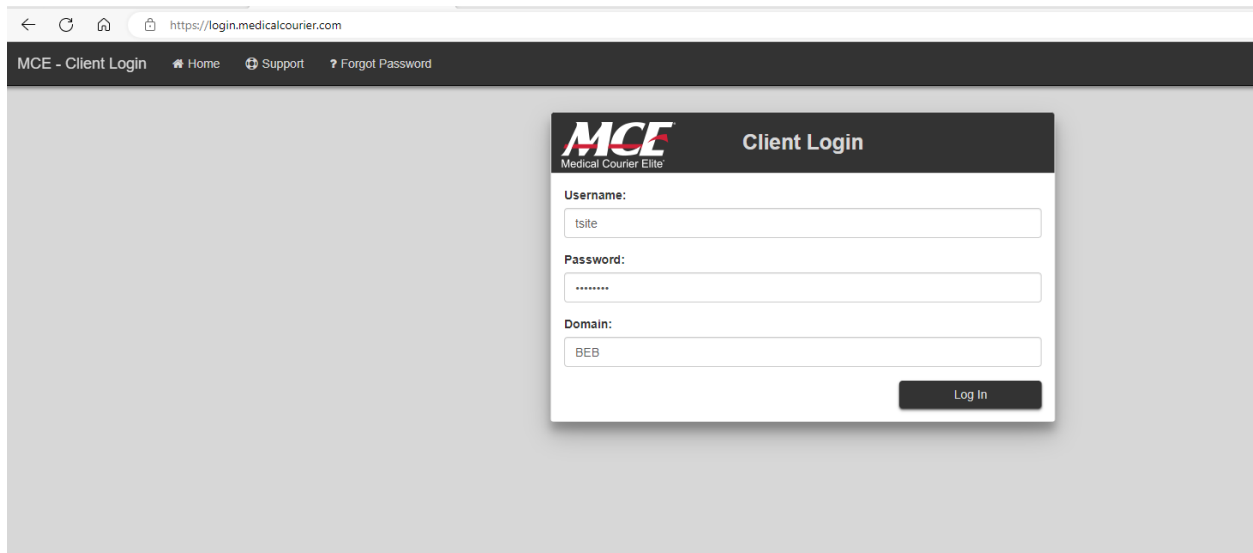


Beebe Healthcare Laboratory

Electronic Specimen Tracking and Dispatching Client Service Portal Set Up

How to Log-in MCE Courier Client Portal

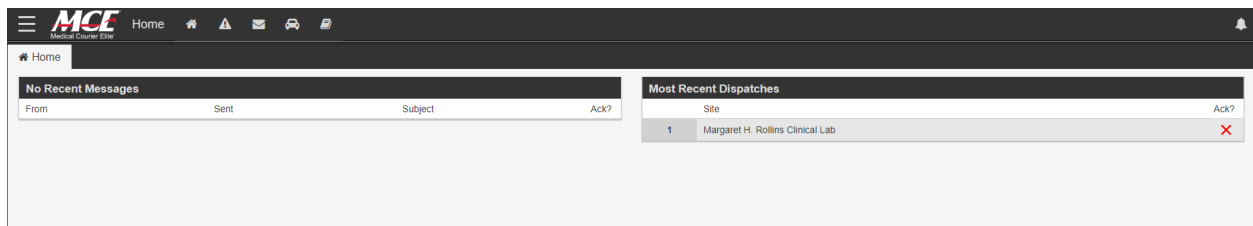
<https://login.medicalcourier.com>



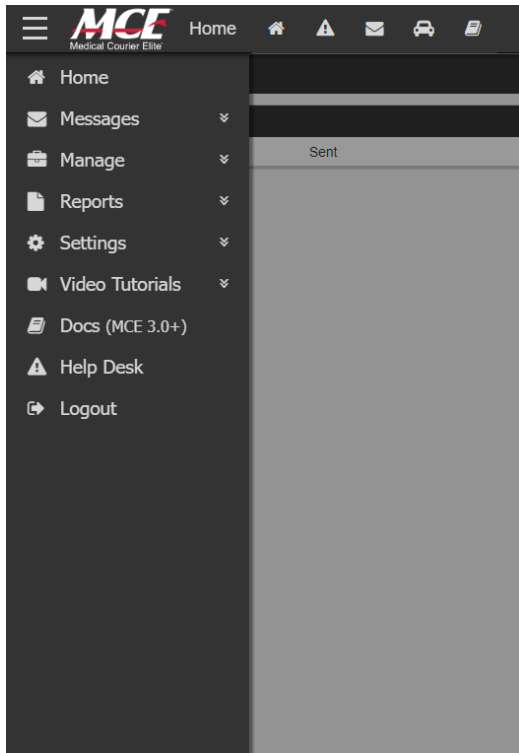
Your site's Username and temporary password will be provided to you by the Beebe Laboratory Outreach Liaison.

