Created by

Disease Control Application Management Team

CTLS

COUNSELING TESTING LINKAGE SYSTEM

1628 SECTION

Instruction Manual

Contents

1. Overview

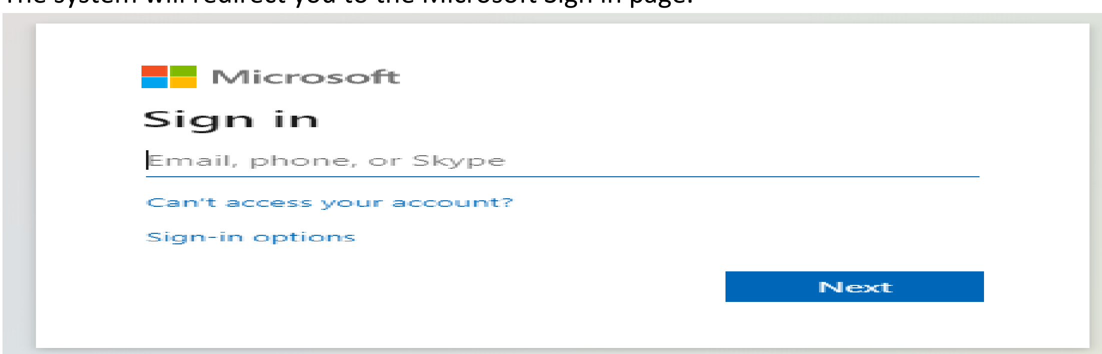
CTLS is web-based portal allowing registered site users to submit data electronically and download the results of HIV/STD Screening. The system currently allows facilities to participate in HIV, HEP C or in the Syringe Exchange Program to submit data for reactive and non-reactive tests. CTLS also downloads results for confirmatory testing performed by state labs (Jacksonville and Miami). It is also a resource for requesting statewide and jurisdictional data identifying areas of highest incidence and prevalence.

2. Purpose and Scope

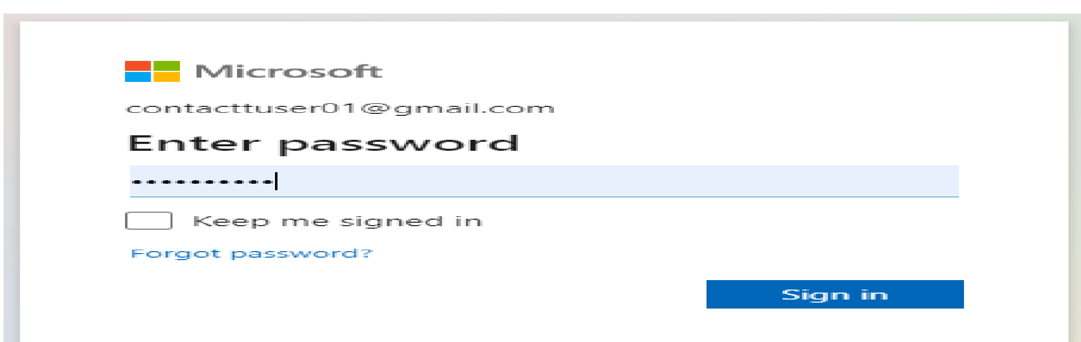
The purpose of this document is to outline the instructions to submit DH1628 data and download results of confirmatory testing.

3. Login

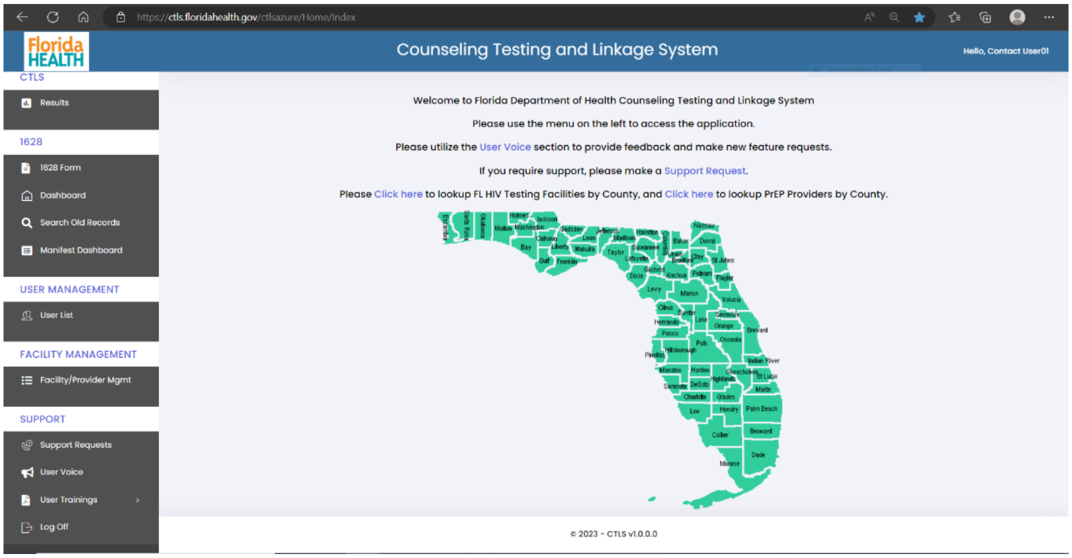
1. To access the portal, go to the following URL - https://ctls.floridahealth.gov/ctlsazure/Home/Index in a browser.
2. The system will redirect you to the Microsoft Sign in page.



3. Enter your email address and click the “Next Button”.
4. The system will redirect to the Password screen.



5. Enter your password and click on “Sign in” button.
6. After successful sign in you will be redirected to the “CTLS System Welcome Page”.



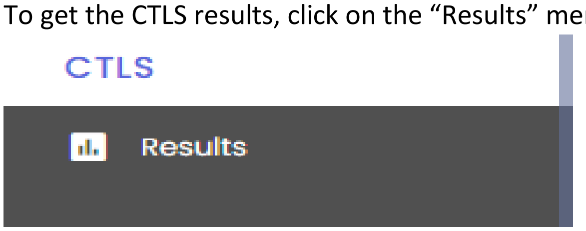
a. Users are greeted by the message:

“Welcome to Florida Department of Health Counseling Testing and Linkage System.
Please use the menu on the left to access the application.
Please utilize the User Voice section to provide feedback and make new feature requests.
If you require support, please make a Support Request.
Please click here to lookup FL HIV testing facilities by county and click hereto lookup PrEP Providers by county”

with two tabs on the top “1628 Resources” and “HEPC Resources”.

