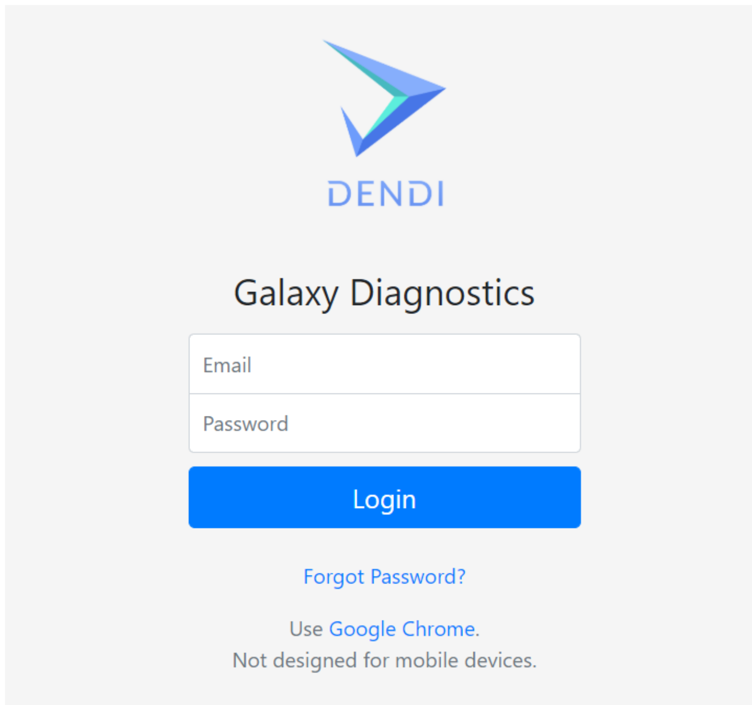
updated 5/24/2021

Galaxy Diagnostics Results Portal Guide

Section I. How to Login

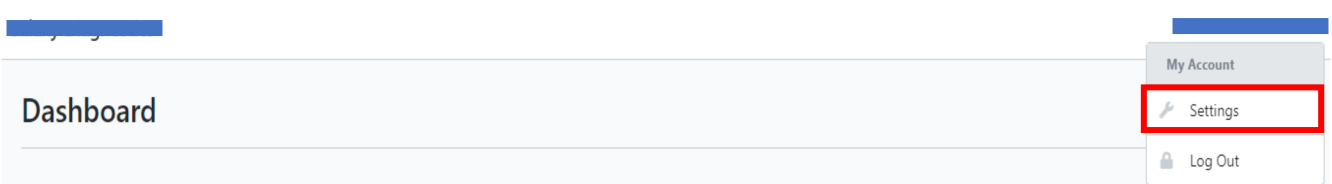
- The link for the provider portal is: https://galaxy.dendisoftware.com/



- A username was e-mailed to you after registration was completed. Please contact us at 919-313-9672 or e-mail contact@galaxydx.com if you did not receive the e-mail.

- The initial password is randomly generated by the Dendi software and was sent to the e-mail used for registration. Please contact us at 919-313-9672 or e-mail contact@galaxydx.com if you did not receive it. A new temporary password will be sent.

- Once logged in, we recommend changing your password to something secure and easy to remember. You can change the password at any time by clicking the name in the top right corner of the screen and clicking “settings.”



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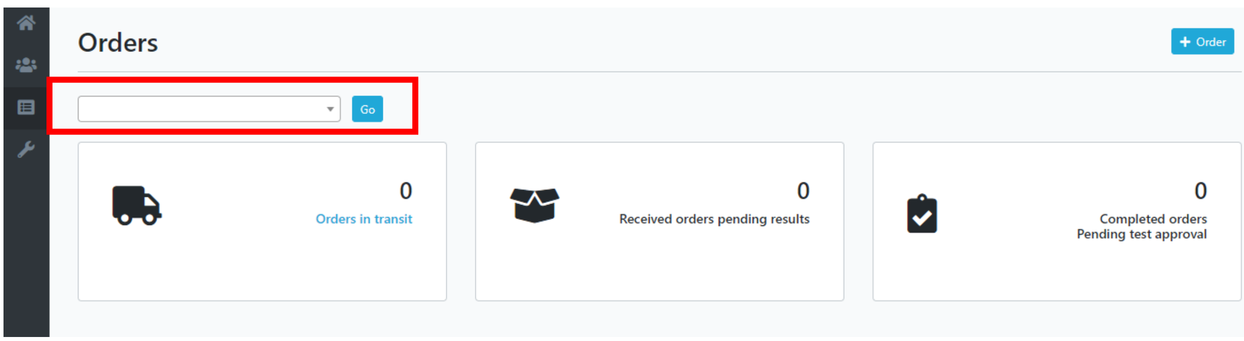
Section II. How To Find An Order

1. Once logged in, you will be taken to the “Dashboard.”
2. Click on the “Orders & Tests” Icon to go to the “Orders” page. This icon is boxed in red below.

