
There are various scenarios of when lab orders will need to be canceled and reordered.
Please follow these processes accordingly.

Quest Stat Orders

- STAT specimens that are collected at the **Quest PSC** draw stations are sent to the **NL EMMC, AR Gould, or Mercy main lab** to be processed.
- There are **two types of STAT** specimens that have a different workflow due to billing requirements:
 - NLH Owned Provider STAT
 - Non-Owned Provider STAT

NLH Owned Provider Stat

- Quest PSC draw stations **activate order** on the **Quest encounter**.
- Specimens are collected and transported to **NL EMMC, AR Gould, or Mercy Lab main lab**.
- Lab **transfers the STAT order** from the **Quest bench** to the **lab bench**.
- If the **STAT order** is a **QOrder** or a **FlexiTest Order**, follow those steps outlines below.
 - Lab processes specimen and result.
 - Manually fax the requisition and lab results to **Quest: 610-271-6982**.

Non-Owned Provider STAT

- Quest PSC draw stations complete a paper requisition for STAT test needing to be performed.
 - Specimen is collected and transported to **NL EMMC, AR Gould, or Mercy main lab**.
 - Lab creates a **QUICK REG** for the **STAT specimen** to one of the following locations:
 - STAT QUEST AR GOULD – SQAG
 - STAT QUEST EMMC – SQEM
 - STAT QUEST MERCY - SQMY
 - Lab processes the specimen and result.
 - Fax is **automatically** sent to Quest with results.
 - Manually fax the requisition to **Quest: 610-271-6982**.
-

Specimens Drawn in a NLH Physician Practice

The following process will be following for QOrders and FlexiTest orders only:

- Practice draws the specimen and package for transport.
 - Specimen is transported to the lab for processing.
 - Specimen is collected in the lab and processed.
 - Results flow to Cerner.

When to Cancel and Reorder Lab Orders

There are specific labs that are Quest specific orders, built as QOrders, that cannot be bench transferred. The following process needs to be followed:

- The QOrder needs to be activated.
 - Once activated, the QOrder needs to be canceled.
 - The Corresponding Cerner Order needs to be ordered.
- Below is a sample of the QOrders and corresponding Cerner Order.

Current Cerner order	Order on Label	New Quest Order	Order on label	Special Handling
CBC with Differential	CBC	CBC with DIFF	QCBC	Quest only; order CBC
Urinalysis with Microscopic if Indicated	UA	Urinalysis w/Microscopic if Indicated	QUA	Quest only; order UA
Hepatitis A Antibody Total and IgM	HAAB	Hepatitis A Antibody Total w/Reflex IgM	QHAAB	Quest only; order HAAB
Cell Count Body Fluid	BF CT	Cell Count BODY FLUID	QBFC	Quest only; order BF CT
ABO/Rh	ABORH	ABO/Rh Type	QABORH	Quest only; order ABORH
Antibody Screen	ABS or ABSC	Antibody SCRIN	QABS	Quest only; order ABS or ABSC
Direct Antiglobulin Test	DAT	Direct Antiglobulin	QDAT	Quest only; order DAT
ANA Screen	ANA	ANA Screen w/Reflex to Titer	QANA	Quest only; order ANA
Testosterone Level Free (Male)	FTEST	Testosterone Free Male and Female	QFTEST	Quest only; order FTEST or TESTOS FR
Testosterone Free Female/Child	TESTOS FR			

Example of Labels for Orders that Were Built as Duplicates for Quest

If a patient shows up at a **non-PSC draw station** and has one of the orders listed above activated, it needs to be cancelled and the correct Cerner order needs to be placed. Special handling on the labels allows staff to know what QOrder to place in DOE (Department Order Entry).



Canceling the Electronic Order in Qanum

A Cerner laboratory order needs to be **canceled** when the following applies:

- When the lab order was **ACTIVATED** within Cerner and did not utilize the electronic order and manually entered into Qanum.

NOTE: Manual entry of tests do not come back to Cerner, the Cerner order **MUST** be canceled. Results are received as fax.

- A cancellation reason has been created to be used in these situations.
 - Select the cancellation reason **Performed at Quest**.