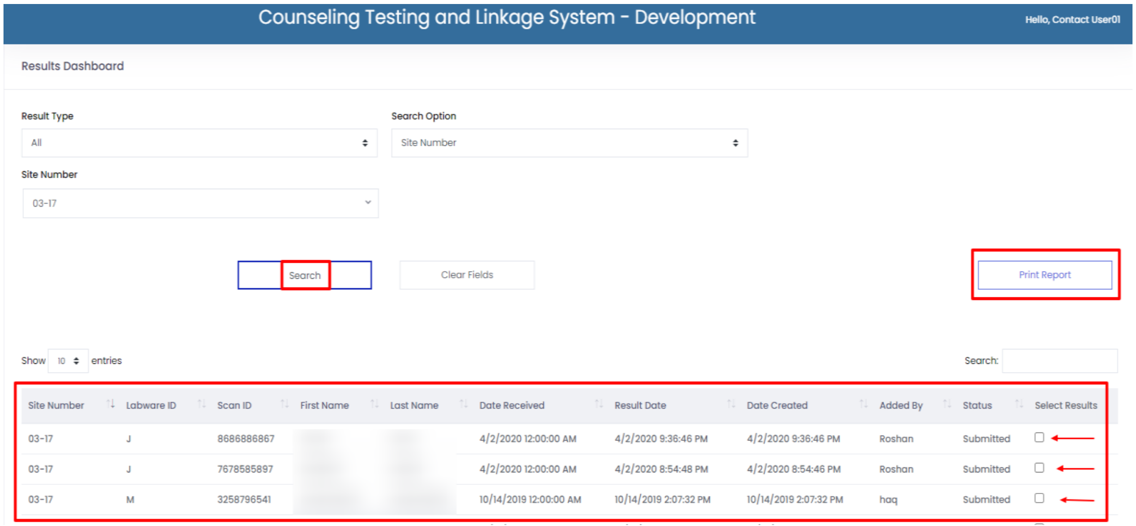
4. Results Section

1. To get the CTLS results, click on the “Results” menu option.



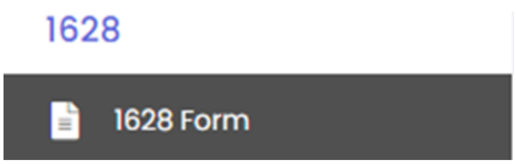
2. The system will redirect to the Results Dashboard Section.
3. From this Dashboard you may search using the following options –
   a. Date Range
   b. Scan Id range
   c. First Name and Last Name
   d. Facility Name / Site Number
   e. FType

4. Select any one option and provide search parameter. Click on the Search button to retrieve results

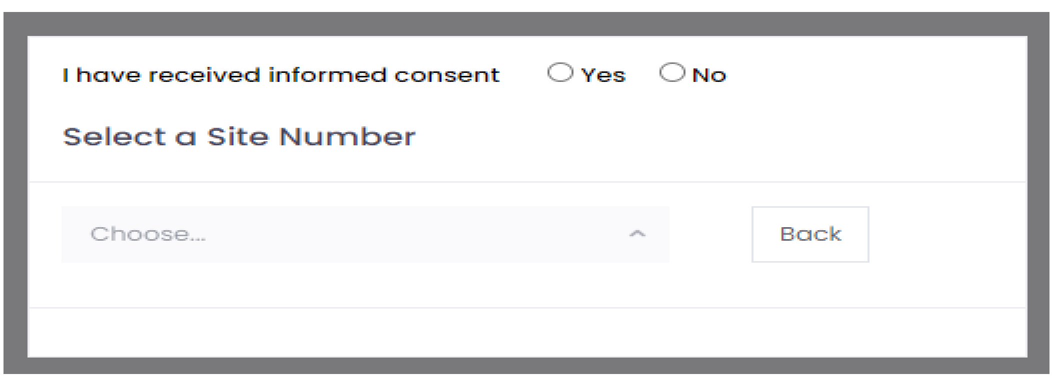


5. The results will be available in the table.
6. To print the results, select them using the checkbox and click the “Print Report” button.
7. The results will be available for printing on your locally connected printers.

5. 1628 Form



Once the site clicks the 1628 Form a Box will Appear for the site to select their facility number once entered the 2638 form will open.



1. You will be redirected to the main form. The form will have following sections – Lab Information, Client Information, Demographics Information, HIV Testing Results/History, HIV Self-Test Kit,

PrEP Linkage, Referred to SEP Linkage, Social Services, Risk Factors, Rapid Test Details, Confirmatory Testing

2. Lab Information Section –


Lab Information

Scan ID (GENERATED AUTOMATICALLY)
T90104090118235218
Date Received
01/18/2023
Counselor CTLS ID
VB
Local ID
Local ID
Site #*
Harmony Healthcare Orlando (10-409)
Pretest Date*
01/18/2023

a. Scan ID – this is a unique number to identify the 1628 form.

i. If the barcodes on the 1628 paper form are utilized, then please enter the Scan ID from the barcode in the system.

ii. If the barcodes on the 1628 form are not utilized, then you can leave this field blank.

b. Date Received – this is the date when the form was entered

c. Counselor – this is the name of the worker who filled the form

d. Local ID – this is an ID that can be used to identify the form within each agency

e. Site Number – this is a unique facility/site identifier provided to each facility Automatically filled out.

f. Pretest Date – this is the test date

3. Client Information Section –


Client Information

Anonymous Client
Last Name*
Edwards
First Name*
Larry
Last 4 digits SSN
6995

a. Anonymous Client – if the client's detailed information is not available, check this option to disable Last Name, First Name, and SSN

b. Last Name – Provide Client's Last Name

c. First Name – Provide Client's First Name

d. Social Security Number – Provide Clients SSN (Only the last 4 digits)

4. Demographics Information Section –

a. Date of Birth – Provide client's DOB

b. Zip Code – provide clients' Zip code, this will be 5 digits

c. County – provide client's county. This will be auto filled after a zip code is provided

d. State – provide the client's State. This will be auto filled after a zip code is provided

e. Country of Birth – select a county from the dropdown list for the Client's birth country

f. Specific Country – if the country value is not available for the Country of Birth, then specify the country name here

g. Ethnicity – select the ethnicity of the client

h. Gender – select the gender of the client

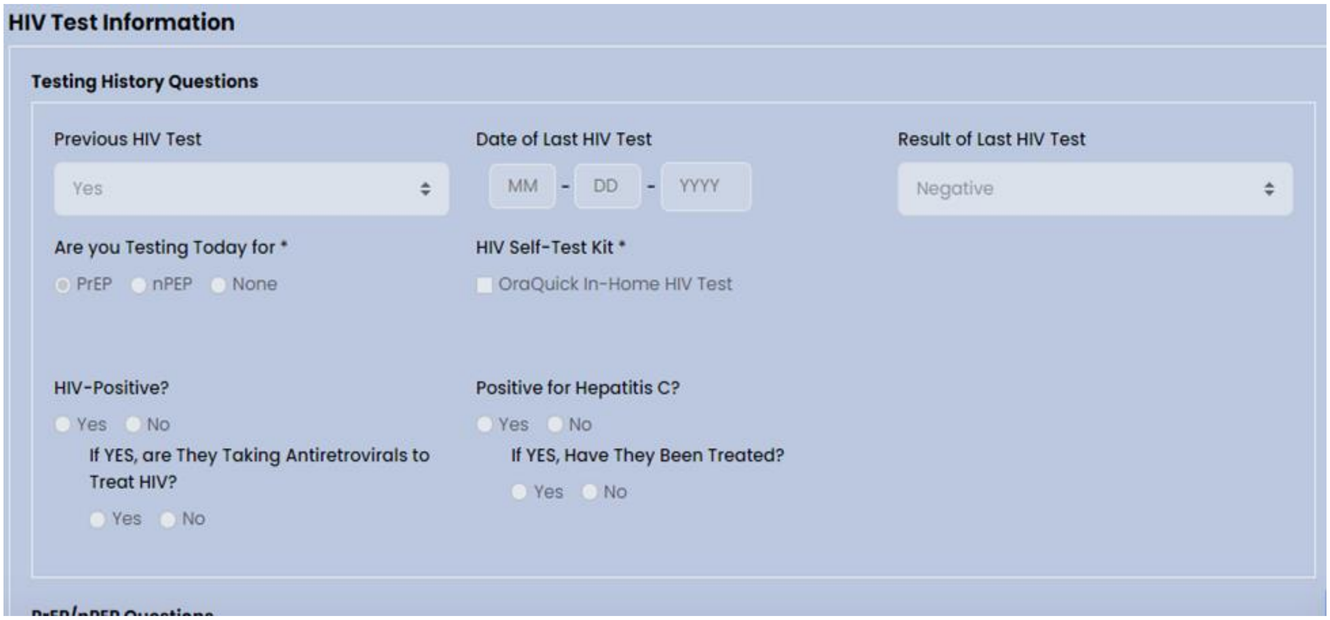
i. Birth Sex – select the birth sex for client

j. Pregnant – Select if the client is currently pregnant (this will be enabled only if the birth sex is Female)

k. Prenatal – Select the prenatal value for the client (this will be enabled only if the birth sex is Female)

l. Race – select race for the client (this will be a multi-select dropdown)

