



GET STARTED GUIDE

Congratulations in purchasing HealthFirst's BIOlogical mail-in spore testing product line, powered by **OnTraq** smart automation. You are well on your way to creating a quality practice that is compliant with current sterilizer infection control requirements using biological indicators that are verified by an independent test lab.

TEST ALL AUTOCLAVES ON A WEEKLY BASIS

We all know that regular biological monitoring is not only important to the safety of our patients, it is also recommended by the Centers for Disease Control (CDC) that every autoclave should be tested at least one time per week using biological indicators to ensure correct functionality.

Follow these steps to perform a biological test using the BIOlogical mail-in test solution:

ADD TEST STRIP TO NORMAL STERILIZATION CYCLE:

- Remove one of the envelopes from the BIOlogical box.
- Looking at the back side of the envelope, remove the biological test strip from the right side of the envelope (Test Strip).
- Place the test strip in the sterilizer during a normal load cycle. The preferred area to place the test strip is in the area that is most challenging for the sterilizer (where air pockets are most likely to occur). This is often near the door or the middle of the load near the drain.
- Perform a normal load cycle.
- After the sterilization cycle is complete, place the test strip back into the right side of the envelope and close the envelope flap to seal shut.

FILL OUT YOUR INFORMATION ON THE ENVELOPE:

Prior to sending the envelope to the test lab, you must fill out the required information on the left side of the envelope. Failure to do so will cause an Invalid Test Result, which would require you to retest.

REQUIRED INFORMATION

Phone:

Enter the main contact phone used for your HealthFirst account.

Customer ID:

Enter your 7-digit HealthFirst account # (Disregard format shown on envelope).

Sterilizer #:

Locate and enter the unique serial # of your sterilizer. This is often located in the back of the unit.

Sterilizer Brand:

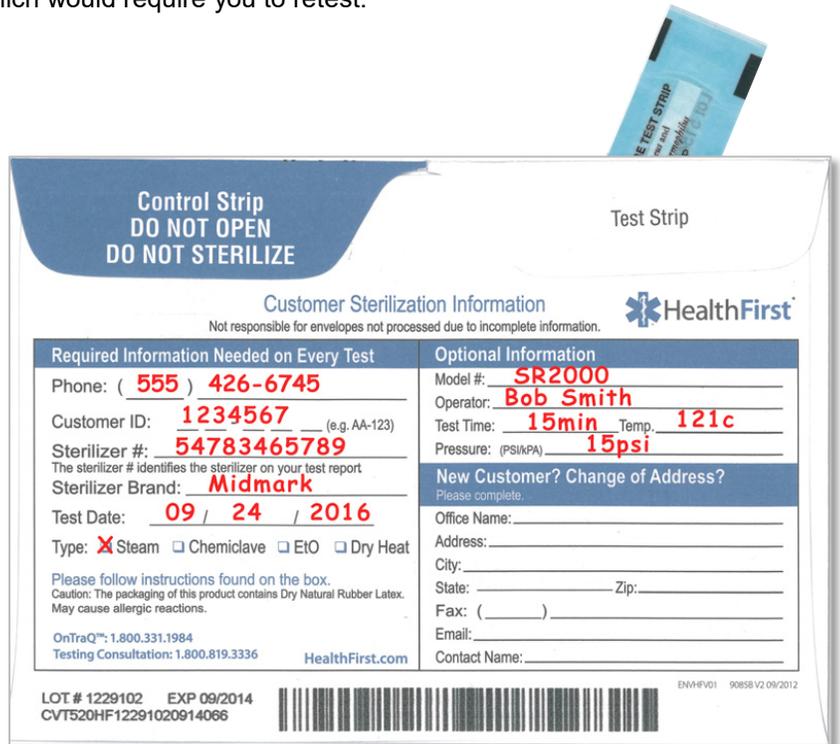
Enter the manufacturer name of your sterilizer.

Test Date:

Enter the date that the test was performed.

Type:

Check the box next to the type of sterilizer being tested.



Control Strip
DO NOT OPEN
DO NOT STERILIZE

Test Strip

Customer Sterilization Information
Not responsible for envelopes not processed due to incomplete information.

