Care360
A MedPlus Solution

Care360 AutoReceive

FAQ's

Version 7.0

Quest Diagnostics®

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AutoReceive FAQs

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AutoReceive FAQ

1. **What is this icon by the clock on my computer screen?**

   This is the AutoReceive program that is installed to automatically print your results daily.

2. **What does the yellow lightening bolt on the icon mean?**

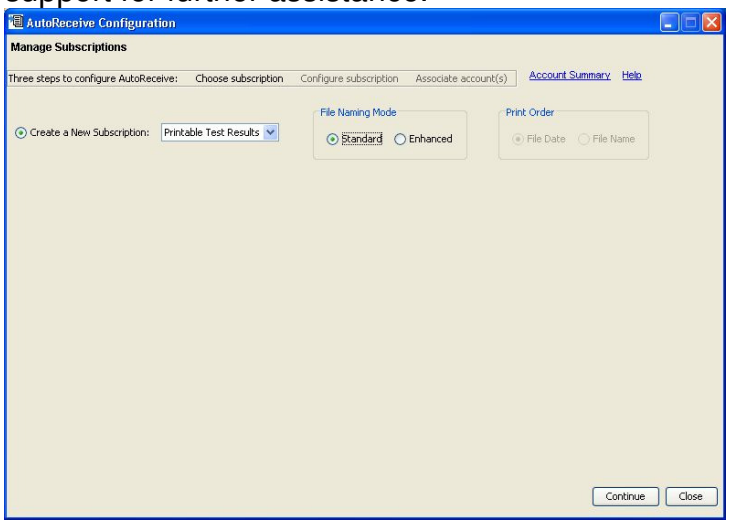
   This means AutoReceive is downloading results, sending information to our servers, or is checking for an update. No action is required on your part.

3. **What does the red X on the icon mean?**

   This means AutoReceive was configured to run as a service on your PC and the service has stopped. Contact customer support for further assistance.

4. **I just started up my computer and a screen popped up that said manage subscriptions, what do I do now?**

   This means AutoReceive was installed but never configured. Contact customer support for further assistance.



5. **I didn't get my reports automatically today. Can they be resent?**

   Yes. You can have your reports resent by following the steps below:

   a. First verify that the *AutoReceive* icon is showing by the clock on your computer. If it is not, please contact customer support.

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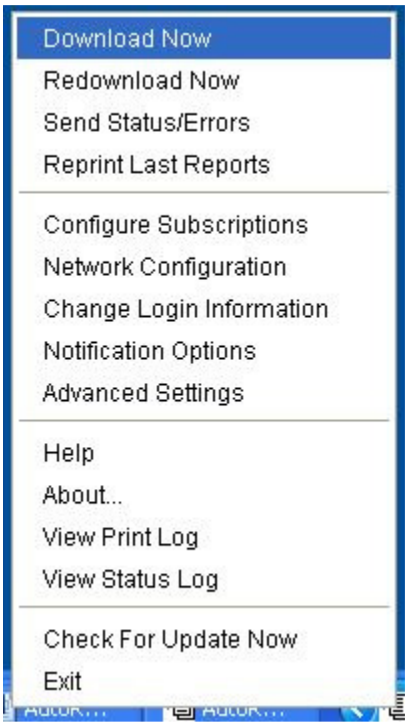
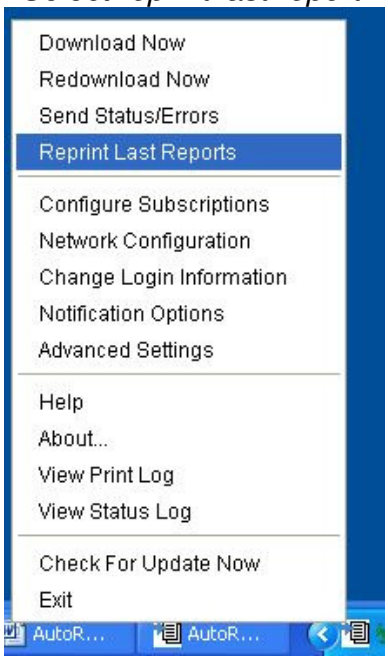
b. If the icon is showing, right-click the icon and click *download now*. The available results should now print out for you. You can also specify a date range by selecting *redownload now.*



6. While our results were in the middle of printing the printer ran out of paper. How can I get the reports to reprint?

Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *reprint last report*. This will reprint the last batch of reports.



