

From the Office of Health Informatics Quest Ambulatory Location Laboratory Order Process

August 22, 2025

Laboratory orders require intervention to indicate where a patient will be having their labs drawn. The process is to ensure that the lab orders flow to the appropriate locations. If a STAT or EXPEDITE lab is needed to be performed on site at the hospital lab, use Northern Light Health Non-RLN Lab and <u>DO NOT</u> change the Future Order to No, this will alert the lab when a STAT or EXPEDITE order is placed.

### NOTE:

Expedite is a collection priority that will allow the lab sample to be processed at the NLH laboratory with a time frame similar to current state routine – normally 24 hours or less. It is also only to be used if this time frame is clinically warranted. Stat will remain the same as highest priority for collection and processing. No additional charge for either.

# Quest PSC Lab Draw

Providers entering laboratory orders for Quest PSC laboratory collection:

📸 😧 Details 🛛 🔢 Order Comments 🕞 Diagnoses	
*Specimen Type: BLOOD +	*Collection Priority: Routine
Order for Future Visit: 💽 Yes 🛅 🔿 No	*Start Date/Time:: 12/05/2024 🔍 🛛 11*Performing Location (ARLN):
PERFORMED OUTSIDE OF EMHS: C Yes No	*Nurse Collect: C Yes O No Quest Diagnostics
Label Comment:	Special Instructions: Northern Light Health Non-RLN Li
Consulting Physician:	
Authorization #:	*Performing Location (ARLN):

- **<u>STEP 1</u>**: Select **Quest Diagnostic** as the **Performing Location (ARLN)**.
  - Quest Diagnostics <u>must be</u> used when the patient is going to Quest (PSC) or if labs are drawn in the office.
- STEP 2: Nurse Collect: No.
- STEP 3: Click Sign.

## In-Office Lab Collection (B2 Practices – see list below)

Providers entering laboratory orders for in-office collection to be sent to Quest:

- 6 h	
*Specimen Type: BLOOD v	*Collection Priority: Routine
Order for Future Visit: 💽 Yes 📴 🔿 No	*Start Date/Time:: 06/20/2025 • 0826 • EDT
ERFORMED OUTSIDE OF EMHS: C Yes No	*Nurse Collect: Ves C No
Label Comment:	Special Instructions:
Consulting Physician:	
Authorization #:	*Performing Location (ARLN): Quest Diagnostics

**<u>STEP 1</u>**: Select **Quest Diagnostic** as the **Performing Location (ARLN)**.

- Nurse Collect defaults to Yes.
- **<u>STEP 2</u>**: Sign order, provider notifies clinical staff to collect specimen.

### In-Office Laboratory Collection Steps – Clinical Staff

- **<u>STEP 1</u>**: Locate the applicable lab order(s).
- **<u>STEP 2</u>**: Manually print the order requisition by right-clicking and selecting **Print > Reprint Requisition**. Cross out the order date and times and update requisition with current date, time and who collected.
- **<u>STEP 3</u>**: Collect specimen(s) and attach lab label to container(s).
- **<u>STEP 4</u>**: Package specimens for transport by courier to include printed order requisition with.
  - If STAT lab, clinical staff to contact courier for immediate pick up.
- **<u>STEP 5</u>**: Ensure specimen is placed in the appropriate collection bin.

#### NLH Hospital Lab Draw Order

Providers entering laboratory orders for NLH Hospital locations:

*Specimen Type: BLOOD v	*Collection Priority: Routine v
Order for Future Visit: 💽 Yes 📴 🔿 No	*Start Date/Time:: 06/20/2025 🔹 💌 0826 🗘 EDT
FORMED OUTSIDE OF EMHS: C Yes No	*Nurse Collect:  Yes C No
Label Comment:	Special Instructions:
Consulting Physician:	
Authorization #:	*Performing Location (ARLN): Northern Light Health Non-R

- **<u>STEP 1</u>**: In **Performing Location** choose **Northern Light Health Non-RLN** Lab to send to the hospital lab.
  - Do not choose Quest Diagnostics.
- <u>NOTE</u>: If a STAT or EXPEDITE lab is needed to be performed on site at the hospital lab, use Northern Light Health Non-RLN Lab and <u>DO NOT</u> change the Future Order to No. This workflow will alert the lab when a STAT or EXPEDITE order is placed.

	*Collection Priority:	Routine	×	
	*Start Date/Time::	AM Tomorrow Expedite	N	EDT
	*Nurse Collect:	Routine		
Special Instructions:		Stat Timed Study		
*Perform	ning Location (ARLN):	Northern Light Health Non-R	~	

- **<u>STEP 2</u>**: Sign order, provider notifies clinical staff to collect specimen.
  - In-Office Laboratory Collection Steps Clinical Staff
- **<u>STEP 3</u>**: Manually print the order requisition by right-clicking and selecting **Print Requisition**, then print patient labels as per current workflow.
- **<u>STEP 4</u>**: Collect specimen(s) and attach lab label to container(s).

**<u>STEP 5</u>**: Package specimens for transport by courier to include printed order requisition.

• If STAT lab, clinical staff to contact courier for immediate pick up.

<u>NOTE</u>: If a lab is needed to be performed on site at the hospital lab, <u>DO NOT</u> change the Order Future Order to No.

## **Outside NLH Lab Draw**

Providers entering laboratory orders for Outside NLH collection:

🖀 Details 🔢 Order Comments 🕼 Diagnoses	
+ 25 h. + 2	
*Specimen Type: BLOOD v	*Collection Priority: Routine 🗸
Order for Future Visit: 💽 Yes 📴 🔿 No	*Start Date/Time:: 12/05/2024 🔍 🔽 1126 🗮 EST
PERFORMED OUTSIDE OF EMHS: Yes No	*Nurse Collect: Yes 💿 No
Label Comment:	Special Instructions:
Consulting Physician:	
Authorization #:	*Performing Location (ARLN): Northern Light Health Non-R V

- **<u>STEP 1</u>**: Performed Outside of EMHS = Yes.
- STEP 2: Nurse Collect: No.
- **<u>STEP 3</u>**: Performing Location (ARLN) = Northern Light Health Non-RLN.
- STEP 4: Click Sign.
  - Outside NLH Laboratory Collection Clinical Staff
- **<u>STEP 5</u>**: Manually print the order requisition by right clicking the order and selecting **Print Requisition**.
- **<u>STEP 6</u>**: Retrieve the printed laboratory order(s) and hand to patient.

#### **Quest Lab locations**

- > Quest PSC Sites
  - Union St., Bangor
  - North St., Presque Isle

#### In Office Lab Draw Quest Locations (B2 practices)

- Northern Light Primary Care, University of Maine
- Northern Light Primary Care, Brewer
- Northern Light Primary Care, Hampden
- Northern Light Primary Care, Bangor Union St.
- Northern Light Primary Care, Bangor Husson Ave.
- Northern Light Internal Medicine, Bangor Husson Ave.
- Northern Light Pediatric Primary Care, Bangor
- Northern Light Urology, Bangor Broadway and State St. offices
- Northern Light Mercy Primary Care, Yarmouth
- Northern Light Mercy Cardiovascular Care, Yarmouth

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please <u>place a ticket</u> to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.