


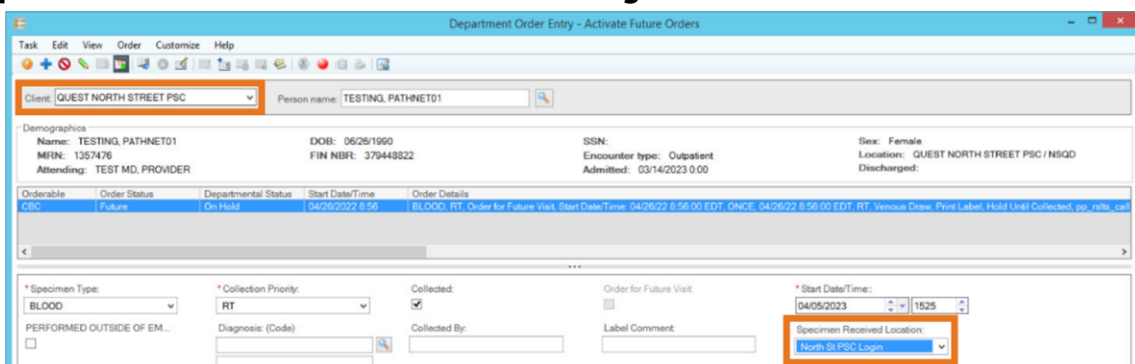
URGENT EDUCATION FOR PHLEBOTOMY TEAMS

To ensure results for Quest Lab tests are sent and returned correctly, it is imperative that the following changes to workflow are made.

DO	DON'T
<ul style="list-style-type: none"> ✓ Slow down and choose the right encounter. <ul style="list-style-type: none"> ✓ Patients are registered to the QUEST location for Quest lab tests. 	<ul style="list-style-type: none"> ✗ Don't let muscle memory get the best of you. <ul style="list-style-type: none"> ⊗ It's a habit to select the ALL location. Please pay extra attention.
<ul style="list-style-type: none"> ✓ Make sure the Specimen Received Location corresponds to the selected Client in the Activate Future Orders window. <ul style="list-style-type: none"> ✓ The screenshot below demonstrates what to look for. 	<ul style="list-style-type: none"> ✗ Don't activate an order until confirming the right Specimen Received Location is selected. <ul style="list-style-type: none"> ⊗ It's easy to press the tab key  too many times and change the Specimen Received Location by mistake. ⊗ Please pay extra care to avoid this error.

Union Street:

- ✓ **Client: QUEST NORTH STREET PSC**
- ✓ **Specimen Received Location: North St PSC Login**



<ul style="list-style-type: none"> ✓ Update your workflow for Carve Out Labs. <ul style="list-style-type: none"> ✓ Client and Specimen Received Location must match above screenshot. ✓ Label prints, identifying the Carve Out Lab, which is sent to the Main Lab. 	<ul style="list-style-type: none"> ✗ Don't cancel and reorder carve out lab orders. <ul style="list-style-type: none"> ⊗ The temporary workaround used in the first days of the Quest transition SHOULD NO LONGER BE USED. ⊗ See Page 2: Updated Carve Out Labs List.
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Quest PSC Patient Check In: NORTH ST

April 6, 2023

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CARVE OUT LABS (Updated: 4/6/2023)

Cerner Order Name	Lab Label Name
Urinalysis with Culture if Indicated	UA - REFLEX
Von Willebrand Workup	VONWILLWK
Anemia Management Reflex Panel	HM AR
Hemogram for Anemia Reflex Antepartum	HMA AR
Platelet Function Test	PLT FUNSCR
Rapid Mycoplasma IgM (AR Gould patients)	MYCO M (AR Gould patients)
COVID19 (Pre-Op Only: Ask the patient.)	COVID19 (Pre-Op Only: Ask the patient.)
All Microbiology	All Microbiology
All Dahl Chase	All Dahl Chase

Quest Customer Service Line

1.866.MYQUEST

A new and improved customer experience

How it works

- 1 Dial 1.866.MYQUEST (1.866.697.8378)
- 2 Once you hear "If you know your party's extension," simply state the reason for your call. For example, you can say, "Test results," "Supplies," "Consult," etc. (See box for more phrases you can use.)
- 3 Provide the caller identification requested and you will be instantly connected to the appropriate representative