

MCL Software Quality Assurance Test Validation Support

The Mayo Clinic Laboratories (MCL) Software Quality Assurance (SQA) Team's normal business hours are Monday through Friday, 7:00 a.m. to 4:00 p.m. (Central Time USA) in Rochester, MN. The SQA team can be contacted by sending an email to lpeasqalsi@mayo.edu

1. If you are uncertain about the status of your HL7 TEST server environment, verify with your networks team that your Virtual Private Network (VPN) connection to the MCL HL7 TEST Environment IP **is active** (129.176.170.235 on public peer 129.176.60.125).
2. A MCL web portal software application will be required to close the HL7 order. If you are using the application for the first time, or you have not logged into your test portal recently, your user access and password may need to be established prior to validation testing. Contact MCL Customer Service at 800-533-1710 if you need assistance.
3. In your TEST Environment, place an HL7 order to MCL from your Hospital Information System (HIS), Computerized Provider Order Entry (CPOE) system, or Laboratory Information System (LIS). **Assure that your MCL order code is valid** by checking at <https://www.mayocliniclabs.com/index.html>
4. In your web browser, sign in to the appropriate MCL web portal TEST Environment by your MCL account number (e.g. C7051234) and "batch" or "complete" the HL7 order. Note that the HL7 and web portal environments share the same MCL account number.
5. Send a copy of the web portal batch sheet to the SQA team by **fax to (507) 284-9311** or **email the PDF document to lpeasqalsi@mayo.edu**
 - If you want to be notified when the test patient results are transmitted through the HL7 interface, include that as part of your request in your email. Include your MCL account number, name, email and phone number. Otherwise, the SQA Team verifies that the results have been transmitted (posted) and consider your order request completed.
 - **Specify on your order batch sheet whether an abnormal result is required** for your validation testing, such as critical result flagging, infectious disease reporting or patient charting alerts. Otherwise, a normal result is returned.
 - To allow for easier debugging and validation tracking, one validation order per separate accession (test patient) is recommended, but up to three (3) per accession can be submitted. Contact the Mayo Clinic SQA team in advance if you plan to submit more than thirty (30) validation test orders per day.
 - Do not reuse accession numbers because the MCL SoftLAB™ laboratory software application will flag and deny the order as a duplicate, causing an error.

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- If you must test in your LIVE (or PROD) Environment, contact the MCL SQA Team to arrange for “no charge” billing for the test patient scenarios. Note that credit or cancellation messages are not sent through the HL7 interface. To avoid a charge appearing on the MCL monthly invoice, a billing credit will be processed by the MCL Billing Office before the Mayo Clinic laboratory or referral laboratory generates the results for the test patient. These prearranged test results will contain a message confirming that the results were provided by MCL at no charge.
6. The SQA team will send the order to the appropriate laboratory for result generation based on the order you placed. Turnaround time is typically 24 to 48 hours for a Mayo Clinic laboratory, or 48 to 72 hours for an order that is re-referred or forwarded to a non MCL reference laboratory. If your expected MCL results have not been received after our transmission notification after 48 hours of your order request, your results may have generated an error and may be filed in your **Laboratory Information System Error Buffer**.

