



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Public Health

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MANDY COHEN, MD, MPH • Secretary

MARK T. BENTON • Assistant Secretary for Public Health

Division of Public Health

SCOTT M. SHONE, PhD, HCLD (ABB) • Laboratory Director, State
Laboratory of Public Health

Memo

To: Customers of the North Carolina State Laboratory of Public Health

From: Scott M. Shone, PhD, HCLD (ABB), Director, State Laboratory of Public Health

Date: September 23, 2021

Re: Transition to Online COVID-19 Test Orders and Results

The North Carolina State Laboratory of Public Health (NCSLPH) will stop mailing hardcopy COVID-19 results reports to submitters on October 17, 2021. **Starting Monday, October 18, 2021**, COVID-19 results reports will only be available online through the NCSLPH [Electronic Test Orders and Results \(ETOR\)](#) and [Clinical and Environmental Lab Results \(CELR\)](#) systems. All other NCSLPH test results reports are also available through [CELR](#), but will still be mailed to the submitting facility.

In addition to the reporting changes, NCSLPH is transitioning away from paper COVID-19 test order forms. **Starting Monday, November 1, 2021**, COVID-19 test orders for specimens submitted to NCSLPH should be placed online in the [ETOR](#) system. ETOR expedites COVID-19 testing; provides the real-time status of every specimen submitted from the facility; remembers patient, facility, and provider information for faster test ordering; and can send notifications when new results are available.

To join ETOR, a member of the submitting facility staff must fill out this [online form](#). At least one individual at a facility must be trained in using ETOR, before new user accounts for that facility will be approved.

We are providing five opportunities for ETOR training:

- [Microsoft Teams webinar at this link](#) on Friday, September 24th at 2:00 pm EST
- [Microsoft Teams webinar at this link](#) on Wednesday, September 29th at 1:00 pm EST
- [Microsoft Teams webinar at this link](#) on Friday, October 8th at 10:00 am EST
- [Microsoft Teams webinar at this link](#) on Wednesday, October 20th at 3:00 pm EST
- [On-demand \(24/7 online\) training can also be accessed here.](#)

If you have questions regarding ETOR, please contact NCSLPH Customer Service at 919-733-3937 or slph.etor@dhhs.nc.gov.

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