5. HIV Test Information –



a. Testing History Questions – Select options under this section for the client as applicable

6. PrEP/nPEP Questions – Select options under this section for the client as applicable

7. Referred to SEP Linkage - Select options under this section for the client as applicable

8. Social Services – Select options under this section for the client as applicable

Social Services

Screened for Need	Need Identified	Provided or Referred
Yes / No / No Response	Yes / No / No Response	Yes / No / No Response

9. Behavioral Health Services – Select options under this section for the client as applicable

Behavioral Health Services

Screened for Need	Need Identified	Provided or Referred
Yes / No / No Response	Yes / No / No Response	Yes / No / No Response

9. Health Benefits Navigation and Enrollment – Select options under this section for the client as applicable

Health Benefits Navigation and Enrollment

Screened for Need	Need Identified	Provided or Referred
Yes / No / No Response	Yes / No / No Response	Yes / No / No Response

10. Evidence-Based Risk reduction Intervention – Select options under this section for the client as applicable

Evidence-Based Risk Reduction Intervention

Screened for Need	Need Identified	Provided or Referred
Yes / No / No Response	Yes / No / No Response	Yes / No / No Response

11. Risk Factors – Select options under this section for the client as applicable

Risk Factors

Vaginal or Anal Sex With:

Male	Female	Transgender
12M / 5Y	12M / 5Y	12M / 5Y

Without a Condom:

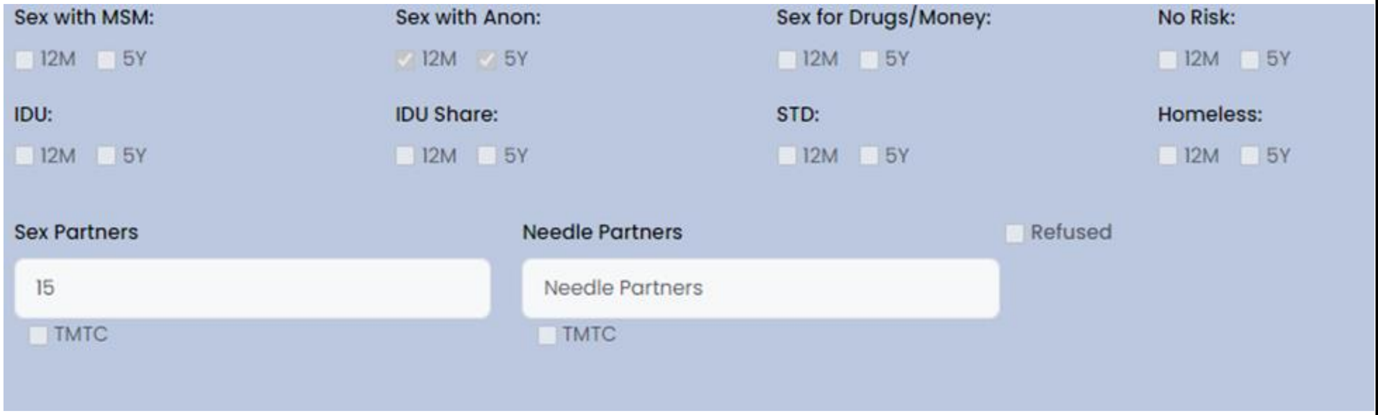
Male	Female	Transgender
12M / 5Y	12M / 5Y	12M / 5Y

With an IDU:

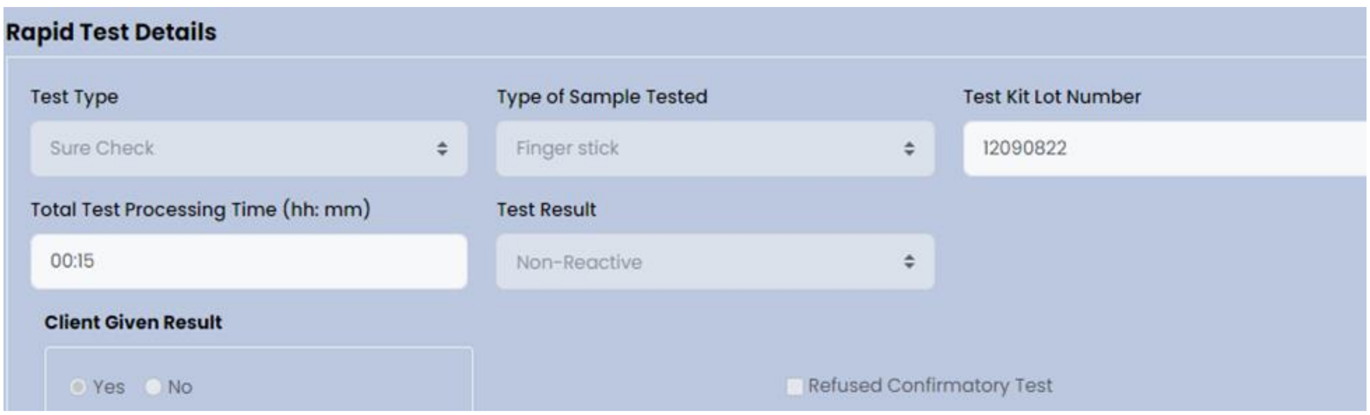
Male	Female	Transgender
12M / 5Y	12M / 5Y	12M / 5Y

With HIV-Positive:

Male	Female	Transgender
12M / 5Y	12M / 5Y	12M / 5Y



12. Rapid Test Details - select the test type from the dropdown



a. Test Type – select the test type from the dropdown

b. Type of Sample Tested – select the type of sample tested from the dropdown

c. Test Kit Lot Number – Enter the Test Kit Lot Number for the test kit used

d. Total Test Processing Time – Enter the total time elapsed in testing and processing in Minutes (hh:m)

e. Test result – Select the Test Result option (non-reactive must be selected for negative results)

f. Client Given Result – Select the option using the radio button

9. Confirmatory Test Information

    a. Refused Confirmatory Test – If the test result was negative and the client declines to perform the confirmatory test, Click the tab refused confirmatory test and the tab will disappear.

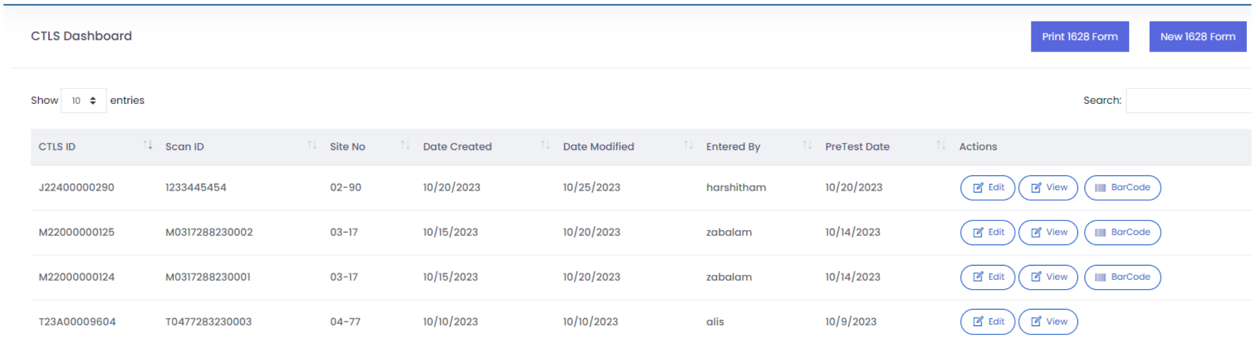
10. Once all the data is filled, click on the Save button or Save & Add new.