You will also have to set up a new password and security questions the first time you log in. Write down the password and security answers that way anyone from your office can utilize the log-in.

The domain will always be **BEB**



Once you have set your password and security questions and logged in this is what your dashboard will look like.



If you click on the 3 lines in the top left-hand corner, it will open your menu options.

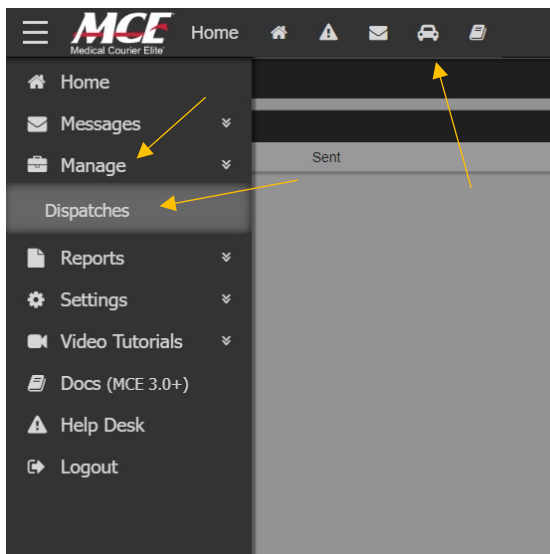
MESSAGES: In the messages menu you have an In Box where messages will appear if a member of our team has sent you a direct message.

MANAGE: If you click on Manage; **Dispatches** will appear. You can then click on **Dispatches** to review or create a Dispatch request.

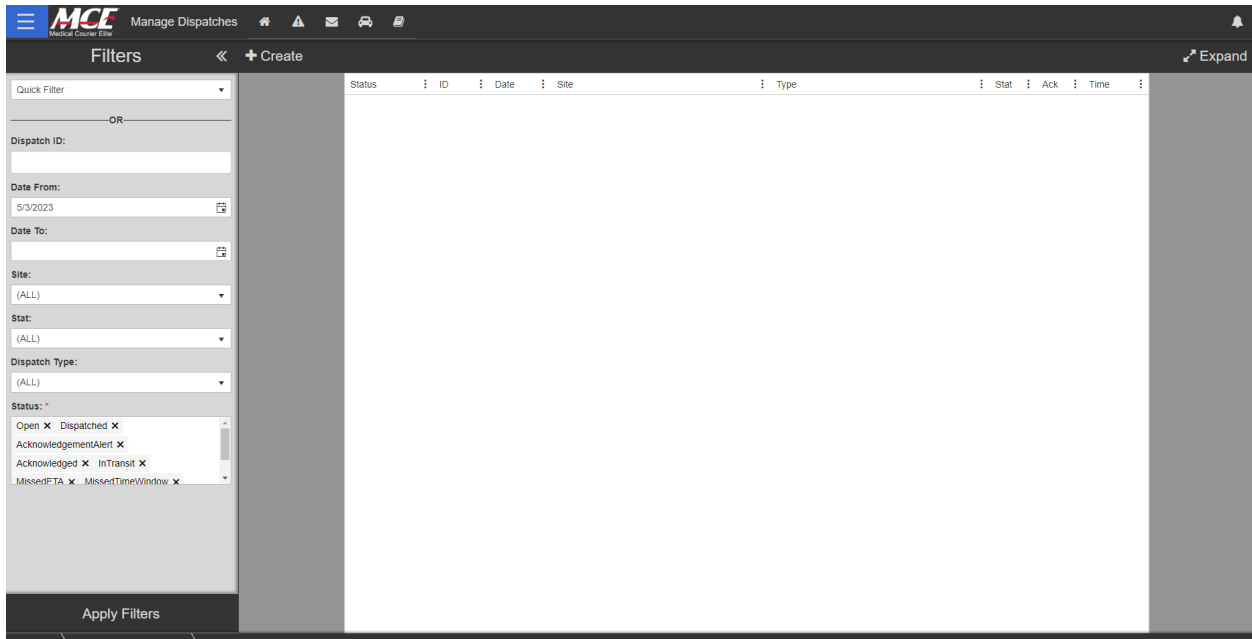
SETTINGS: Under Settings you can change the password and security questions.

