

Texas Department of State Health Services Laboratory

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Clinical Chemistry Submitter Report Card Interpretation Guide

Accessing the Online Report Card

- Sign up to access the DSHS Results Web Portal. For information on how to apply, the forms needed, and frequently asked questions please visit us at <http://www.dshs.state.tx.us/lab/remotedata.shtm>
- Once you have received your Clinical Chemistry Results Web Portal account, log in to <https://results-web.dshs.state.tx.us:8443/index.jsp>. You will need Adobe Reader to view your result reports and report cards. Submitter report cards are organized by year and month.

Interpreting the Report Card

- **Provider Information** – Please review your facility contact information. To update your contact information, please download and complete a DSHS Submitter ID Request form, <http://www.dshs.state.tx.us/WorkArea/DownloadAsset.aspx?id=8589956433> and fax your completed form to Lab Reporting at 512-776-7533.
- **Overall Performance** – Our goal is to have 100% acceptance of test requests received statewide.
- **Overall Tests Rejected** – Our goal is to have 0% rejection of specimens submitted statewide. Quality issues may include either physical reasons (clotted, insufficient quantity, too old to test) or identification reasons (missing or invalid patient information).
- **Most frequent quality issues** – Please use the information in this section to refer to the unsatisfactory specimen tips and suggestions page on the DSHS Laboratory website: http://www.dshs.state.tx.us/lab/cc_spec-col.shtm.
- **Specimens Missing Key Demographic Information** – Clerical issues which may affect the turnaround time or acceptability of your specimens. By providing this information about your facility's submissions, we hope to work together with you to reduce the number of specimens delayed and thus increase the numbers of acceptable specimens.
- **Specimen Transit Time Information** – Our goal is to have 100% of specimens received within 3 days from time of collection statewide. Quick delivery of specimens allows for quicker turnaround of test results, allowing prompt diagnosis and treatment of patients.