

Frequently Asked Questions (FAQ)

Transition from E-Plexus to Plexus Hub
Version 2.0

This FAQ provides key information to support you on the transition from E-Plexus to Plexus Hub. We welcome your feedback on Plexus Hub through our feedback form: <https://linktr.ee/plexushub>

A. General Information

1. What is Plexus Hub and why are we transitioning to it?

E-Plexus is our existing clinic-facing platform for e-ordering lab tests, standalone requests and consumables, and viewing results.

Plexus Hub is an enhanced version of E-Plexus, designed for:

- a. **Live Order Status Updates** for greater transparency
- b. **Keyword Search** for lab tests to save time
- c. **Critical Result Notifications** upon login for patient safety
- d. **Standardised Reports** identical to LIS (TeLIS) for compliance

2. When will the transition to Plexus Hub take place?

The cutover to Plexus Hub is scheduled on 31 March 2026. After this date, the current E-Plexus system will be decommissioned.

B. Access and Login

3. How do I access Plexus Hub?

Plexus Hub can be accessed at: <http://plexushub.com.sg/> from 15 December 2025. You are encouraged to bookmark this URL for quick access.

4. Must Plexus Hub be whitelisted on my network?

Plexus Hub is accessible through the internet. For companies whose firewall regulations require whitelisting, kindly work with your internal network/IT team to whitelist Plexus Hub.

5. Will my login credentials change?

All Parkway Laboratories customers have a Plexus Hub account created.

For login:

- a. Existing E-Plexus users:
Your username will remain the same. Kindly log in to E-Plexus. Navigate to **My Profile, Edit Profile, Plexus Hub Password** to retrieve your first-time password for Plexus Hub.
- b. Parkway Laboratories customers without E-Plexus account:
You may activate your account by keying in the clinic HCI code, MCR number, email address and mobile number under **Activate your Clinic Accounts** at <http://plexushub.com.sg/>
- c. New Parkway Laboratories customers:
You may register contact your respective Business Development (BD) representative to initiate account creation.

6. Guide for Password Reset

- a. If you have not logged into your Plexus Hub account:
Click on **Forgot Password** on the login page and enter your user ID. An automatic email will be sent to your registered email address containing an OTP. You may reset your password with the OTP.
- b. If you are already logged into your Plexus Hub account:
Hover your cursor over your profile and select **Change Password**. You can update your password directly from there, and no OTP will be sent to your email.

C. Training and Support

7. Will there be training for Plexus Hub?

Yes. You may register for online webinars which are available every Tuesday at 4 to 5pm and every Friday from 1 to 2pm, until 31 March 2026. Visit <https://linktr.ee/plexushub> to register your slot.

8. Who can I contact for help during and after the transition?

For further enquiries, clinics may reach out to us through these channels:

- a. PLS Call Centre: +65 6278 9188
- b. PLS WhatsApp: +65 9710 4015
- c. PLS Chatbot: <https://www.parkwaylabs.com.sg>

D. Data Migration

9. Will data from the old E-Plexus system be moved to Plexus Hub?

Yes. All critical data such as patient demographics, advance orders, test codes and customised profiles and favourite lists, will be migrated to Plexus Hub to support continuity of operations.

10. What will happen to the old E-Plexus system after the transition?

After Plexus Hub go-live, our E-Plexus system will be decommissioned after 31 March 2026.

E. Key Changes and New Features

11. What are the most significant changes I should be aware of?

Features	Plexus Hub	E-Plexus
Critical result notifications upon login	Only for eOrders from CMS and Plexus Hub	Not available
View all historical patient results from engagement with Parkway Lab	☐	Only from E-Plexus account creation
Results trending	In progress	☐
Partial results report printing	☐	☐
CC doctor result list	Can be viewed under doctor's patient results list	☐
CMS integration	In progress	☐
Advance order	Able to be scheduled in advance by a maximum of 3 months	☐

F. Plexus Hub Features

12. How to find my patients' results?

- a. If you e-order via Plexus Hub:
 - i. Track your e-order status through **Your Order** in the clinic dashboard. Go to **All Test Orders, Completed** and select an individual e-order. Click on **Review Report** to view results.
 - ii. Alternatively, click on **Activity History, Lab Test** tab to view results.
- b. If you order via manual form or CMS:
 - i. View your results through **Activity History, Result Worklist**. To search for a particular patient's results, enter **Patient NRIC/Passport** (in **uppercase**) and update the **Start Date** and **End Date** that their visit falls within. Pick **Export** to receive the full document via email.
 - ii. Take note that currently we are working on the User Interface for Histology, Cytology and Microbiology. As such, they are only able to be viewed when the status is **Completed** and must be exported via email circulation.