11. Save button will save the data and redirect you to the Dashboard screen.

12. Save & Add New button will save the data and open a new form for data entry.

13. Save & Add New button will save the data and open a new form for data entry.

6. Dashboard


CTLS Dashboard

Print 1628 Form | New 1628 Form

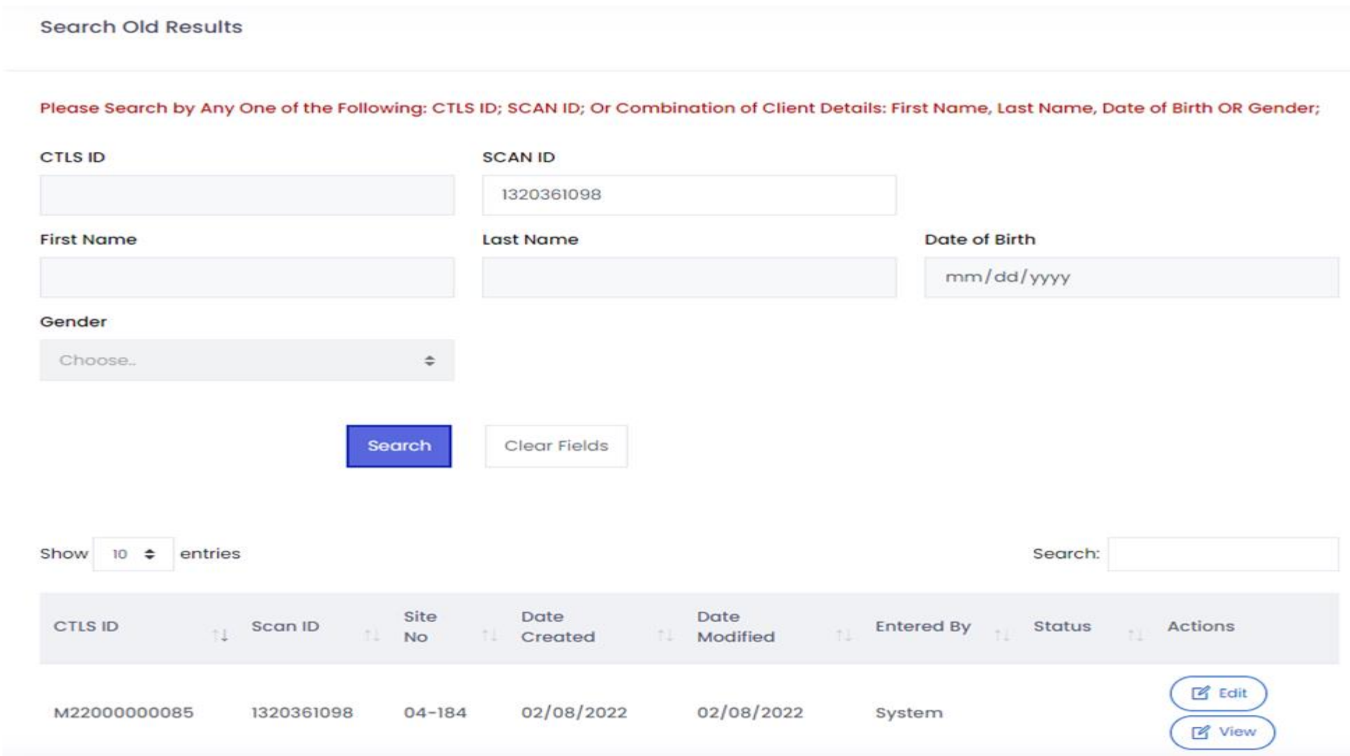
Show 10 entries   Search:

CTLS ID	Scan ID	Site No	Date Created	Date Modified	Entered By	PreTest Date	Actions
J22400000290	1233445454	02-90	10/20/2023	10/25/2023	harshitham	10/20/2023	Edit View BarCode
M22000000125	M0317288230002	03-17	10/15/2023	10/20/2023	zabalam	10/14/2023	Edit View BarCode
M22000000124	M0317288230001	03-17	10/15/2023	10/20/2023	zabalam	10/14/2023	Edit View BarCode
T23A00009604	T0477283230003	04-77	10/10/2023	10/10/2023	alis	10/9/2023	Edit View

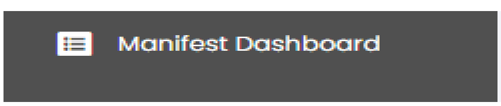
1. Click on the Dashboard in the Navigation panel on the left of the page.
2. Once the form has been saved into the database a user can locate it within the Dashboard tab.
3. Any field can be altered within the form if a user feels there is a mistake in the form.
4. This tab shows the first 1000 forms.
5. User can also travel to a blank form page by selecting the 1628 form field in the upper right-hand corner of the screen.
6. All the forms entered in the system for your facility will be available for View, Edit and Barcode on the Dashboard screen.
7. To view the record, click on the View button. The form will open in read-only mode.
8. To edit any data, click on the Edit button and the record will open in edit mode. Once the changes are made save the form and you will be redirected back to the Dashboard screen.
9. To Access the barcode, click on it and this will open a print form.

7. Search Old Records

1. Click on the Search old records menu option to open the Search page.
2. You may search for any old record from the system which was entered for your mapped facility
3. The search parameters are CTLS Id, Scan Id, First name, last name, Date of birth, and gender.
4. You must Search by Any One of the following:
    a. CTLS ID
    b. SCAN ID
    c. Combination of Client Details: First Name, Last Name, Date of Birth
    d. Combination of Client Details: First Name, Last Name, Gender
5. Once all the search criteria are entered click the search button and the table will display the results.
6. Use the Edit and View button to edit or view the record as needed.

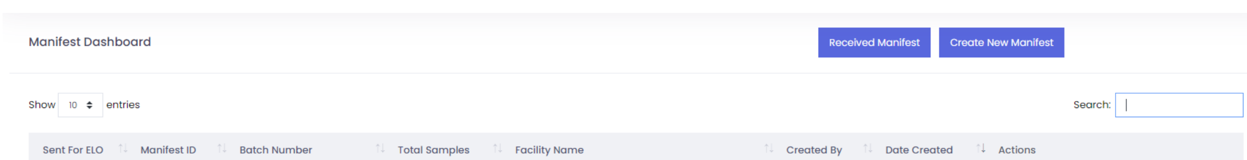


8. Manifest Dashboard

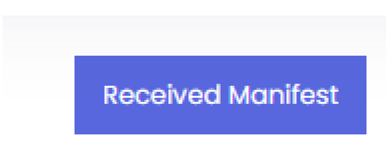


1. To get to the Manifest Dashboard first select the option in the navigation panel

2. Once the user is redirected to the dashboard there will be different options available to them

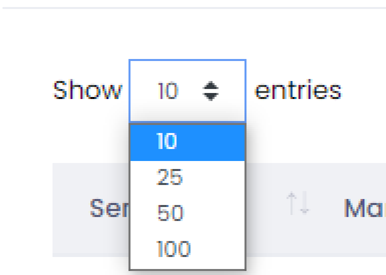


a. Received Manifest – Manifest check-in process, once the lab scans the manifest an acknowledgement is sent to the site informing that they have received the shipment with the manifest document.

