



Friday, March 24, 2023

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[Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!](#)

Quest

Quest

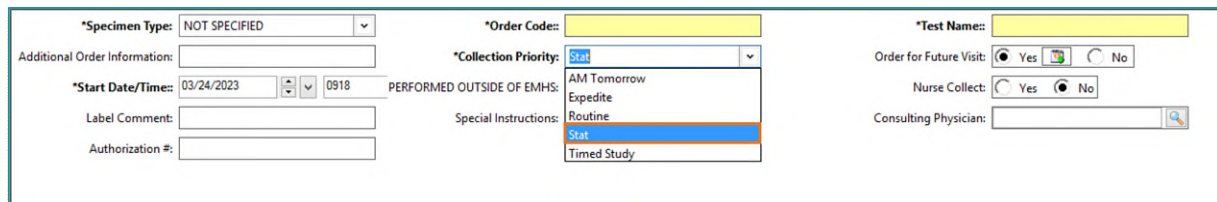
Frequently Asked Questions

NEW: I am a provider and I need to order a lab add-on. What is the process?

- Call 1-866-697-8378
 - State reason for your call: **Add-on test** and your call will be routed to the appropriate group.

NEW: I need a lab completed urgently. How can I submit this?

- Select Stat within the Collection Priority field.



The screenshot shows a Quest order form with the following fields and values:

- *Specimen Type: NOT SPECIFIED
- *Order Codes: [Empty]
- *Test Name: [Empty]
- Additional Order Information: [Empty]
- *Collection Priority: Stat (selected)
- Order for Future Visit: Yes (selected)
- *Start Date/Time: 03/24/2023 0918
- PERFORMED OUTSIDE OF EMHS: [Empty]
- Nurse Collect: No (selected)
- Label Comment: [Empty]
- Special Instructions: Stat (selected)
- Consulting Physician: [Empty]
- Authorization #: [Empty]
- Other options in Special Instructions: AM Tomorrow, Expedite, Routine, Timed Study

I submitted a Help Desk ticket to replace a prior lab referral. Where is it?

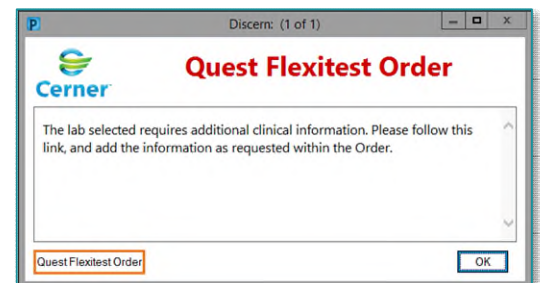
- We received your request and it will be processed in batches. We thank you for your patience!

Can I create a Flexitest order favorite?

- Yes! Creating an order favorite is simple and requires only a handful of clicks. Click [here](#) for more information.

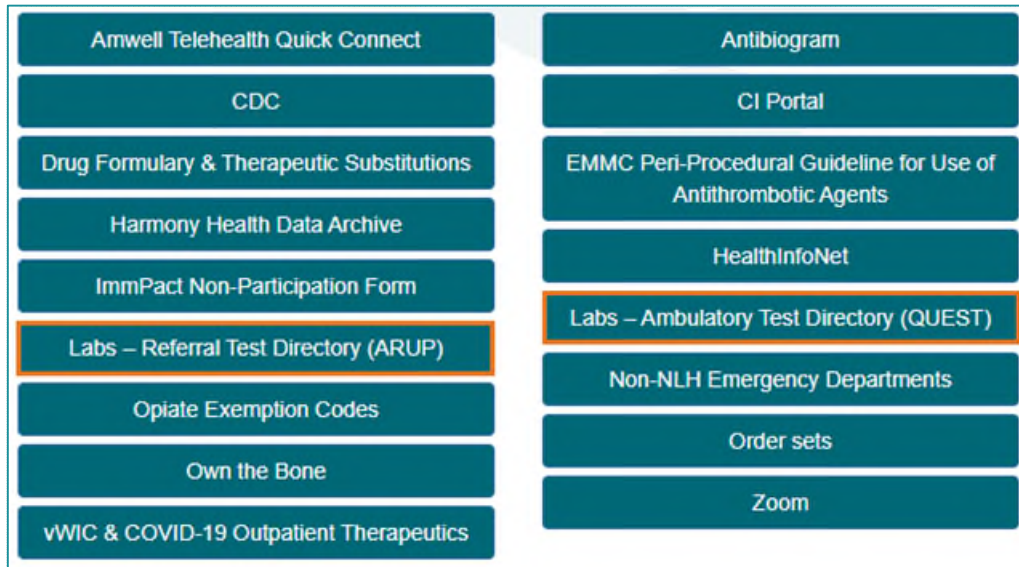
Where can I find the Quest Diagnostics Test Directory Website?