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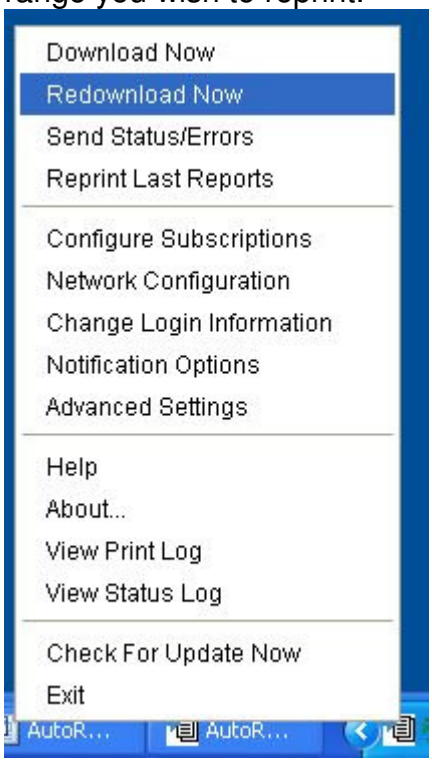
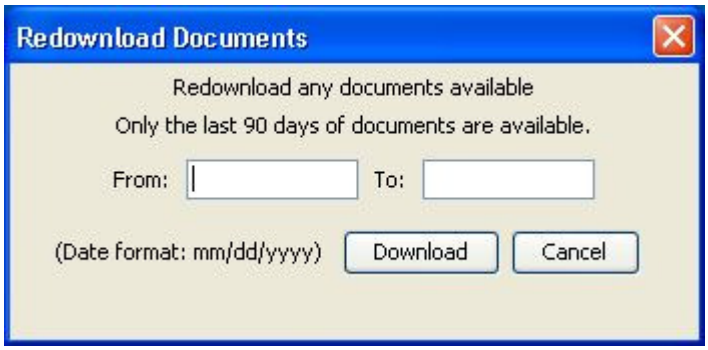
7. **Someone accidentally misplaced all of the results that printed automatically yesterday. How can I get those results reprinted?**

   Right-click the *AutoReceive* icon. Select *redownload now*. Select the date range you wish to reprint.





8. **How far back can we reprint results?**

   - You can reprint results using the *redownload now* feature in 30-day increments.
   - If you need results older than 90 days, please contact customer support.

9. **My results auto printed today but they are still showing on the new results screen in eMaxx/ Care360™ Labs and Meds. Why?**

   AutoReceive is a separate program from eMaxx/Care360™ Labs and Meds, and therefore, they do not communicate with each other.

10. **Can I print the same results to two separate printers?**

    Yes. Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *configure subscriptions > choose from the following available subscriptions > configure*. Next, hold the *ctrl* key and highlight all of the printers you would like the results to print to by clicking on them. Click *continue > save,* and then *close*.