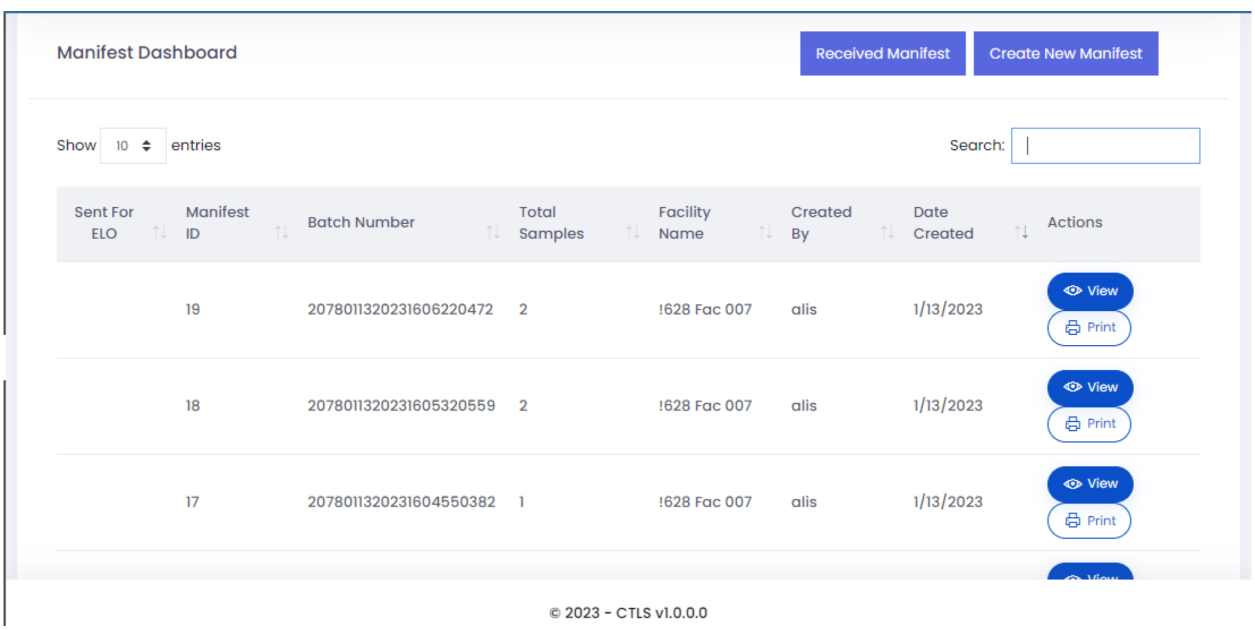


b. Create New Manifest – Manifest checkout process, Users can select a group of 1628 forms. Once gathered a batch number is assigned and the specimens are sent to the labs with stickers attached

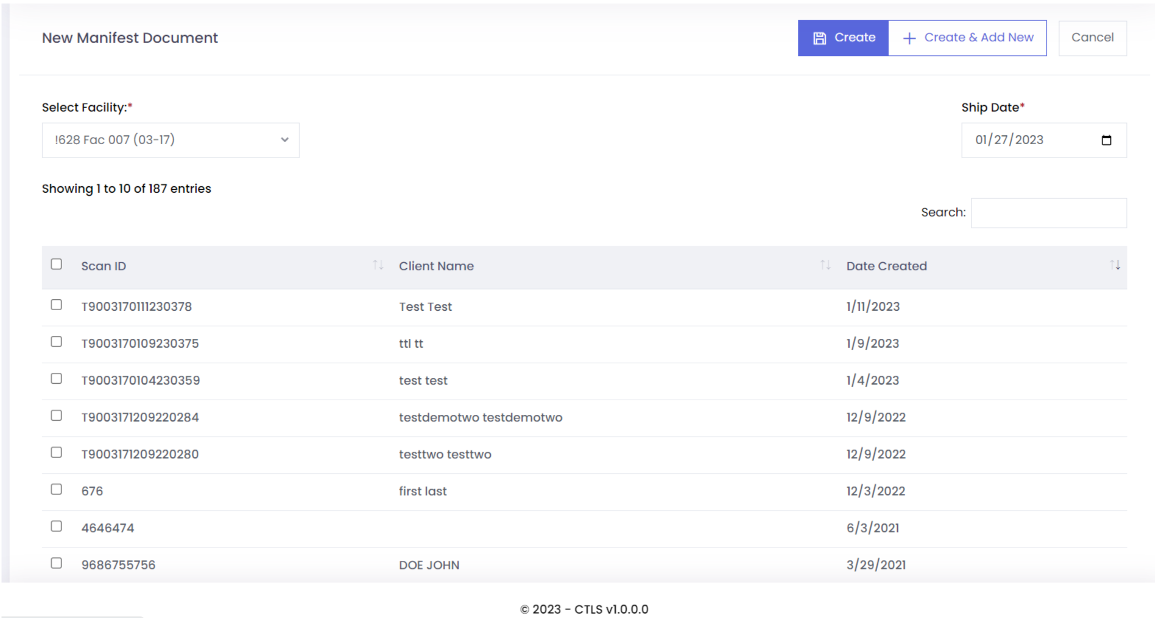
c. Change number of entries shown per page and or Search for entries – Users can show different amounts of batches per page up to 100 in the Show entries box. Or search for a specific batch by entering a value from one of the columns in the search bar.



d. View/Print batch – Users can print a barcode for the batch or specific forms.



3. When the user clicks on Create New Manifest, they will be redirected to the Create new manifest page showing different options.



a. Once the user is redirected, they will be greeted with a table of Scan ID's, Client Name and Date created. The user has an option of looking for specific results with the use of the select facility, ship date and the search, located under the ship date.

b. To search for a specific document the user would have to select from select facility. Once clicked, a drop down with a list of facilities will show, the user has the option to search for one facility or they can click on more than one facility showing the results of all the facilities that they have selected.

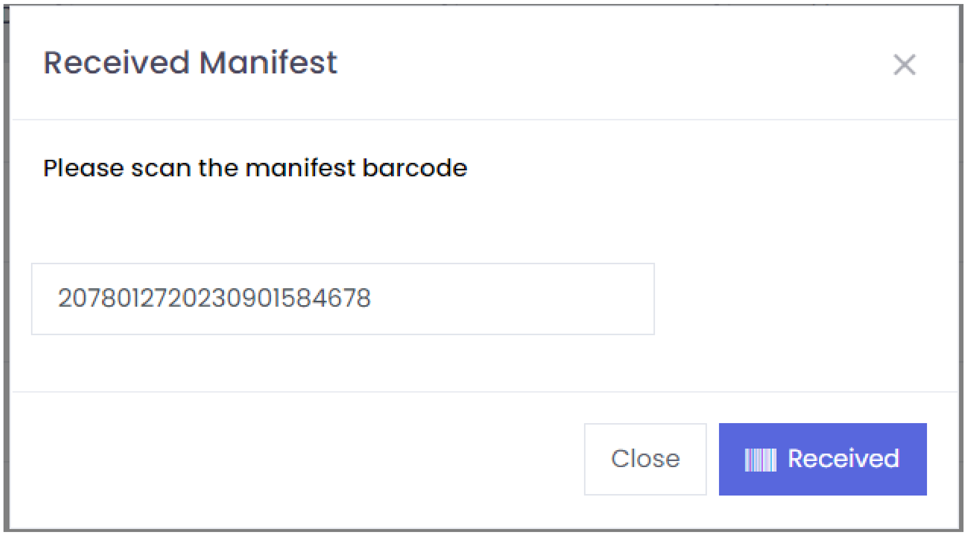
c. The user can search for results by clicking on the ship date, Once clicked a calendar will appear showing the current month along with its days. The user can look up any specific date from the past to the present.

d. The user is also able to search for a specific document by using the search icon under the ship date. This will be precise and efficient as they won't have to go through the list. The user is also able to select a scan ID located on the left. They will be able to choose which scan ID they want to send. If they want to choose all they can click scan ID box and it will choose all the scan ID's. If they want to choose a specific scan ID, they will have to click on the box left of the scan ID number.

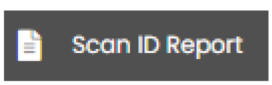
e. The user is also able to create and add new scan ID's by clicking the button located on top of the ship date. Before they click this, they would have to choose their specific scan ID to continue. If not, then it will give an error in a red highlighted box at the bottom right. If the user has done it correctly their page will be refreshed, and they will get a green highlighted box.