13. Can I edit my test details after I sent my e-order?

- a. To add tests:
You may add more tests to your e-order if it has not reached '**Collected**' status. Otherwise, please call PLS Call Centre at +65 6278 9188 for your request.
- b. To remove tests:
We are working on this feature to remove individual tests. In the interim, please cancel your e-order and re-order with the latest list of tests.

14. How to track the status of my e-orders?

- a. Recent e-orders are displayed in the dashboard while earlier e-orders are available in **Activity History, Lab Test**.
- b. Click into an individual e-order for its full details.

15. How to print hardcopy results?

From 16 March 2026, you may click on **Download PDF Report** to download the results report to your local drive for printing.

16. Can I change my account details?

At the top righthand corner of the clinic dashboard, click on **My Details**.

- a. You may update the name tagged to your account.
- b. An OTP will be sent to your new email for verification purposes when you update your registered email address.

17. Am I able to CC other doctors for e-order results?

- a. A maximum of one CC doctor can be added to your e-order under **Patient, Doctor** tab.
- b. If a doctor is cc-ed in a e-order, results will be displayed in the result worklist of that doctor, with the doctor in charge mentioned in the test details.

G. Essential Information for Reference

18. Why can't I view my patient results?

Historical patient results from 2010 may be accessed in Plexus Hub. In **Result Worklist**, please ensure that the **Start Date** and **End Date** selected includes the date of your patient's visit. This range may be extended up to 90 days.

19. What can Clinic Admins do in Plexus Hub?

Doctor and clinic assistant accounts with Clinic Admin access are able to perform additional actions such as:

- a. Add new personnel (doctor or clinic assistant)
- b. Activate or deactivate all the accounts for their clinic
- c. Register for a new clinic

All doctors are Clinic Admins. Please contact the PLS Call Centre at +65 6278 9188 to extend Clinic Admin access for your Clinic Assistant accounts upon request.

20. How to add new personnel?

- a. If you have Clinic Admin access, click on **Personnel Details, Add More Personnel** at the top righthand corner of the clinic dashboard. Enter details such as Name, Position (doctor or clinic assistant), registered email address and mobile number. Once added, new user login details will be sent to the registered email address.
- b. If you do not have Clinic Admin access, please enlist the assistance of a doctor in your clinic to add new personnel.

21. How do I prioritise my tests as “Urgent”?

Please reach out to your respective BD representative on your request.

22. I'm unable to call a phlebotomist through Plexus Hub. How do I do so?

- a. Please contact PLS Call Centre at +65 6278 9188 to request for phlebotomist services.
- b. Once the service is enabled for your clinic, you will be able to request for standalone phlebotomists or as part of your e-order.

23. Patient results should be confidential to each doctor in my clinic

- a. Please contact PLS Call Centre at +65 6278 9188 to enable confidentiality of e-order and patient results view between doctors in the same clinic.
- b. Clinic assistants will still be able to view the e-orders and results for all patients in the clinic.

24. Am I obliged to acknowledge critical results for another doctor? Will I still receive phone calls for critical results?

- a. Doctors are **not** obliged to acknowledge critical results for other doctors.
- b. The primary mode of contact in the event of critical results will remain as direct calling of the doctor. Plexus Hub provides a secondary method to notify doctors on critical results.

25. Is trending for results available?

- a. Select **Trend (For Selected Visits)** and click on a test you would like to trend from the left panel. Please note that you will need to select each of the patient visits to be included in trended results. The trending table can display up to 90 days of available results.
- b. From 31 March 2026, you will not need to select individual patient visits to view trended results. You may also expect the graph and print functions to be added to the trending feature.