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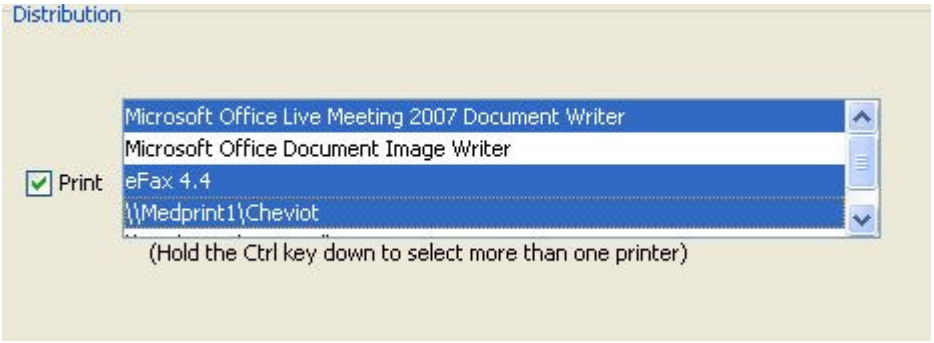
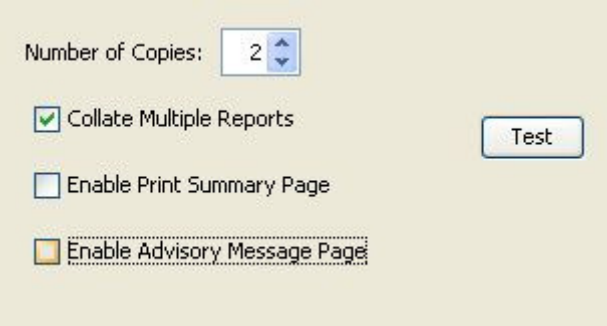


11. How can I get the reports to print out collated?

Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *configure subscriptions* > *choose from the following available subscriptions* > *configure*. Select *collate multiple reports*. Click *continue* > *save,* and then *close*.



*Please note this function is only available if you have multiple copies selected

12. Can we get our results sent to our EMR?

Yes. Contact customer support and they can schedule a tech to come onsite and configure your AutoReceive subscription to send the results to your EMR via HL7.

*Please note you will need to check with your EMR vendor to verify the setup on the EMR side

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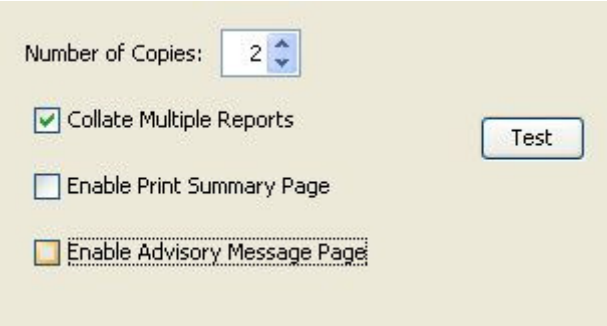
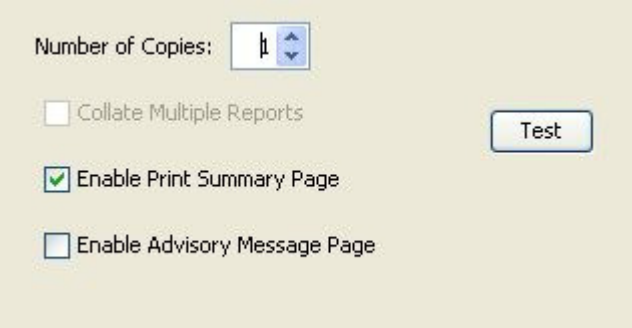
13. Can we change the times our results auto print?

Yes. Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *configure subscriptions > choose from the following available subscriptions > configure*. Under *retrieval schedule* you have several options to change the times for your reports to print. Once you have completed setting the times you want the results to print, click *continue > save,* and then *close*.



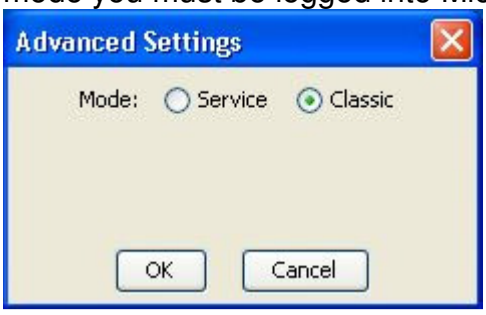
14. Is there any way to get a summary of each report print batch?