Required Information Needed on Every Test	Optional Information
Phone: (555) 426-6745	Model #: SR2000
Customer ID: 1234567 (e.g. AA-123)	Operator: Bob Smith
Sterilizer #: 54783465789	Test Time: 15min Temp. 121c
Sterilizer Brand: Midmark	Pressure: (PSI/KPA) 15psi
Test Date: 09 / 24 / 2016	New Customer? Change of Address? Please complete.
Type: <input checked="" type="checkbox"/> Steam <input type="checkbox"/> Chemiclave <input type="checkbox"/> EtO <input type="checkbox"/> Dry Heat	Office Name: _____
Please follow instructions found on the box. Caution: The packaging of this product contains Dry Natural Rubber Latex. May cause allergic reactions.	Address: _____
OnTraQ™: 1.800.331.1984 Testing Consultation: 1.800.819.3336 HealthFirst.com	City: _____
	State: _____ Zip: _____
	Fax: (_____) _____
	Email: _____
	Contact Name: _____

LOT # 1229102 EXP 09/2014
CVT520HF12291020914066

ENH4FV01 90858 V2 09/2012

OPTIONAL INFORMATION

You can also fill out the optional information on the right side of the envelope. This will aid in identifying the name of the person who performed the test and the parameters of the sterilizer cycle in case there is an issue with the test results.

MAIL THE ENVELOPE TO THE TEST LAB

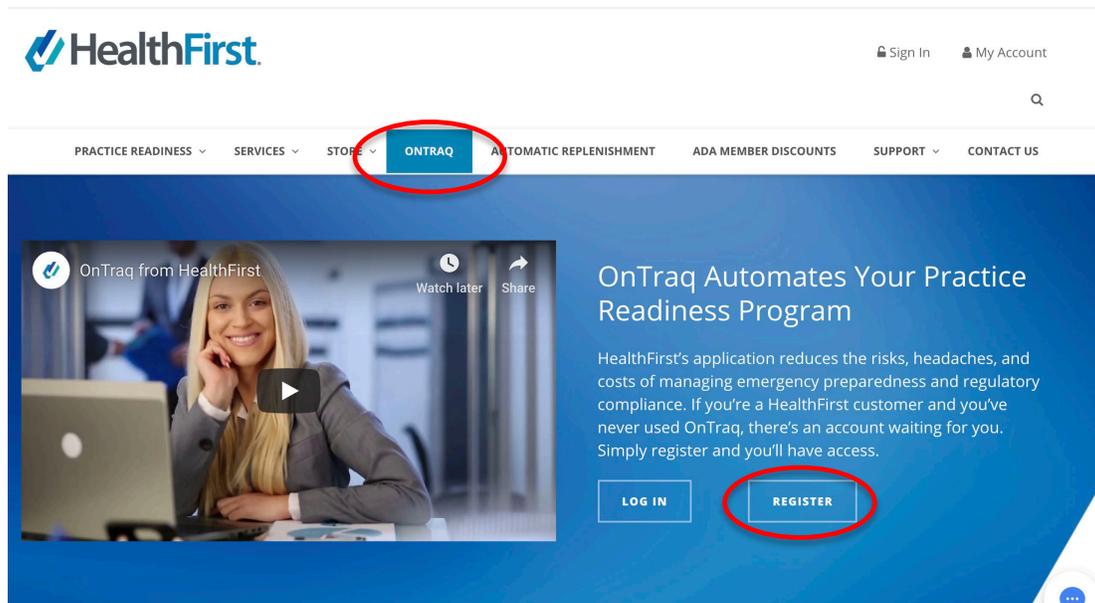
Prior to mailing, be sure to fill out the return address information and place a postage stamp on the front side of the envelope.

TRACK YOUR TEST RESULTS IN ONTRAQ

All BIOlogical test envelopes that you send to our test lab are tracked in your personal online account in HealthFirst's **OnTraq** smart automation tool. To see your test results online, you first need to go to the OnTraq online interface and sign up for your free account.

ONTRAQ SIGN UP

Go directly to the [HealthFirst.com](https://www.healthfirst.com) website. Once on the website, click on the **OnTraq** link near the top of the page, then click the REGISTER button to begin.

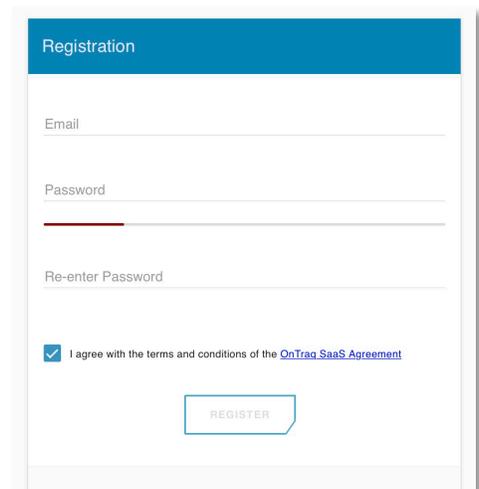


OnTraq will ask for the following information to create your online account:

Email: Enter the contact email address for the person who will act as administrator for your OnTraq account.

Password: Create a password strong enough to get the strength meter out of the red zone. Re-enter the password and click register.

