Getting results with CELR:

Tips and tricks for obtaining reports

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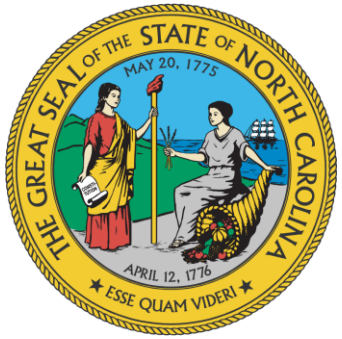

NC DEPARTMENT OF
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HUMAN SERVICES
Division of Public Health
State Laboratory of Public Health

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What is CELR?

The NC State Laboratory of Public Health receives over **1 million samples** and reports **6 million results** each year.

CELR (**C**linical and **E**nvironmental **L**ab **R**esults) is the online reporting system that allows our submitters, providers, and the public to view our reports at any time.

Accessing CELR

Environmental Results

Public

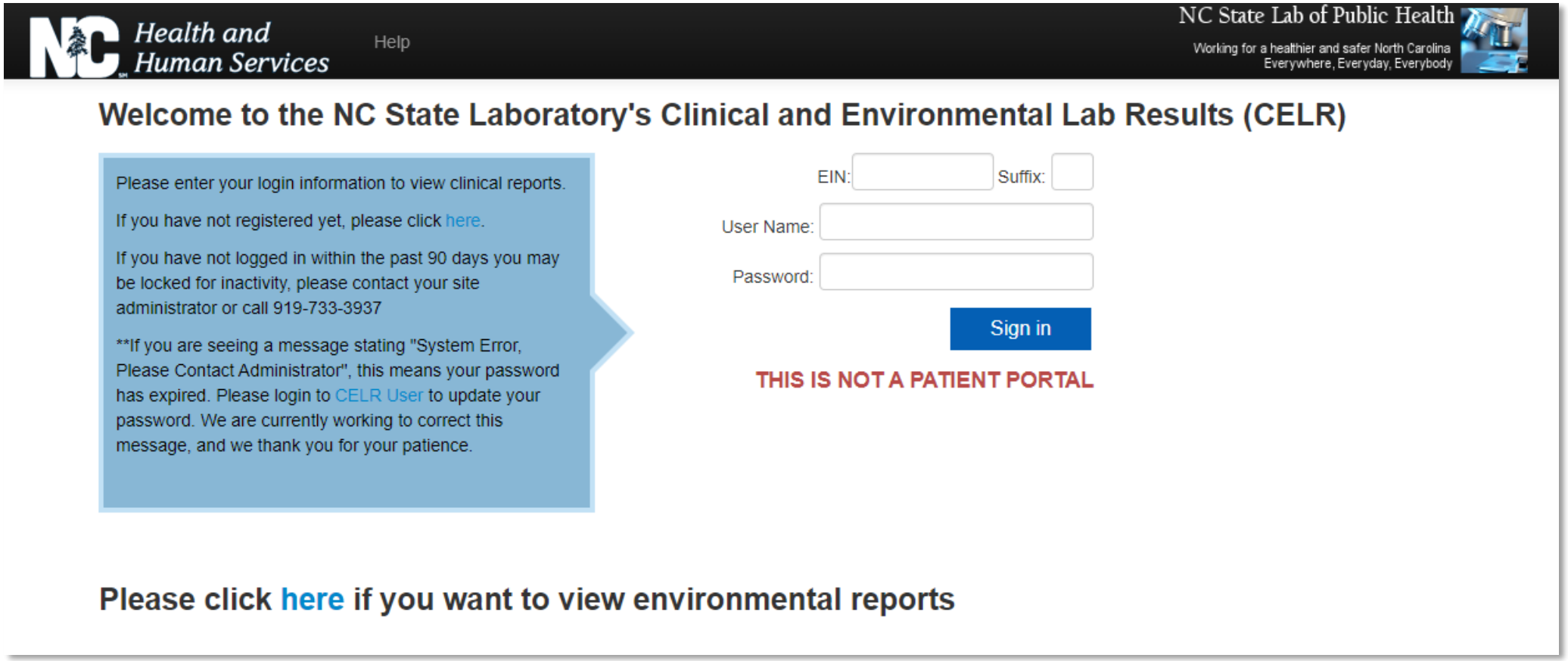
Clinical Results

Private

- The Environmental lab reports are part of an **<u>open</u>** network portal for Environmental Health services and the general public. No registration required.**One small exception for environmental lead results for counties*

- The Clinical lab reports are part of a **<u>secure</u>** network portal requiring the user to undergo registration and approval. Clinical results are not open to the public and are for users such as health departments, physician's offices, hospitals, etc.

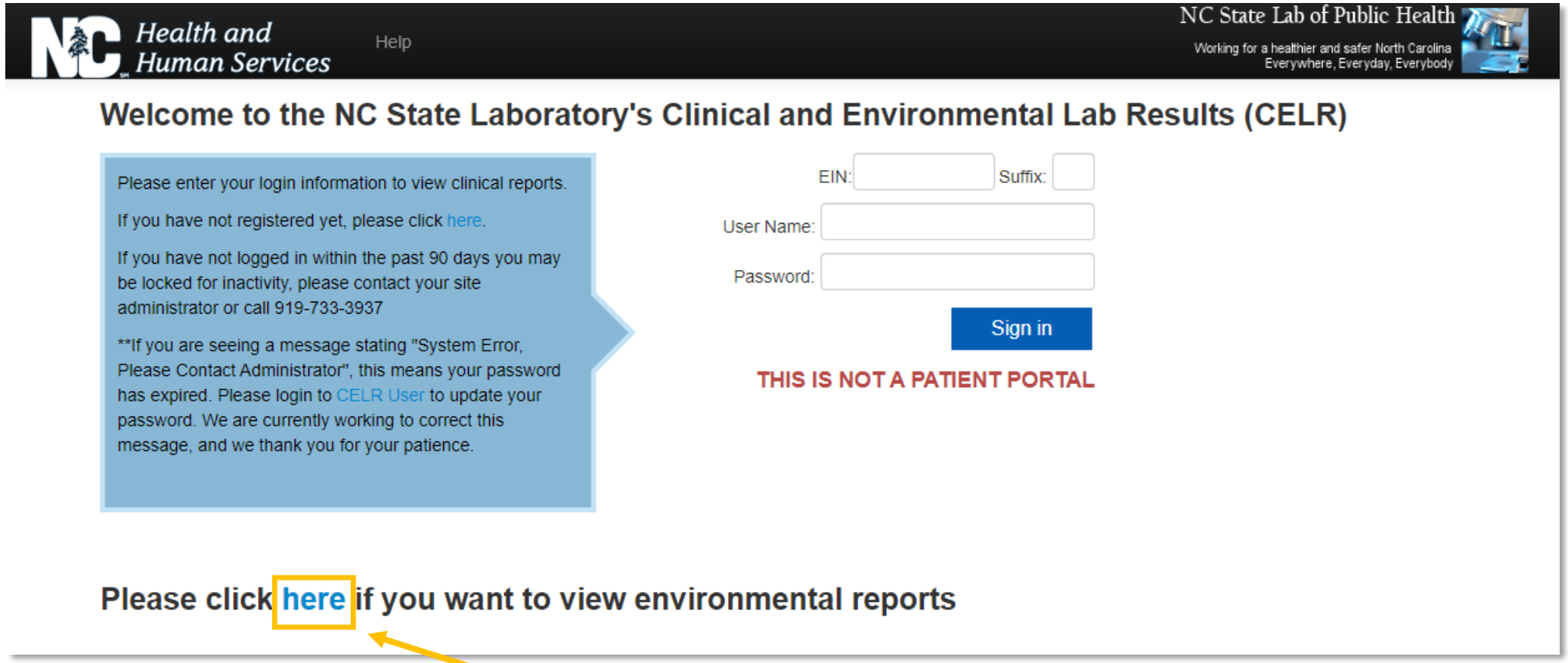
Accessing CELR



https://celr.ncpublichealth.com/index

Also on our homepage at https://slph.ncpublichealth.com/ by clicking “Lab Test Results.”