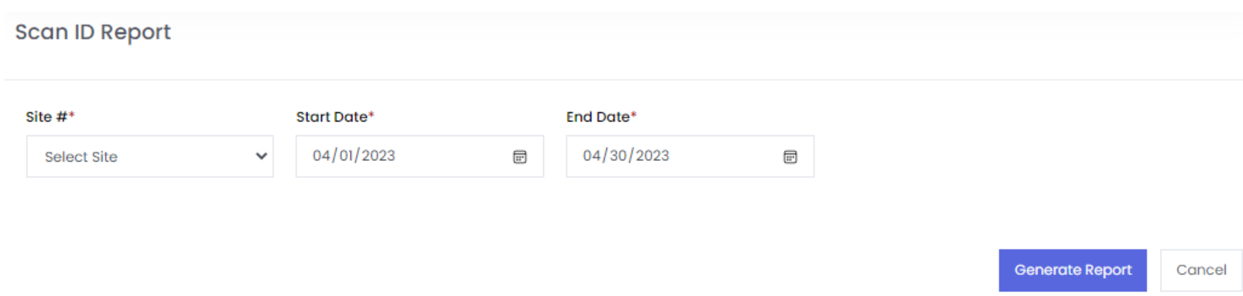
f. The user is also able to create, it is located on the left of "create & add new box" they will have to choose specific scan IDs to create. Once created they will be redirected to manifest dashboard and a green highlighted box at the bottom of the right-hand corner will show up giving and indication that the task was executed.

4. When the user clicks on Received manifest, a little window will pop up asking to scan the manifest barcode. The user would simply type the barcode and click received once done. There will be a green highlighted box at the bottom right corner showing the user that the task was successful.

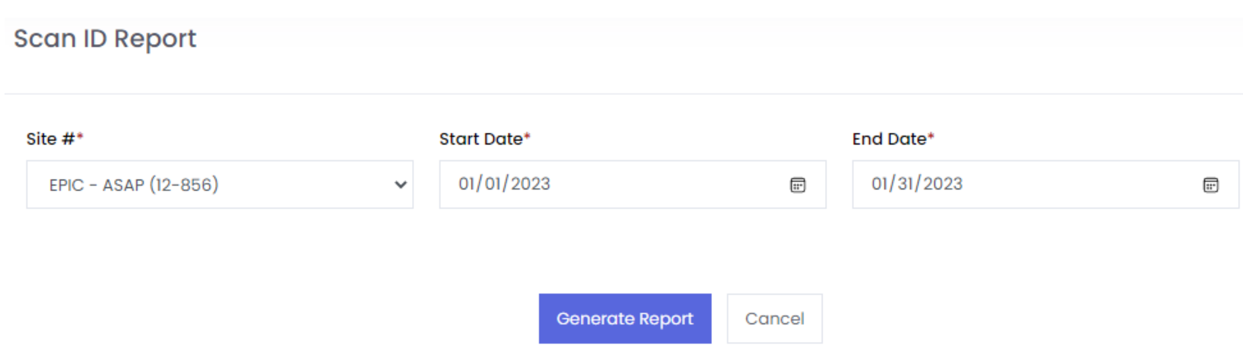


9. Scan ID Report

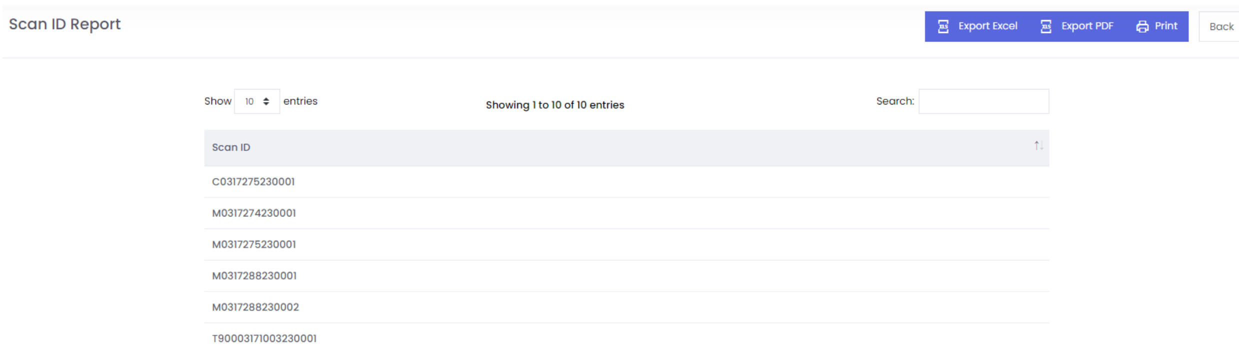




1. Below are the steps to generate and export out the report in an excel format.
2. Select the following: Site #, Start Date, and End Date. Then click Generate Report button below.

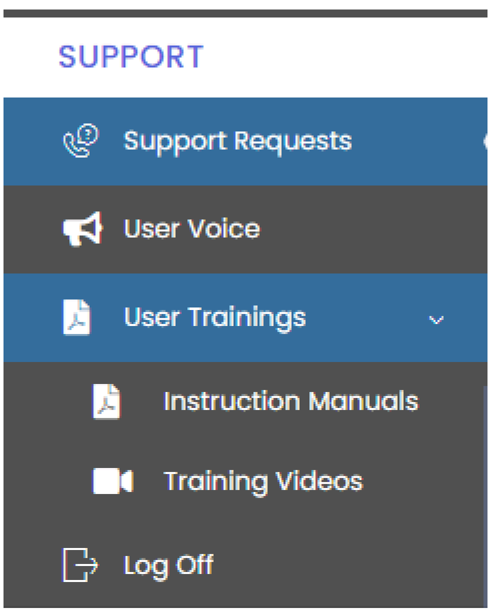


3. Once the data is generated and is viewable, the user(s) can export the data in an excel file to view and print the report.



4. If the user(s) would like to view the data or print the report for any other Sites, they can do so by clicking the “Back” button on the top right-hand side of the page, and follow the same steps as mentioned above.

10. User Trainings



1. Click on User Trainings dropdown option under Support in the menu on the left-hand side of the page to view the Instruction Manuals and Training Videos sections.

Instruction Manuals

Show 10 entries Search:

ID	Section	Manual Name	Date Created	Date Updated	Actions
6	CTLS	HIV Test Kit	1/6/2022 1:02:04 PM		Download
5	TOPWA	TOPWA	1/6/2022 1:02:04 PM		Download
4	SEP	SEP Bulk Upload	1/6/2022 1:02:04 PM		Download
3	HEPC	HEPC Bulk Upload	1/5/2022 4:42:04 PM		Download
2	PS2010	PS2010 Monthly Reports	1/5/2022 4:42:04 PM		Download
1	PS2010	PS2010 Bulk Upload	1/5/2022 4:42:04 PM		Download

2. Click on Instructions Manuals option under the User Trainings dropdown to view the Instructions Manuals page.

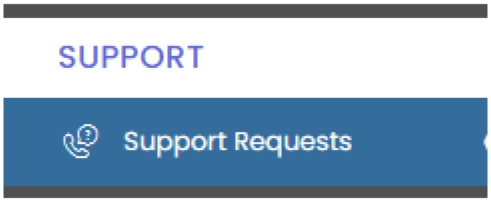
Training Videos

Show 10 entries Search:

