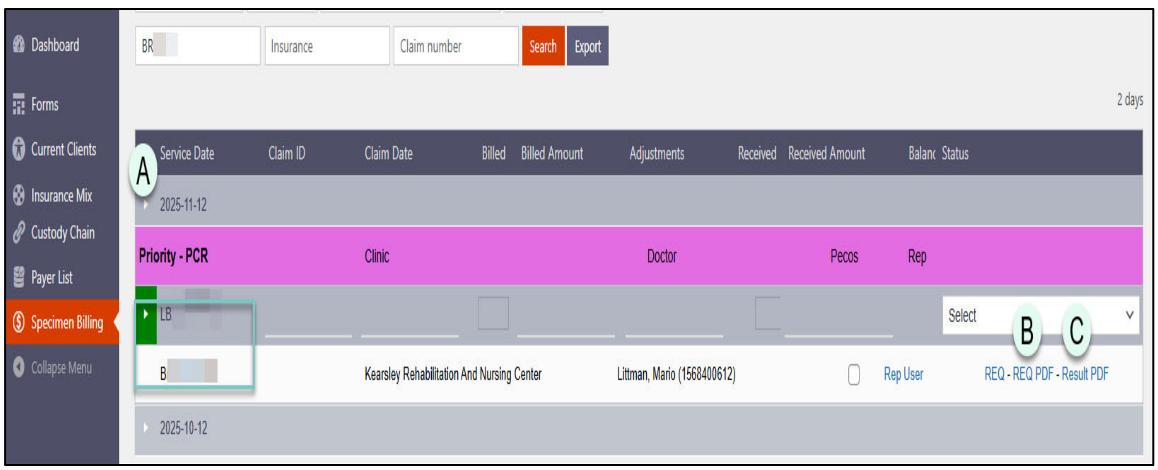

Use this information to complete anything missing in PHI including demographics, insurance, referring provider, ICD-10s or CPT codes.

Any charges missing required information such as results, ICD-10s, CPT Codes, Referring Provider, etc – Add to **Needback** and move incident to Problem Charge Batch.

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