Environmental reports

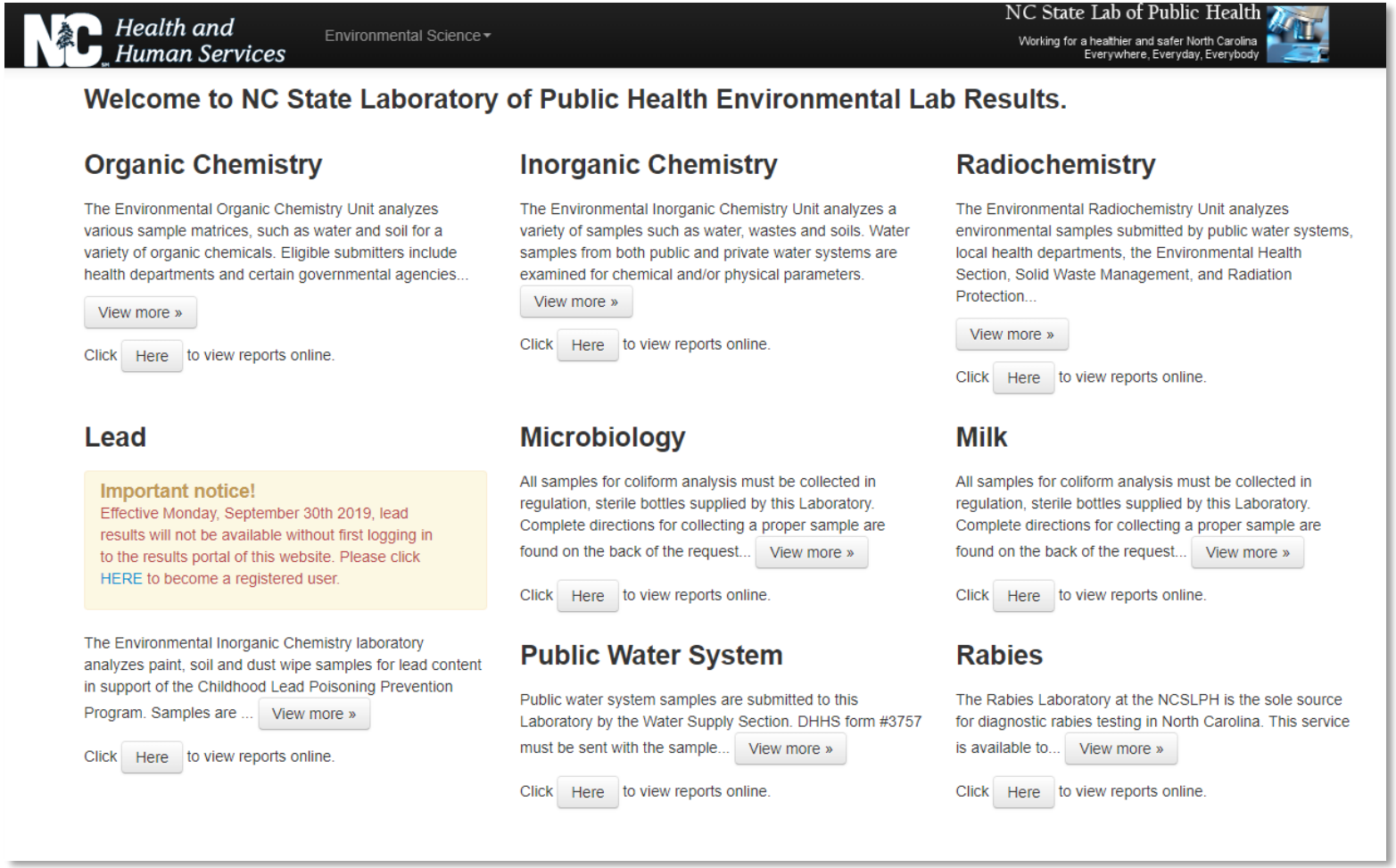


Click here or bookmark:
https://celr.ncpublichealth.com/environmental

Environmental reports

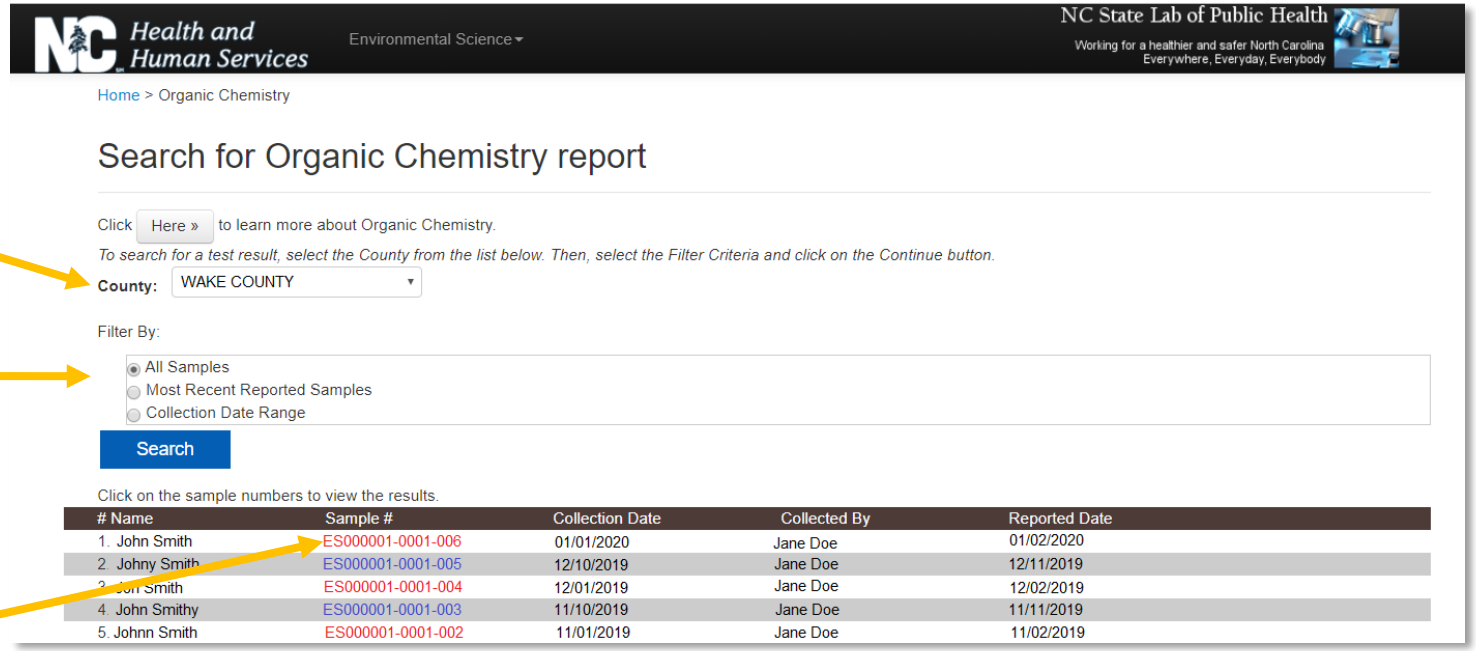
Click the Here button for the specific lab results you wish to see.