HELP DESK: Do **NOT** utilize help desk. If you have a question regarding the MCE Client Portal, please contact Client Services or Rick Ward.

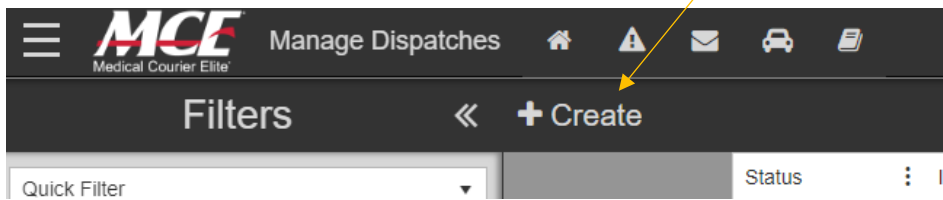
Creating a Pickup (Dispatch) Request: This should only be used for STAT requests or when your last pick up for the day has already occurred and you have another specimen that cannot wait until the next day to be picked up.



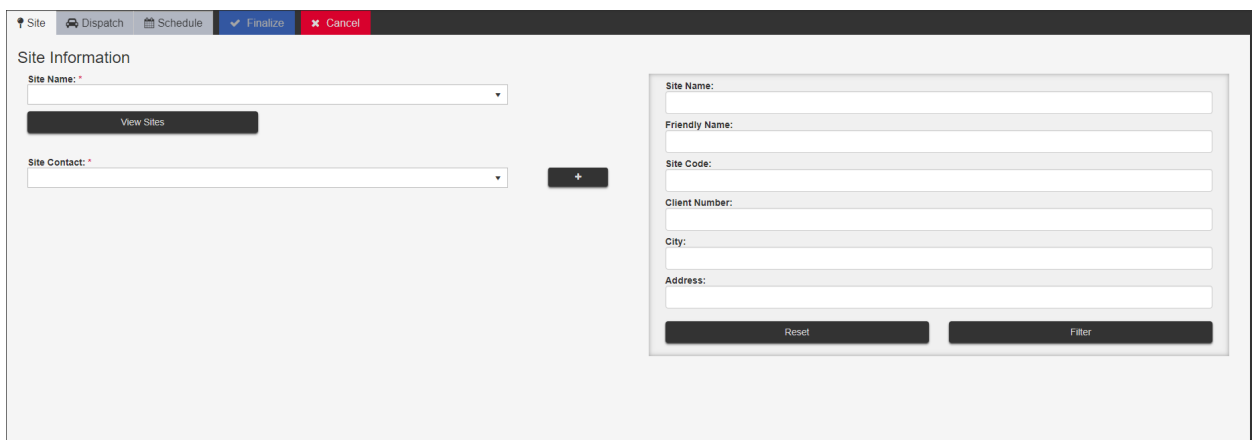
Click on **Manage**, then **Dispatches** or you can click on the **Car Button**



After you click on Manages, Dispatches or on the Car button on the top of the screen you will come to this page.



Click on the **Create** button



That will bring you to this window.

Click on the drop-down box under Site Name and select your location.

Once you do this you will be prompted to select or add a site contact.

This is an example of how your screen will look once you pick a site and fill in the site contact.

Next you will click on **Dispatch**. Here you can indicate if it is a STAT pick up request and detail any comments you would like passed on to Client Services and the Courier. For example, if you placed the specimen in your pickup box, you could type that in the comments.

Next you will click on **Schedule** and enter the date that you need the courier to pick up your specimen.

MCE Create Dispatch

Site Dispatch Schedule Finalize Cancel

Finalize

Verify that all of the following information is correct.

Dispatcher:	tsite
Site:	Long Neck Lab Express - 32060 Long Neck Road Millsboro, DE 19966
Contact:	Amber Saenni
Stat Pickup?	No
Dispatch Type:	Specimens
Notify Dispatcher?	No
Date:	5/4/2023
Notes:	

If the above information is correct, click Save to complete this Dispatch. This will automatically send the dispatch to the appropriate courier.