Confirmation email: Once you register, you will receive a verification email. Click on the link in the email to verify your account.

A screenshot of the OnTraq registration form. The form has a blue header with the word 'Registration'. Below the header are four input fields: 'Email', 'Password', 'Re-enter Password', and a checkbox labeled 'I agree with the terms and conditions of the [OnTraq SaaS Agreement](#)'. At the bottom of the form is a blue button labeled 'REGISTER'.

CONNECTING YOUR CUSTOMER NUMBER TO ONTRAQ

Customer Number:

HealthFirst may ask for additional information including your customer number. Under the “add a practice” tab, enter your HealthFirst Customer Number, which can be found on the top right section of a recent invoice

Invoice Number:

HealthFirst may also ask for an invoice number. Locate a recent invoice from HealthFirst and enter that invoice number. This number can also be found on the top right section of the invoice.

Click login.

NEED ASSISTANCE?

Click on the “**Chat Now**” button at the bottom of the page or contact HealthFirst Customer Service at **800-331-1984** for help with this information.

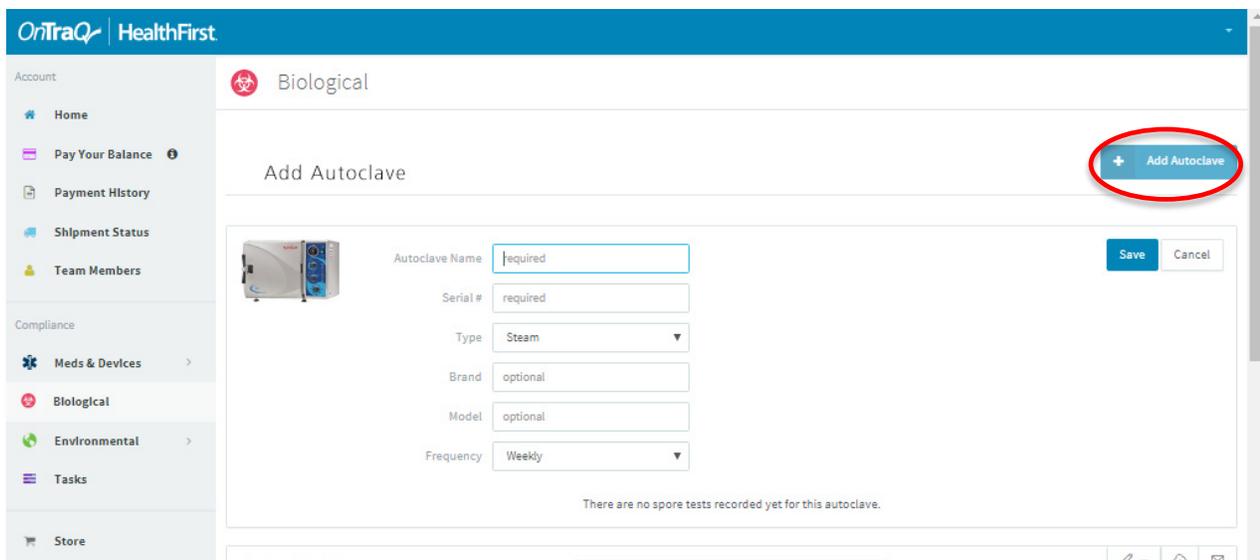
ADD AUTOCLAVE TO ONTRAQ

Once you have successfully signed up to **OnTraq**, you will be directed to the home page.

Click on the “**Biological Monitoring**” tab on the left navigation bar to access the Biological page view.

At this moment, there will be no autoclaves shown in your account.

Click on the “**Add Autoclave**” button on the top right side of the page to add your autoclave information.



The screenshot shows the OnTraq HealthFirst interface. The top navigation bar is blue with the OnTraq and HealthFirst logos. The left sidebar contains navigation options: Account (Home, Pay Your Balance, Payment History, Shipment Status, Team Members), Compliance (Meds & Devices, Biological, Environmental, Tasks), and Store. The main content area is titled 'Biological' and 'Add Autoclave'. A red circle highlights the '+ Add Autoclave' button in the top right corner. Below the button is a form with the following fields: Autoclave Name (required), Serial # (required), Type (Steam), Brand (optional), Model (optional), and Frequency (Weekly). There are 'Save' and 'Cancel' buttons at the bottom right of the form. A note at the bottom of the form states: 'There are no spore tests recorded yet for this autoclave.'

DETAILED AUTOCLAVE INFORMATION

Here you will enter similar information to what you entered on the BIOlogical test envelope:

Autoclave Name:

You can add a familiar name to your autoclave for identification purposes. You can simply call it “Autoclave 1” or any other name you like.