**For environmental lead results you now need to be a registered user, just like for clinical blood lead results. Account setup is covered in the next section.*



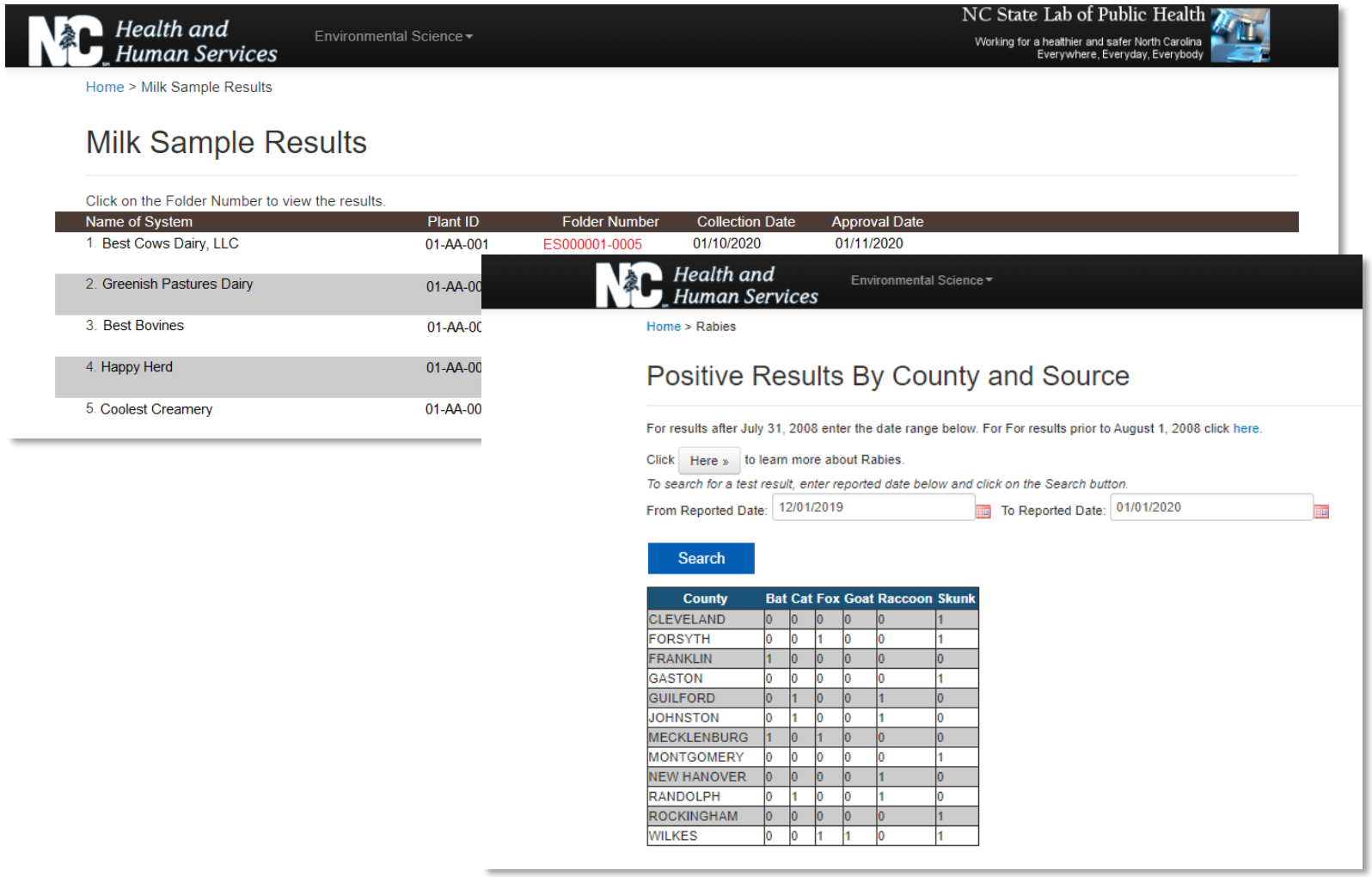
Environmental reports (in general)

- Select where the sample came from using the County menu
- You can filter results or click “All Samples”
- Clicking the sample’s number will open its report as a PDF in a new window.



Environmental reports (differences)

- Radiochemistry reports ask for who collected the sample and where
- Milk and Public Water System reports automatically display by most recent
- Rabies reports on the Environmental (public) side of CELR ask for a range of collection dates and only show positive results by county. Individual rabies results are in the Clinical side of CELR.