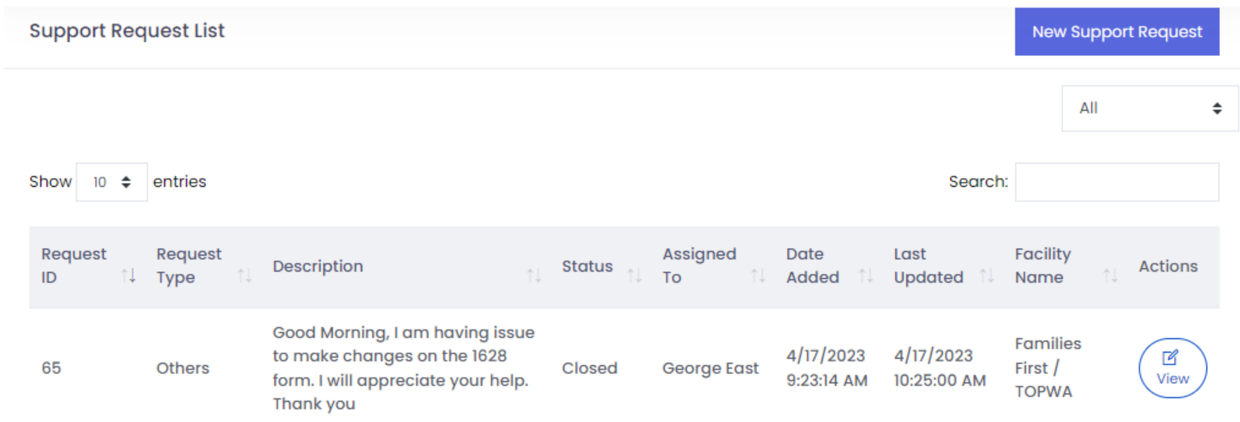
Training Id	Name	Date Created	Status	Date Started	Date Completed	Actions
2	CTLS Facility Registration	1/1/2020	Not Started			Watch
3	ELR Process	2/8/2021	Not Started			Watch
4	Hep C Training	2/8/2021	Not Started			Watch
5	Logon Process	2/8/2021	Not Started			Watch
6	SEP Training	2/8/2021	Not Started			Watch
7	TOPWA - Dashboard	6/12/2021	Not Started			Watch

3. Click on Training Videos option under the User Trainings dropdown to watch the Training Videos.

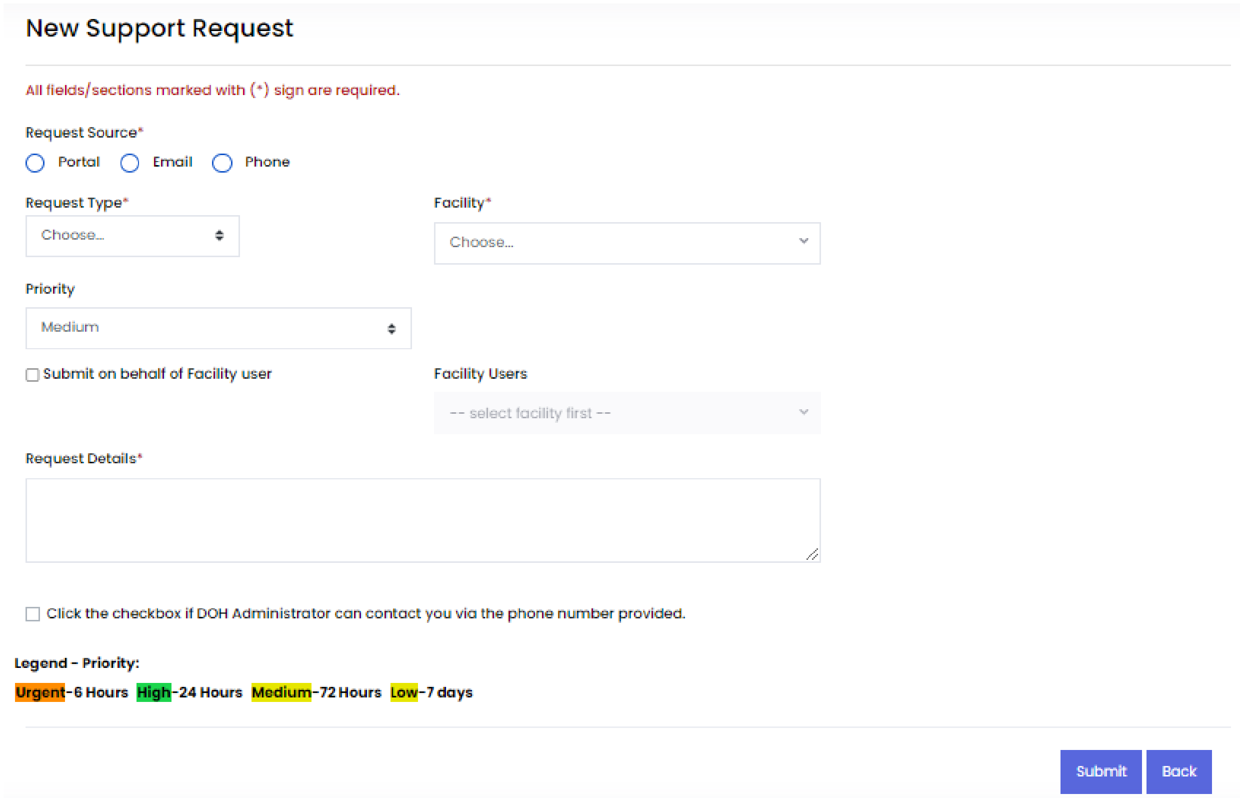
11. Support



1. Click on Support Requests option under Support in the menu on the left-hand side of the page to open the Support Request List page.



2. To create a new support request, click on the “New Support Request” button on the top right-hand side of the Support Request List page. You can View or Search the existing support requests by clicking on the View button on the particular Request ID record or by entering the Request ID or other parameters in the Search box above the parameters listings of the records.


New Support Request

All fields/sections marked with (*) sign are required.

Request Source*
Portal Email Phone

Request Type*
Choose...

Facility*
Choose...

Priority
Medium

Submit on behalf of Facility user

Facility Users
-- select facility first --

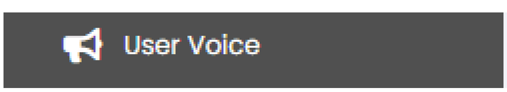
Request Details*

Click the checkbox if DOH Administrator can contact you via the phone number provided.