- If a provider clicks OK instead of Quest Flexitest Order on the Quest Flexitest Order alert, the alert will close.
- Clinical Links has been updated to provide the Quest Diagnostics Test Directory Link for alternative access to the site.



- Ambulatory providers will use the Labs – Ambulatory Test Directory (Quest) link.

- Inpatient providers will use the Labs – Referral Test Directory (ARUP) link.



What order do I use if Quest does not have the order in their test catalog?

- The Flexitest order is available if a laboratory order is not available within the Cerner order catalog or the Quest Diagnostic Test Directory.
 - Within the order, please indicate the test code, test code name and where the lab will be sent to.

How do I contact Quest if I have a question about a Quest laboratory test?

- Click [here](#) to access Quest’s customer service information.

Where are referral test orders?

- Referral Test orders have been replaced by the Flexitest process.
 - Click [here](#) for more information.

Glucose tests have been renamed. What do I order for my patient?

- Previously, the AMB Glucose Tolerance Diabetes order was available. It has been replaced by AMB Glucose Diabetes.
 - This will equal three specimens:
 - Fasting Glucose
 - 60’ Glucose
 - 120’ Glucose
- The AMB Glucose Tolerance Gestational. is now available.

Quest

- **This will equal four specimens:**

- Fasting Glucose 3 hour
- 60' Glucose 3 Hour
- 120' Glucose 3 Hour
- 180' Glucose 3 Hour

➤ **The Glucose 1Hr Pregnancy Screen* order is available as a Flexitest.**

NOTE: Glucose tests may be updated periodically.

What sites need to remove lab order favorites, and what are they?

➤ **If you are an ambulatory provider located at NL AR Gould, Acadia, EMMC, or Mercy, please remove the following order favorites:**

- ABO/RH
- ANA Screen
- Antibody Screen
- Cell Body Fluid
- CBC with Differential
- Direct Antiglobulin
- Hepatitis A Antibody Total IgM
- Testosterone Level Free (Male) and Testosterone Free Female/Child
- Urinalysis with Culture if Indicated
- Urinalysis with Microscopic if Indicated
- Anti-Mullerian Hormone
- Infliximab Activity and Neutralizing Ab

Will ambulatory providers continue to see STAT orders?

➤ **There is no change to receiving STAT order results.**

I am an ambulatory provider that will not have a Quest (PSC) Patient Service Center site. Do I need to use the Flexitest order?

➤ **Yes, please follow the Flexitest ordering process. Click [here](#) for more information.**

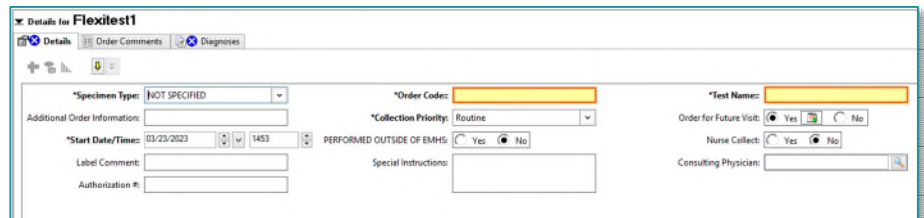
Known Issues & Updates

NEW: Glucose Orders Update

- Glucose Screen 1HR Postprandial and Glucose Screen 2HR Postprandial are now available.
 - Both tests are ordered to determine glucose levels during pregnancy.

Flexitest Order Test Update

- Providers placing outside labs will see a minor update within the the Flexitest order.
- The name Quest will be removed from Quest Order Code and Quest Test Name so outside non-Quest laboratories will accept and process the laboratory specimen and request.



Documenting Faxed Results from Quest

- If faxed results are received from Quest, please follow the [Outside Lab Data Entry](#) process.

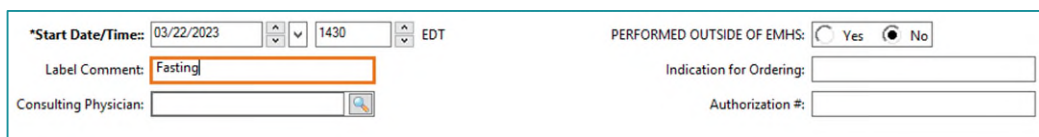
Temporary Faxed Results from Quest

- Due to an unforeseen issue, a number of orders were manually entered into Quantum (Quest). Once these orders are resultd, they will be faxed back to the provider offices.

Important Reminders

Laboratory Order Label Comments

- Providers who need to communicate information regarding the lab test, can continue using label comments.



For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.