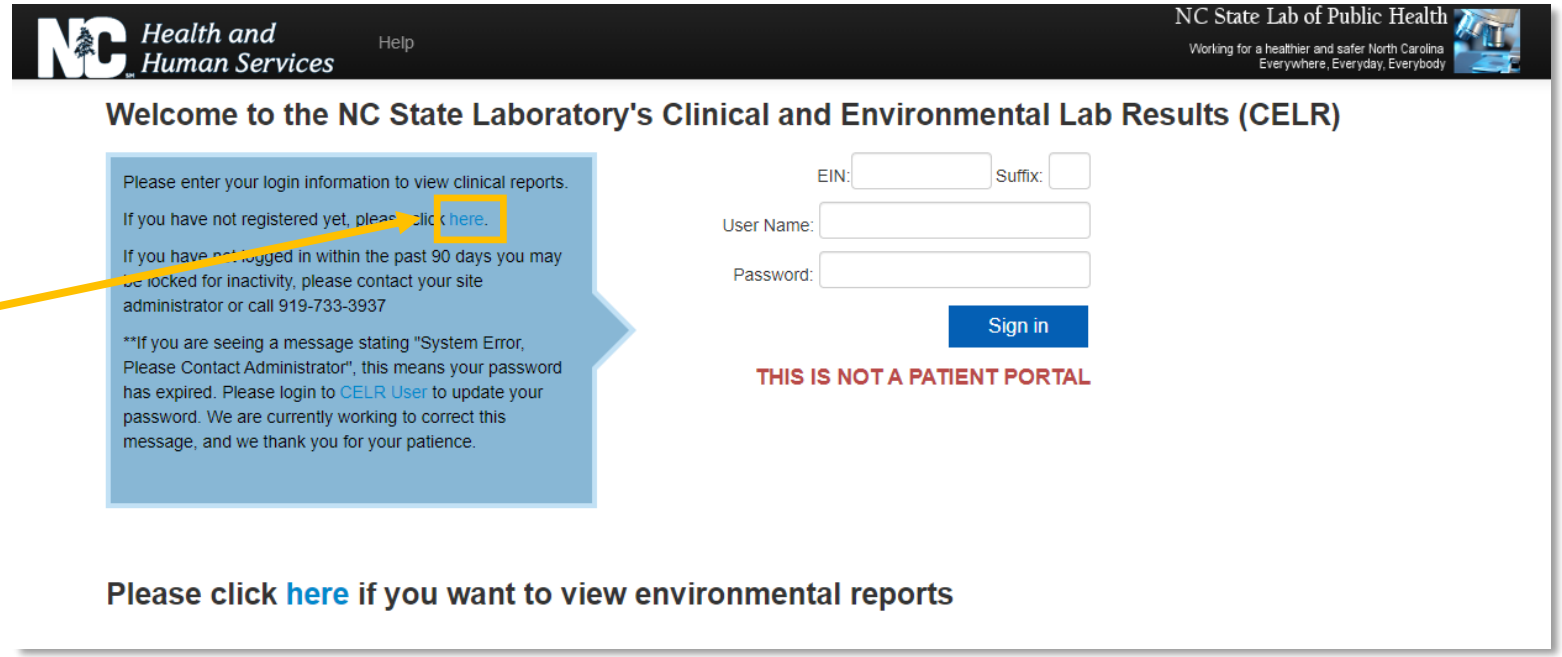


Clinical reports - Making an account

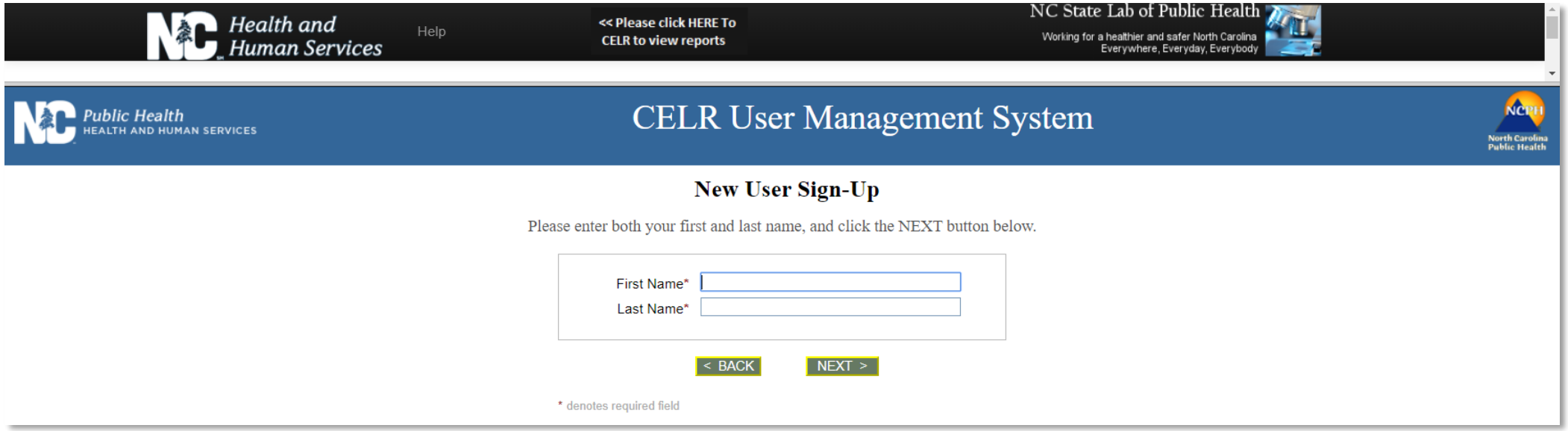
The Clinical side of CELR is a two-part system:

1. CELR ➡ for results
2. CELR User Management ➡ for account access and setup

Click here to create an account



Clinical reports - Making an account



- The CELR User Management System is where you enter your personal information, password, and security questions to create your account.
- **NO SHARED ACCOUNTS!** Everyone at a facility needs their own login if they are searching for clinical results. We monitor site access to ensure universal logins are not being used, and we will lock your account if sharing is suspected.
- If your facility is not already associated with the NCSLPH, you will need to first send us a New Client Info form (available at https://slph.ncpublichealth.com/forms.asp).

Clinical reports - Making an account

Password requirements:

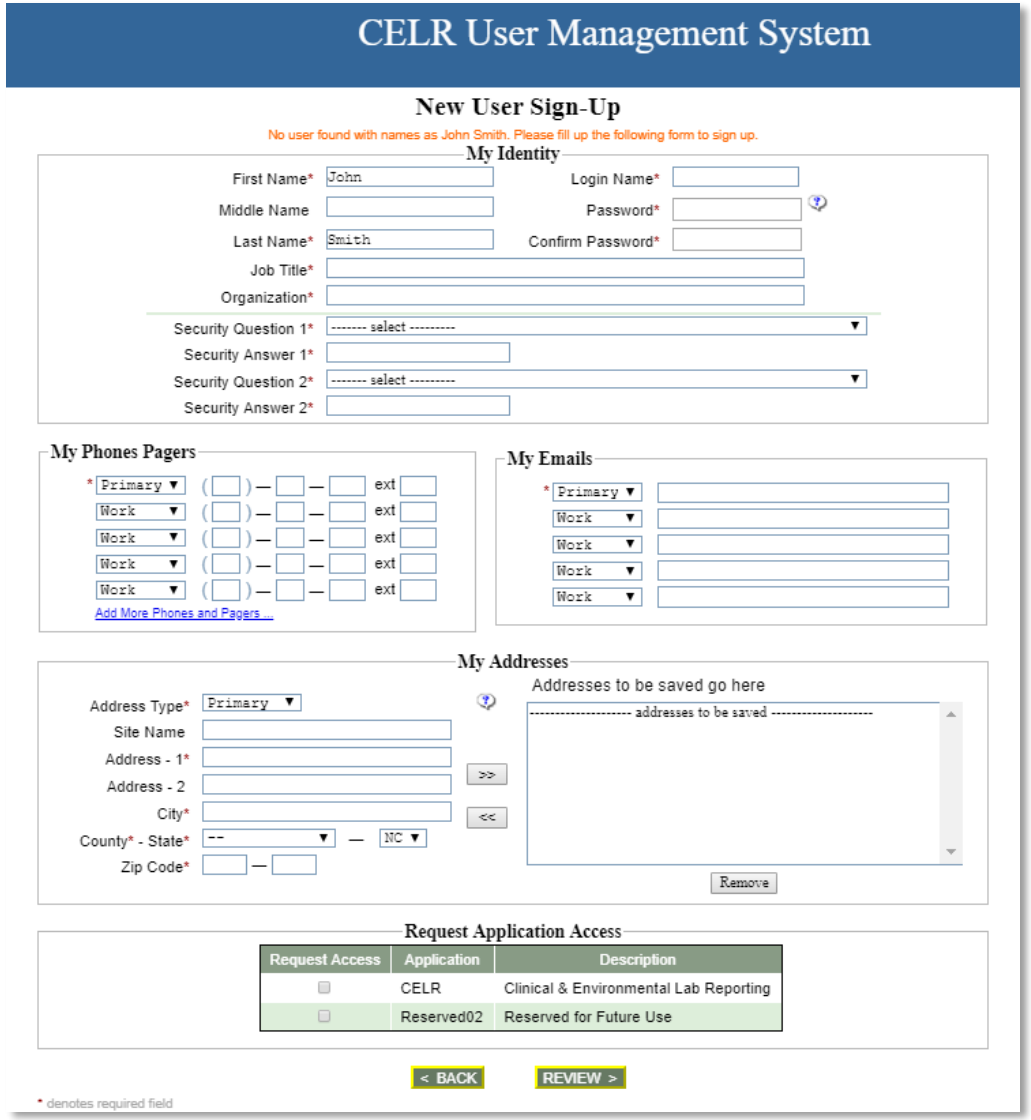
- Must be 8-14 characters, with one uppercase letter and one special character
- Passwords expire every 6 months (you will not receive an email notification for expiring passwords).
- Your account will be locked if you do not sign in with your password every 90 days.
- **NO SHARED ACCOUNTS!** Do not share your password with colleagues.

Clinical reports - Making an account

Required info to create an account:

- First and last name
- Login name – *Do not include your work organization in the username, as it will not be approved*
- Password
- Job title
- Organization – *Please give the whole facility name, especially if multiple office locations*
- Two security questions and answers – *Remember the questions, their order, and answers for later*
- Your work phone number as the primary number
- Your work email as the primary email address
- Your work address as the primary address – *Click the >> button to move it to the saved address box. Avoid using personal contact information.*

- Check the "CELR" request access box and click REVIEW > when done. – *Do not check the "Reserved" box*