Save

Finally, you will click on **Finalize**. Here you will review all the details of your request. Once you have reviewed that it is accurate you will click Save.

Once you click **Save**, our Client Service department will be alerted that there is a dispatch. Client Services will then assign it to a courier to respond.

Filters + Create Expand

Status	ID	Date	Site	Type	Stat	Ack	Time
Open	2	5/4/2023	Long Neck Lab Express	Specimens	No	X	N/A

Quick Filter

OR

Dispatch ID:

Date From: 5/3/2023

Date To:

Site: (ALL)

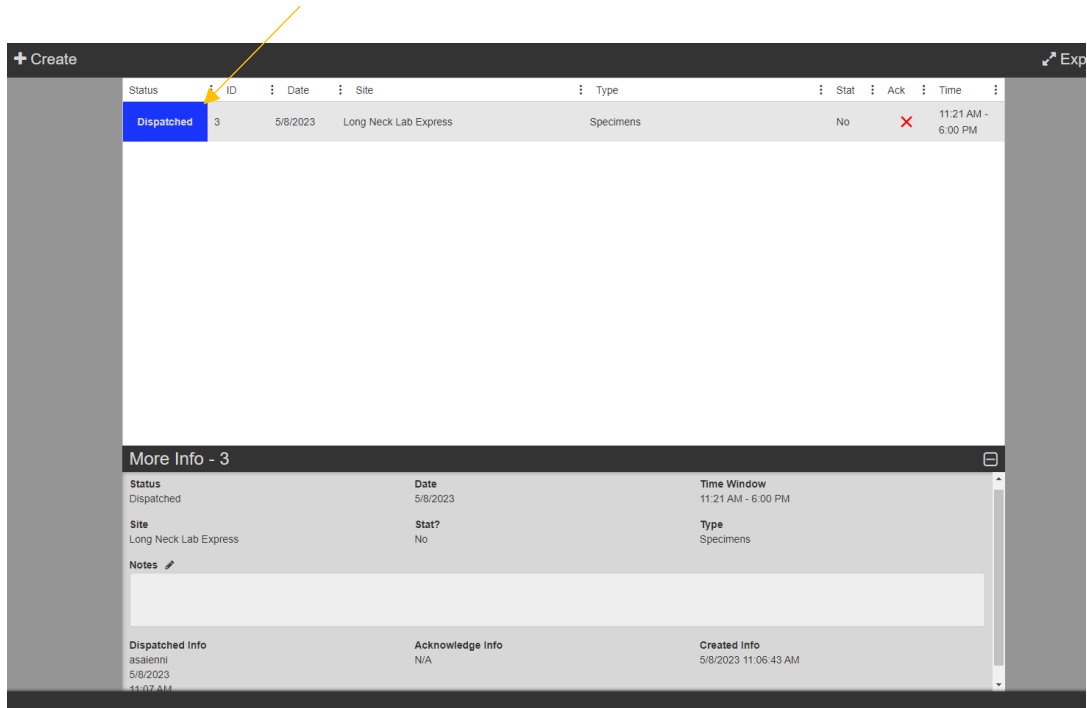
Stat: (ALL)

Dispatch Type: (ALL)

Status: +

- Open X Dispatched X
- AcknowledgementAlert X
- Acknowledged X InTransit X
- MissedFTA X MissedTimeWindow X

You will then be taken to the main Dispatch page where you will be able to monitor the status of the request. If you would like to cancel a request, you must contact Client Services. The above example is a dispatch request that is pending assignment to a courier.



This is an example of a dispatch request that has been assigned to a courier. Notice the yellow Open message has changed to blue with the word Dispatched. When you click on the dispatch status you will be able to view all information attached to the dispatch request including the time window when the courier will arrive.

If you ever have any concern with the assignment of the dispatch, please contact Client Services. The Dispatched Info will give the first initial and last name of the Client Service Representative who assigned the pickup to the courier.

Important Phone Numbers:

Beebe Healthcare Laboratory Client Services

Phone Number: (302)645-3241

Email: LabClientServices@beebehealthcare.org

Fax: (302)645-3338

Rick Ward, Beebe Health Care Laboratory Outreach Liaison

Phone Number: (302)470-7466

Email: rward@beebehealthcare.org