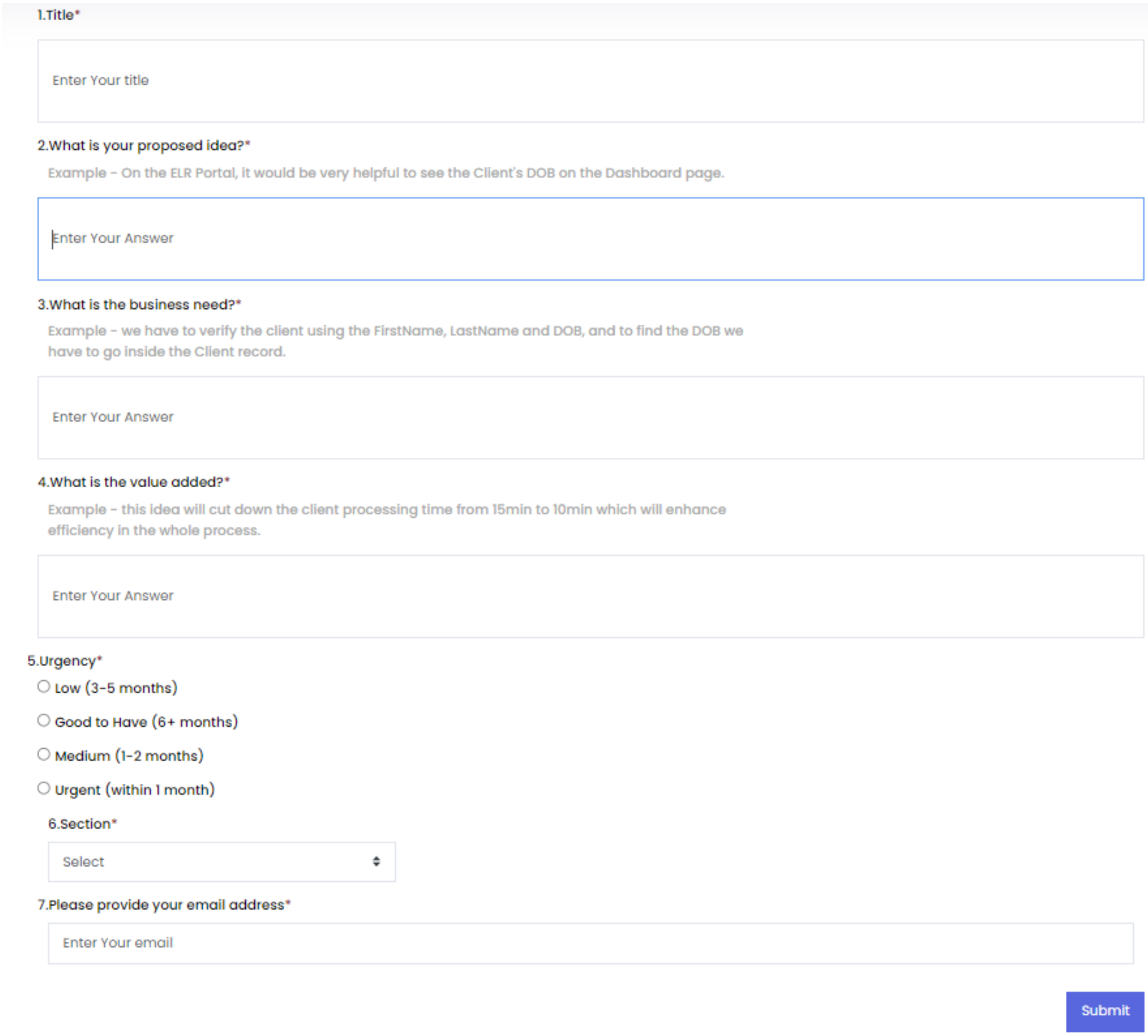
Legend - Priority:
Urgent-6 Hours High-24 Hours Medium-72 Hours Low-7 days

Submit Back

3. Enter the information for your support Request, all fields/sections marked with an (*) sign are required Fields.
a. Request Source - Either Portal, Email or Phone.
b. Request Type - Either Facility, Uploads Results issue, User Issue, New Facilities, Customization Request, Other.
c. Facility - select your Facility
d. Priority - Select your priority Urgent, Medium, Low or High.
e. Submit on behalf of Facility user Submit the Ticket for someone else having the problem. - It is preferred each person to submit for themselves.
f. Facility - Users Submit the site first prior to submitting
g. Request Details – Enter the details of your problem
h. DOH ADMIN CONTACT - Click the checkbox if DOH Administrator can contact you via the phone number provided.
i. Legend - Priority: **-** Urgent-6 Hours High-24 Hours Medium-72 Hours Low-7 days



The User voice has been Developed for a way our sites and Facilities can voice their ideas and comments directly to the Developers,


1.Title*

Enter Your title

2.What is your proposed idea?*

Example - On the ELR Portal, it would be very helpful to see the Client's DOB on the Dashboard page.

Enter Your Answer

3.What is the business need?*

Example - we have to verify the client using the FirstName, LastName and DOB, and to find the DOB we have to go inside the Client record.

Enter Your Answer

4.What is the value added?*

Example - this idea will cut down the client processing time from 15min to 10min which will enhance efficiency in the whole process.

Enter Your Answer

5.Urgency*

- Low (3-5 months)
- Good to Have (6+ months)
- Medium (1-2 months)
- Urgent (within 1 month)

6.Section*

Select

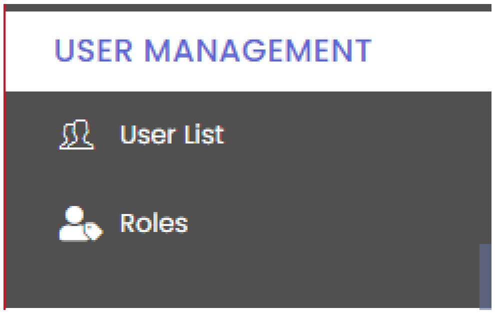
7.Please provide your email address*

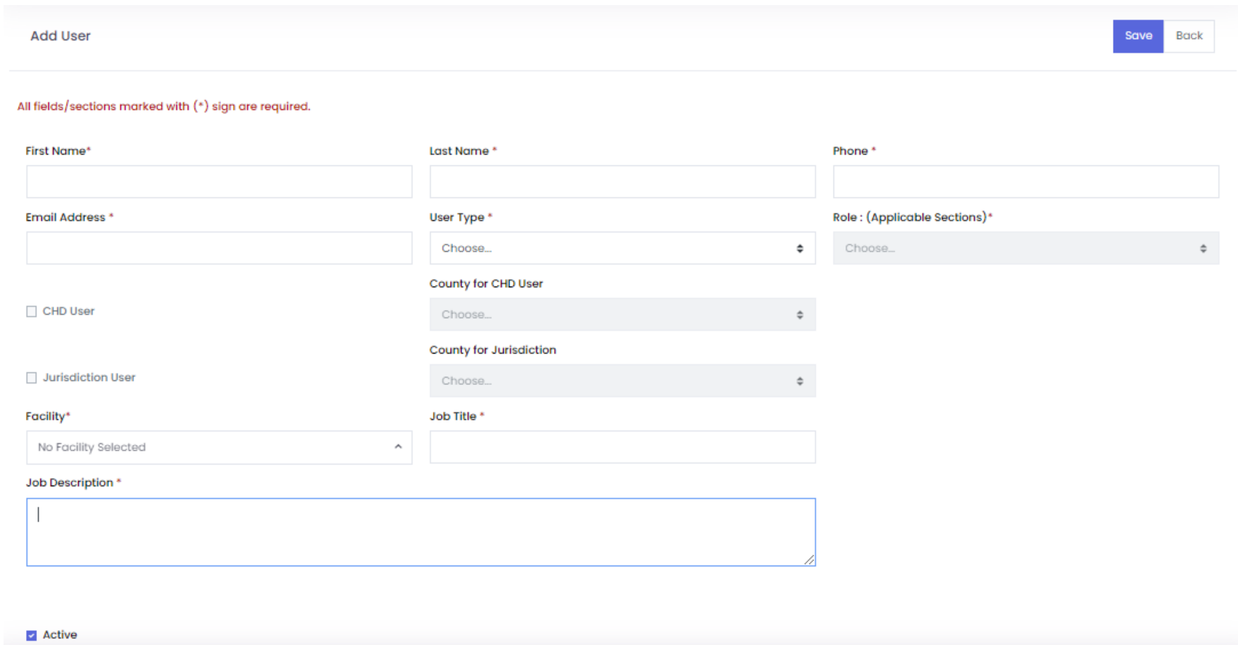
Enter Your email

Submit

12. User Profile Creation Process

User List





1. To create a User, click on the User List tab under User Management menu option on the left-hand side of the menu page.
2. To add a User, click on the “Add User” button on the top right-hand side of the User List page.
3. On the Add User page, enter all the parameters in Red (*) sign such as First Name, Last Name, Phone, Email Address, User Type, Role, Facility, Job Title, and Job Description; and put a check in the Active checkbox at the bottom of the page, and click the “Save” button on the top right-hand side of the Add User page. You can click the “Back” button on the top right-hand side of the page to exit out of the “Add User” page without adding a user.

Note: Facility Admins can create or de-activate the accounts of the Users for their respective areas. The user can also reach out to the CTLS Support Team at: HIVAppSupport@flhealth.gov or via Phone, (850)245-4744.