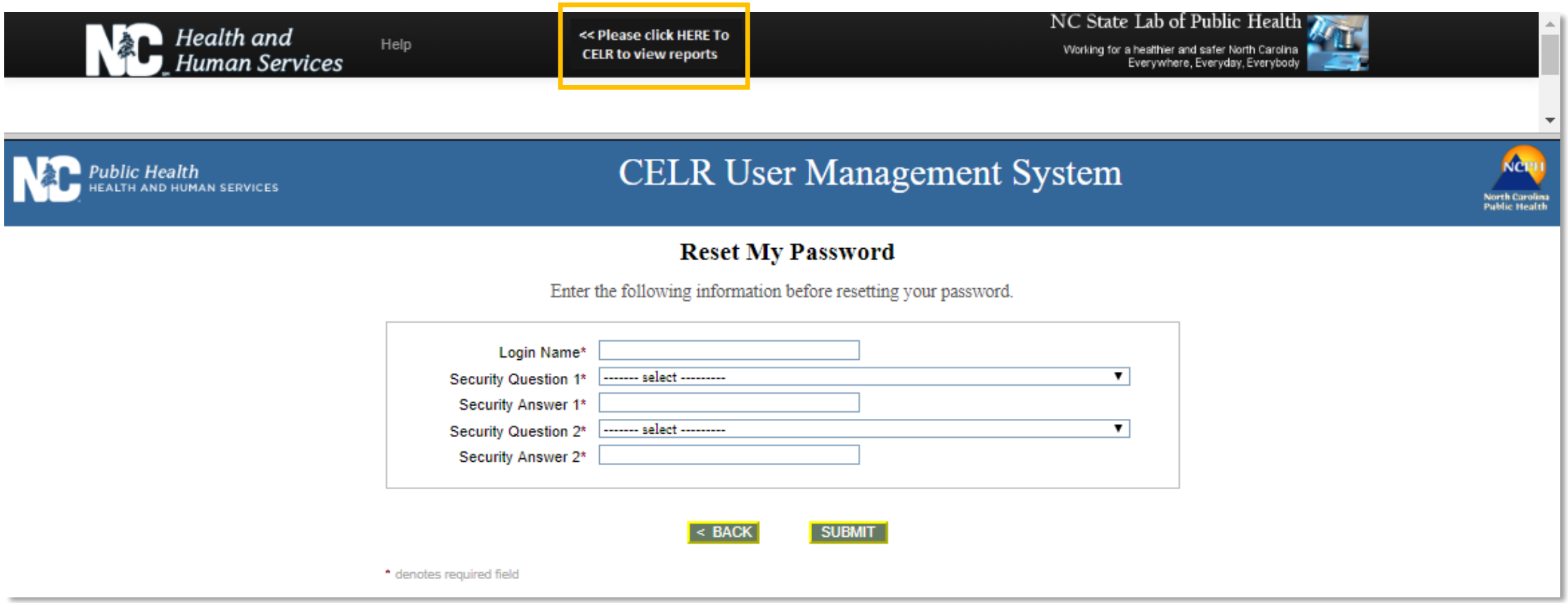
Clinical reports - Making an account

- On the next screen you'll be shown the information you entered to review
- **Remember your security questions and the order that you selected them.** These do not automatically regenerate when resetting your password, and you will be asked to recall the order of the questions as well as their answers.
- Click the FINISH button to complete registration
- Please allow one business day for Customer Service to activate your account and connect it to your organization's EIN number.
- From that point on, you will be able to log into both CELR and the CELR User Management system.
- You can edit your profile information by clicking UPDATE PROFILE

A word about EIN/Tax ID numbers

- **To login to CELR, you need your facility's EIN or Federal Tax ID.** This is the 9-digit number on specimen submittal forms. Some locations also have a Suffix attached to their EIN if the organization has multiple locations.
- **The submitter's EIN governs the results that will generate inside of CELR.** If you are the submitter of the lab test, you will be able to search for that result within CELR as long as that EIN/Suffix was on the submittal form. **The only exception is for Newborn Screening results, covered later.*
- Our Customer Service team registers new user accounts to an EIN/Suffix based on the organization name and address the user provides when they create an account. **Some users will have multiple EIN/Suffix access points that they can use to log in.** For example, users who have multiple work locations will need to log in and out of each location to obtain a specific facility's results and keep their accounts active.

Resetting your password



Resetting your password requires your username, and both security questions (in the same order that you picked them originally) along with their answers.

FYI, if you are in the CELR User Management System, you can always get back to CELR by clicking “Please click HERE to CELR to view reports” (yellow box above, or the NC Tree logo works if viewing on a small screen).

I’m locked out of CELR…help!

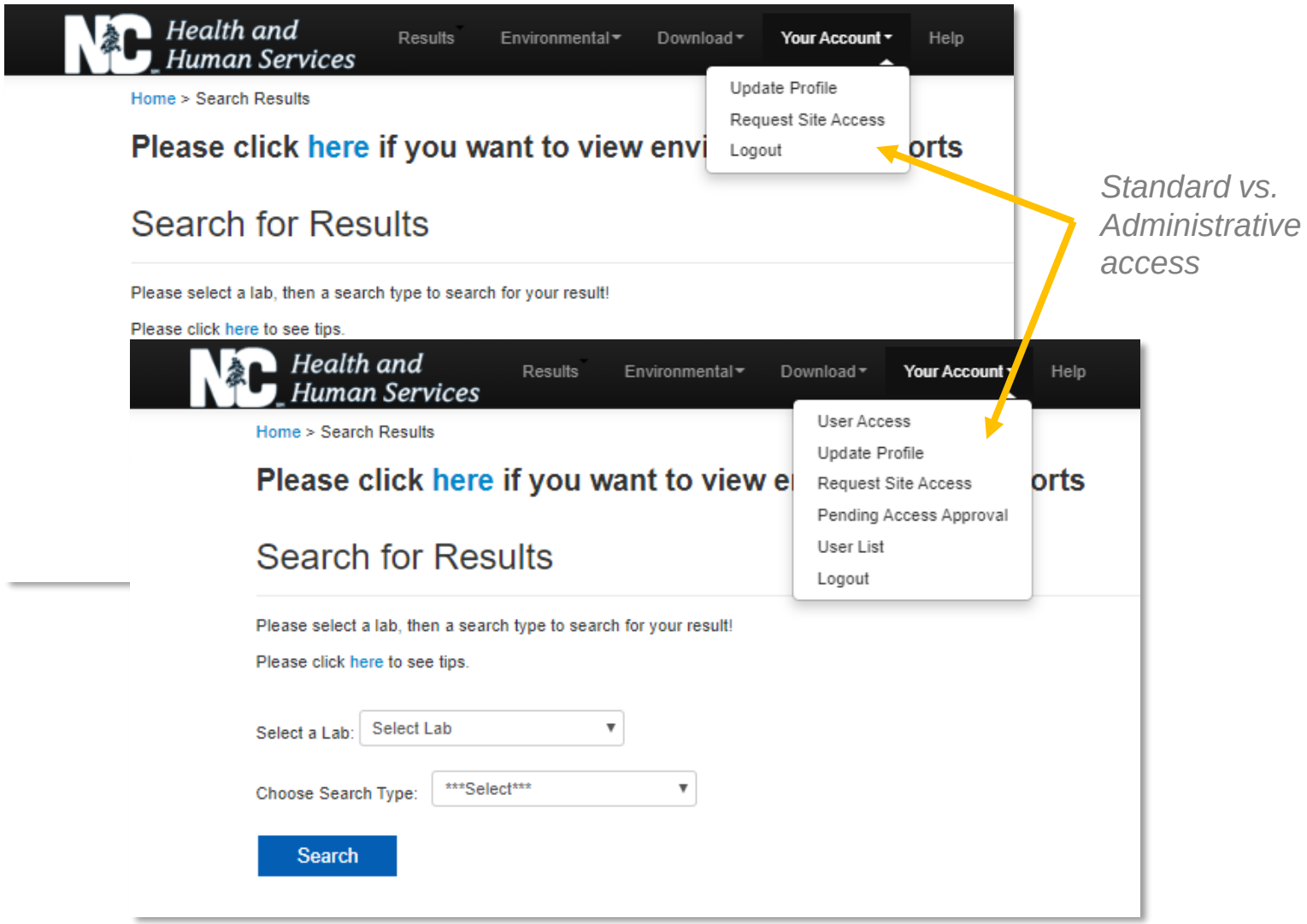
- **Most common reasons:**
  - Account has been inactive for more than 90 days
  - Too many failed password attempts
  - Browser issue (particularly Internet Explorer, the best options are Chrome and Firefox)

