



## MEMORANDUM

**TO:** Our Valued THSteps Providers  
**FROM:** El Paso Health  
**DATE:** 11/07/2019  
**RE:** Texas Health Steps DSHS Laboratory Web Portal Unavailable

On October 25, 2019 the Texas Department of State Health Services (DSHS) Laboratory reported that the Laboratory Web Portal application for public health microbiology and clinical chemistry results experienced unexpected technical difficulties and is currently shutdown. DSHS Laboratory also reported that provider report cards are also unavailable on the Laboratory Web Portal. The DSHS Laboratory is actively working on a solution or a replacement web application. Providers who normally receive results by the Laboratory Web Portal will have reports sent to them by mail monthly.

The DSHS Laboratory Web Portal is currently not available.

- Reports will be mailed monthly to providers.
- If a provider wants to get laboratory reports via fax the provider should: Complete a Submitter Identification Request Form.
- Email the completed form to [LabInfo@dshs.texas.gov](mailto:LabInfo@dshs.texas.gov) or fax to 512-776-7533.

For questions or missing reports providers should email [LabInfo@dshs.texas.gov](mailto:LabInfo@dshs.texas.gov) or call 512-776-7578.