



## Guide to On-Demand Orders and Navigating the MedSpeed Portal

### ON-DEMAND SERVICE MENU

- **Super Stat** has a 1.5 hour turnaround-time\*
- **Stat** has a 2.5 hour turnaround-time.
- **Same Day** delivery is a request to have a delivery of 4+ hours. Use this when an item needs to get to the lab that day but has no urgency.

\*Super Stat orders cannot be placed through the online portal and can only be placed via telephone



### ORDER BY PHONE

**Dial 402-717-5227** (This # directs to CUMC Bergan Lab)

**Select Option 3 for Courier Service** (you will be connected to MedSpeed) and then **Select Option 1** to place an order or check on the status of an order.

Please have the following information ready: pickup/drop off locations, contact person's phone #, how many and what type/temperature of specimens are to be picked up.

Medspeed's Direct Order Intake Number – (800) 760-9164

### ORDER VIA MyMedSpeed PORTAL

#### Logging In

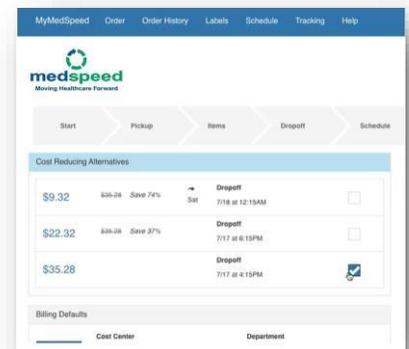
- Visit [chihealth.medspeed.com](http://chihealth.medspeed.com) to login to the MyMedSpeed portal.
- Once you reach the MyMedSpeed login page, enter your username and password in the appropriate boxes and click **Log In**. If this is your first visit to the **MyMedSpeed portal, you will need to register. Click on the Register button, enter your email address and follow the instructions.**

**Tip:** Set up your MyMedSpeed account **today** so that it is ready in time for your next on-demand order.



#### Placing an Online Order

- You can place your order by either clicking on the **Place Your Order Here** link on the home page or clicking on **Order** along the top of MyMedSpeed.
- Select **New** order to begin a new order or **Favorite** order to repeat a frequent order.
- Follow the prompts on each page of the order form to complete your order.
- Review the order summary on the final page and click **Submit** to send it to the MedSpeed team. NOTE: If your order is missing information, the system will display an error message. If this occurs, please address the errors within your order. The Submit Order button will not display until the error(s) are resolved.





### Printing a Barcode Label

- 🔄 Labels help the MedSpeed team to ensure that items are delivered to the right place at the right time and temperature.
- 🔄 If your item does not already have a barcode label, you can print a new label by either clicking on the **Print Labels** link on the home page or clicking on **Labels** along the top of MyMedSpeed.
- 🔄 Select a **One Way** or **Roundtrip** label option.
- 🔄 Enter in the requested information and click **Print** to print the label. Remember to retain a copy for your records and to track the delivery on the tracking page of the site.



### Tracking an Item

- 🔄 To track an item sent through the MedSpeed network or click **Tracking** at the top of MyMedSpeed.
- 🔄 Enter the barcode number and click **Search** to view the most recent transit information, including pickup and delivery scans and delivery signature.
- 🔄 Alternatively, track recent on-demand orders through the **Order History** page of the site.



### Reviewing your Schedule

To view the scheduled connectivity between two locations within your organization, click on **Schedule** at the top of MyMedSpeed.

- 🔄 Select the pickup and drop off points using the search boxes on the page.
- 🔄 Click **Search** to review the next few delivery options between the selected locations.

## MedSpeed CONTACT INFORMATION

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