Yes, right-click the *AutoReceive* icon located by the clock on your computer screen and select *configure subscriptions > choose from the following available subscriptions > configure*. Select *enable print summary page*. Click *continue > save,* and then *close*. This report will print out at the very end of each print batch.



15. What is the difference between service and classic mode?

When AutoReceive is running as a *service* it does not require you to be logged into Microsoft Windows for the program to run. When AutoReceive is in *classic* mode you must be logged into Microsoft Windows for the program to run.



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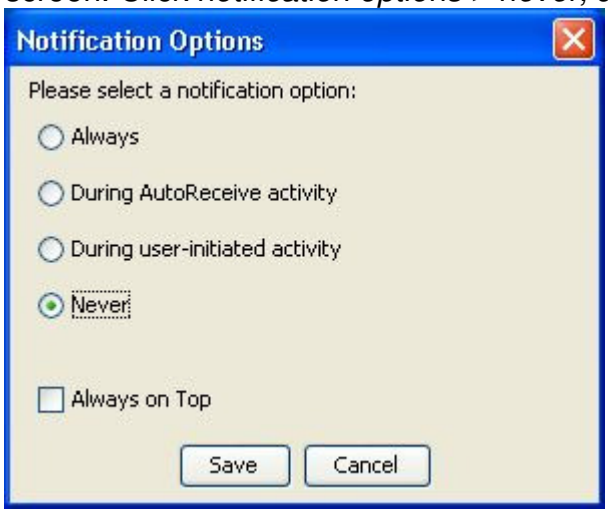
16. I get a pop up at the bottom of my screen referring to AutoReceive. Can I make it go away?

Yes. Right-click the *AutoReceive* icon located by the clock on your computer screen. Click *notification options > never,* and click *save*.

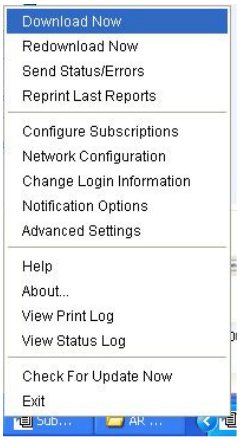


17. I have a pop up that says AutoReceive is idle what does that mean?

This just means AutoReceive is running. No action is required.

18. The office is closing early today but the results aren't set to auto print until after we are gone for the day. Can we print the results that are currently available to us?

Yes. Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *download now*.



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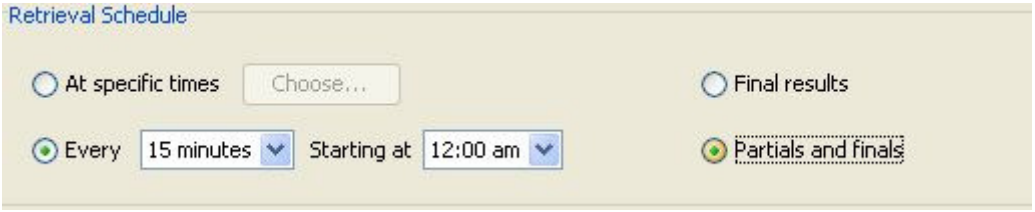
19. Can we print partials and finals?

Yes. Right-click the *AutoReceive* icon located by the clock on your computer screen. Select *configure subscriptions > choose from the following available subscriptions > configure.* Under *retrieval schedule* you can select *finals only* or *finals and partials.* Once you have selected your choice, click *continue > save,* and then *close*.



20. Can AutoReceive be set up to print results in a specific order? (e.g., alphabetically, in order of draw, etc.)

No. AutoReceive prints the results in the order that they are sent from the lab.

21. Can AutoReceive run on a server?

AutoReceive is supported on Windows 2003 server only.

22. Do you have more questions about AutoReceive?

For more information, refer the AutoReceive help menu. The AutoReceive help menu can be found by right-clicking the *AutoReceive* icon, and then clicking *help*.

23. I'm a Care360™ Labs and Meds EHR client and would like Document Upload. How can I get that installed?

Please contact customer support.

24. How do I contact customer support?

Customer support can be reached at 800-697-9302.

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