- **Being locked out does not necessarily mean your password has expired, therefore a password reset is not the best first step:**

  1. Your local CELR Administrator can unlock your account if the lockout was due to inactivity, and not from too many password attempts
  2. Call our Customer Service at **919-733-3937**
     - They will ask you to answer your security questions so you can reset your password

Obtaining clinical results

- Once inside CELR, you can:
  - Search for and download results
  - Request additional access
  - Update your profile
- Administrator-level access also lets you:
  - Manage user access
  - See pending access approval
  - See user lists

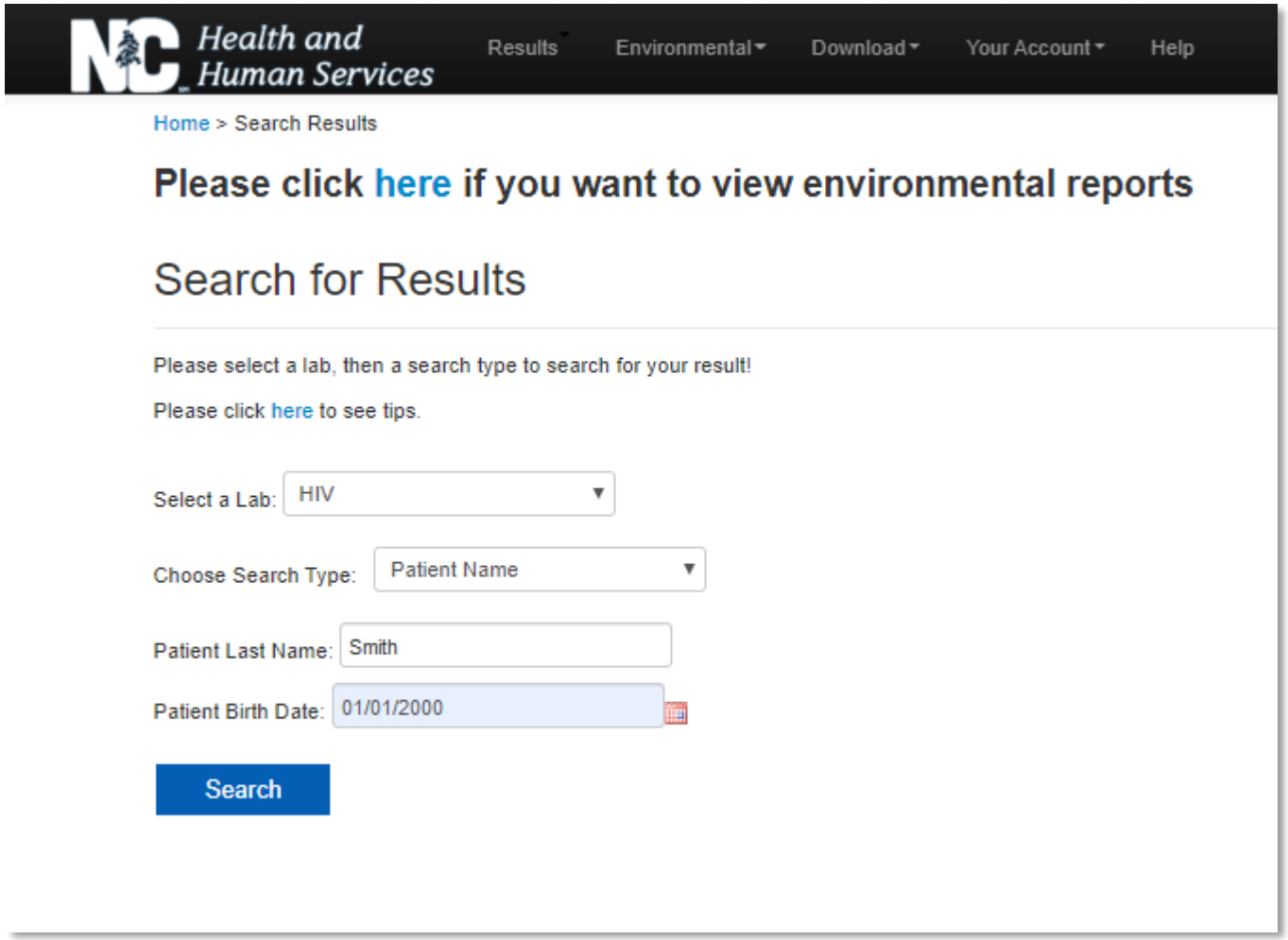


Standard vs. Administrative access

Obtaining clinical results

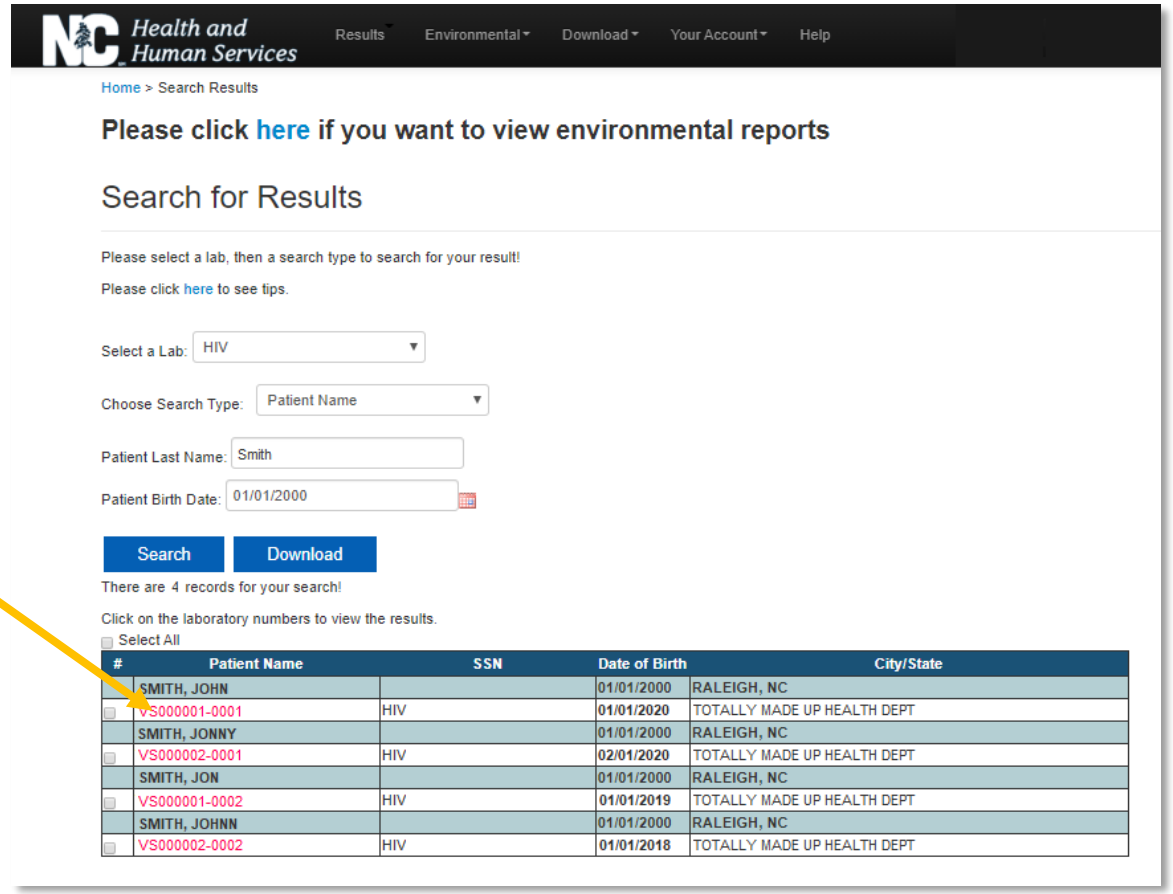
1. Select the Lab that performed the test
2. Select the search type
   Ex: Patient Name
3. Enter the patient's birth date
4. Enter any other requested information
5. Click the Search button

The fastest way in most cases is to search by date of birth.