3. On this page, you can use the search bar at the top to find any pending or completed orders for a patient. Type the patients’ first and/or last name to search.
4. Click on the item that appears in the dropdown to be taken to that order.



5. The order page has important information about the order including when the samples were received, when they should be reported, and more.

Section III. Understanding the Order Page

1. The top half of the page includes information about the clinic and the patient.
2. In the top left under “Order Information”, details about when the order was received, when it is due, etc. can be found.
3. On the left under “Account Information”, there are details about the ordering physician and clinic.
4. On the right under “Patient Information”, there are details about the patient.
5. See image on the next page for an example.

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GALAXY™

Order: 2019[redacted]

Requisition Form | Final Report

Order Information

Status	Reported
Submitted	12-05-2019, 08:02PM (EST)
Received	12-05-2019, 08:02PM (EST)
Completed	12-26-2019, 02:58PM (EST)
Reported	12-26-2019, 02:58PM (EST)
ICD-10 Code #1	M25.461: Effusion, right knee
ICD-10 Code #2	M12.9: Arthropathy, unspecified

Patient Notes

No patient notes.

Report History

Account Information

Clinic Name	[redacted]
ID (Alternate ID)	
Mailing Address	
Phone	
Fax	
Referring Provider Name	
NPI	
Email	

Patient Information

Patient Name	[redacted]
Mailing Address	
Phone	
Email	
Date of Birth	
Sex	
Primary Insurance (None)	

6. The bottom half of the page includes information about the tests ordered for the patient.
7. Under "Test Panels", you can see which tests were ordered and the cost(s).
8. Under "Samples", there are details about each of the samples we received with the test requisition.
9. After that, the results for each of the test(s) ordered will appear.
10. See image below for example.

Test Panels

Name	Price (Self-Pay)
Bartonella ePCR Non-blood fluid	$375.00
Bartonella ePCR Single Blood Draw	$505.00

Samples

Sample ID	Type	Temperature	Collection Datetime	Collected By
2019[redacted]-O-1	Other Fluid		12-04-2019, 08:02PM (EST)	
2019[redacted]-C-1	Culture		12-04-2019, 08:02PM (EST)	
2019[redacted]-W-1	Whole Blood		12-04-2019, 08:02PM (EST)	
2019[redacted]-S-1	Serum		12-04-2019, 08:02PM (EST)	

ePCR Results

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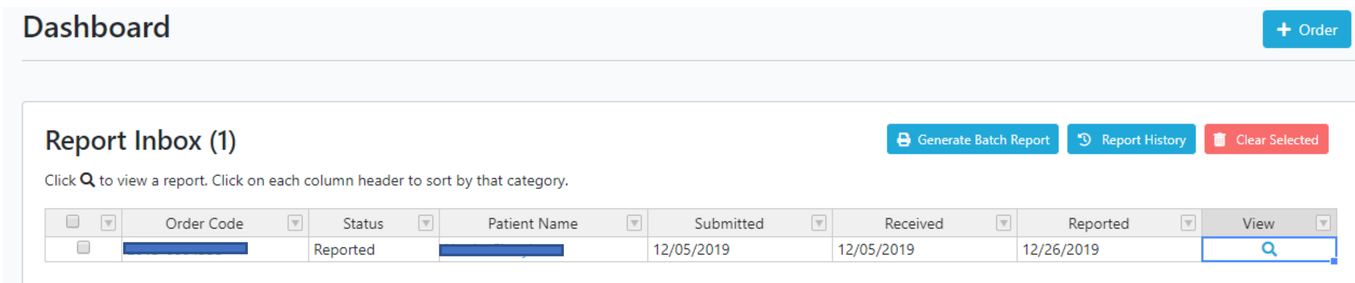
Section IV: How To Download Final Reports

Report Inbox

1. Completed reports can be found in your report inbox that appears on your “Dashboard” once logged in.
2. Click on the magnifying glass under the “View” column to download/print the final report for the corresponding patient.
3. After managing the report, you can remove it from your inbox by checking it in the column all the way to the left and then clicking “Clear selected”.



Order page

1. The other way to download a final report is to access it directly from the order page.
2. Search for an order by following the directions in Section II.
3. Once you find the order, click the green “Final Report” button in the top right.
4. The report PDF will open in a new tab. From there, you can download and/or print.