Serial/Sterilizer #:

Locate and enter the unique serial # of your sterilizer. This is often located in the back of the unit.

Type:

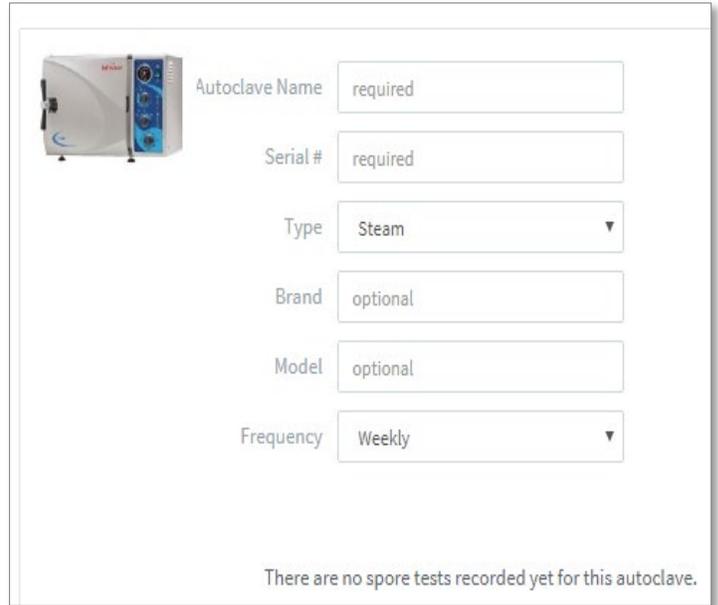
Use the drop-down function to choose the type of sterilizer you are adding.

Brand/Model:

Enter the manufacturer name and model of your sterilizer.

Frequency:

Enter the test frequency for your sterilizer.



The screenshot shows a form for entering autoclave information. On the left is a small image of a white autoclave. To the right are several input fields: 'Autoclave Name' (required), 'Serial #' (required), 'Type' (dropdown menu with 'Steam' selected), 'Brand' (optional), 'Model' (optional), and 'Frequency' (dropdown menu with 'Weekly' selected). At the bottom of the form, it says 'There are no spore tests recorded yet for this autoclave.'

Once you finish entering your information, be sure to click the “**Save**” button to register your autoclave within **OnTraq**.

By adding your autoclave information into **OnTraq**, your test results will now automatically be added to the correct autoclave once **OnTraq** receives the results from the test lab.

UNASSIGNED TEST RESULTS

If **OnTraq** receives a test result for your account prior to you adding your autoclave to the program, your test results will be shown as “**Unassigned Test Results**”. Once you add your autoclaves to **OnTraq** you can re-assign those test results to the correct autoclave. Simply click the button to the right of the test result to re-assign it to the correct autoclave.

ONTRAQ COMMUNICATION OF TEST RESULTS

NO NEWS IS GOOD NEWS!

OnTraq was designed to not inundate you with extra emails or paperwork unless it is needed. If your test results come back as a pass, **OnTraq** will log the test result in your account but will not send out an email communicating the test result. You may go about your business being assured that you are covered.

WHAT IF I WANT TO RECEIVE EVEN THESE EMAILS?

If you want to be notified of every test result via email (whether if it is a pass, invalid or fail) you can change that settings within your **OnTraq** account.

While you are on any page of the **OnTraq** interface, navigate to the top right section and click on your account name and then the settings link. Navigate down to the “Biological Email Notification Preferences (as shown below) and click on the check box.

PLEASE NOTE

Be sure to scroll to the bottom of the page and click the “**Save Changes**” button to confirm this request.

Biological Email Notification Preferences

Send me an email when my practice receives a passed BIOlogical test result

i You are always notified when your practice receives a failed or invalid BIOlogical test result.

FAILED OR INVALID TEST RESULT

If for any reason your test result comes back as a failure or an invalid test result, **OnTraq** will automatically send you an email to inform you of the issue. In addition, the **OnTraq Customer Support Team** will call you to inform you of the issue and help you with the steps needed to resolve the problem.

FAILED SPORE TEST COMPLIANCE CHECKLIST

If you receive a failed test result, you will be referred to the **Failed Spore Test Compliance Checklist**, which is a step-by-step flowchart based on the Organization for Safety, Asepsis and Prevention (OSAP) Best Management Practices for failed tests. A link to the Failed Spore Test Compliance Checklist will be provided in the email from **OnTraq**.

WE ARE HERE TO HELP!

Experiencing difficulties, want help with your **OnTraq** account, or just want to confirm that you are doing everything correctly?

Contact:

HealthFirst Customer Service

800-331-1984

CustomerService@HealthFirst.com