Obtaining clinical results

- Depending on the search type chosen, you will be shown a list of found items.
- Click on the folder number to open the file.



Batch Printing!

You can print/save multiple reports all at once.

Just click the check boxes by the reports you wish to print and select “Download.”

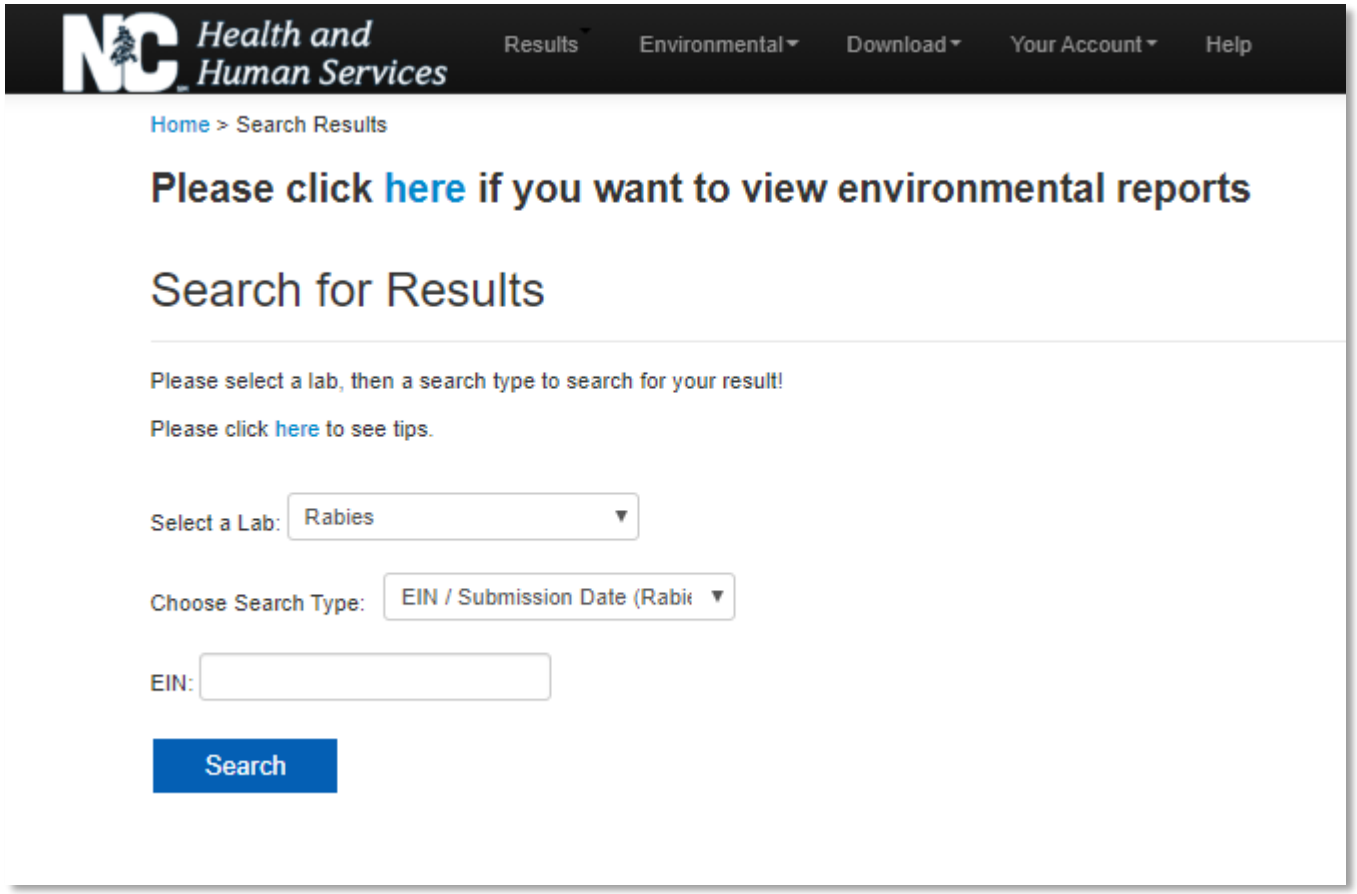
They are downloaded as individual PDFs to a folder in batches of 25 reports.

Tip for Rabies results

The best way to search for rabies clinical results:

1. Choose “EIN/Submission Date” for the search type. The system will autopopulate your EIN.
2. You do not have to enter a span of dates to search.

We have rabies results from 2008 - Present in our system.

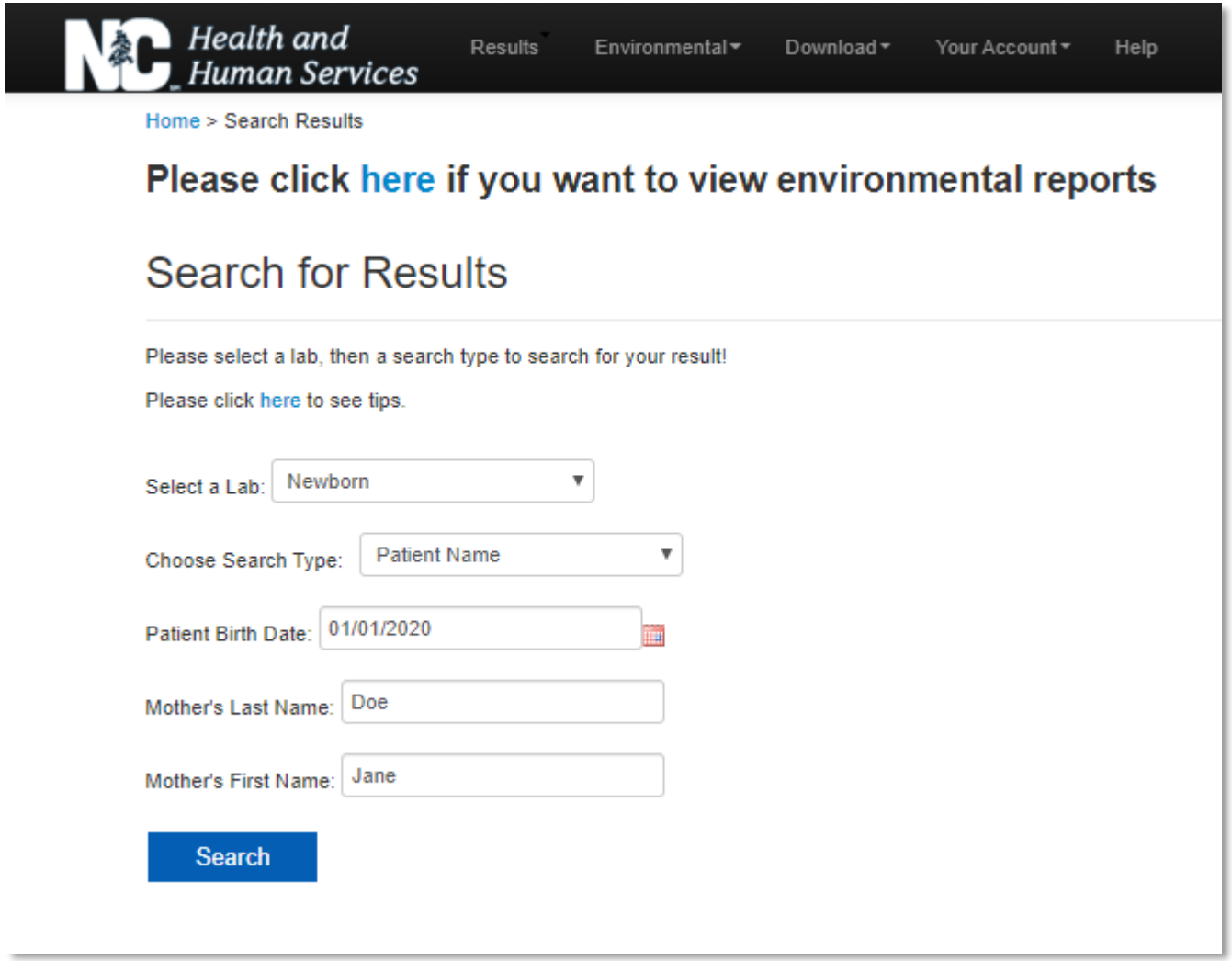


Tip for Newborn Screening results

The best way to search for newborn screening results:

1. Select “Patient Name” for the search type
2. Input the baby’s date of birth
3. Input the mother’s first and last name

You need an EIN to access the system for NBS results, but it is not required to be entered again to search by date of birth.



CELR Administrative Access

- Administrative access is for select users that will govern access for the other users in their facility.
- To become a CELR Administrator, call us at **919-733-3937** and ask for administrative access.

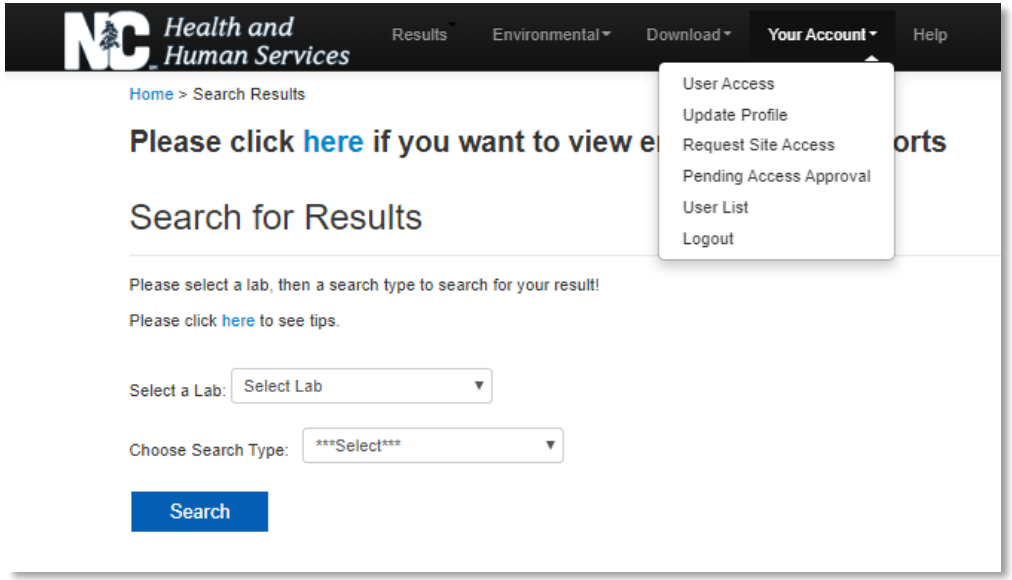
As an Administrator, you can:

Unlock accounts
Give your users wider access
Manage what lab results users see

As an Administrator, you cannot:

Reset user passwords
Activate new users *(the NCSLPH is still involved in activating new accounts)*

CELR Administrative Access

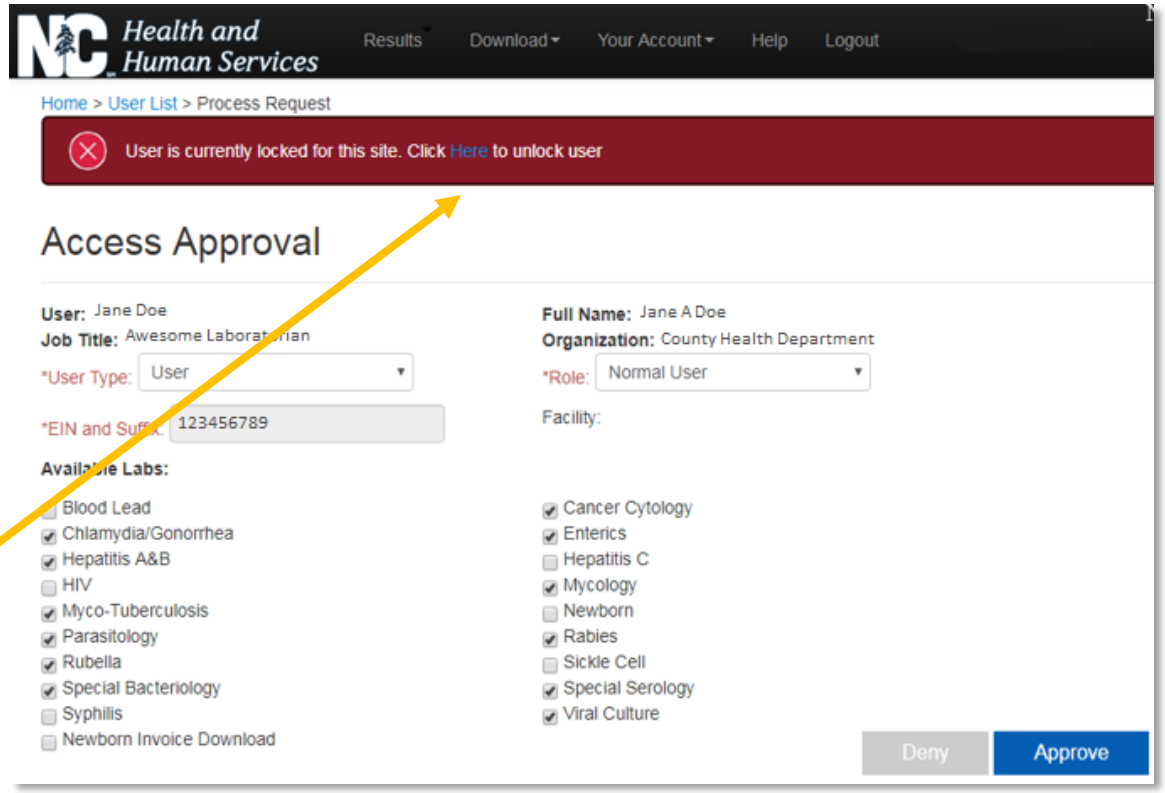


"A colleague of mine hasn't logged into CELR in over 90 days/tried incorrect passwords and is now locked out. What do I do?"

To unlock a user: Go to Pending Access Approval, find the User, and click "Here" in the red alert bar to unlock. However you cannot unlock the account if it was for entering incorrect passwords and they must call the NCSLPH.

User List: Shows all current users for the facility, their job title, and their last login date

Available Labs: Edit what lab results a user sees using the check boxes and clicking Approve



Take home points about CELR

- **Remember your password and security questions, their order, and answers**
- **NO SHARED ACCOUNTS!**
- Passwords expire every 6 months, and you will not receive a reminder
- Avoid using Internet Explorer to access CELR (Chrome and Firefox are best)
- Log in to CELR every 90 days to prevent getting locked out
  - A locked account does not necessarily mean your password needs to be reset
  - Ask your local CELR Administrator to unlock your account, or call our Customer Service at **919-733-3937**
- If you have multiple accounts, you must keep them all active by logging out and logging in to each
- In most cases for clinical reports, the fastest way to search is by date of birth

Thank you for taking this training!

Questions?

Call our Customer Service at **919-733-3937**

or

Email us at slph.celrhelpdesk@lists.ncmail.net