



From the Office of Clinical Informatics

Northern Light Health

Ambulatory Lab Order Workflow

Quest Diagnostics

November 2023

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Ambulatory Lab Order Workflow

Intake Form

Where do I document the patient's preferred Lab Collection Location?

- A field has been added to the following Intake Forms that allows clinical staff to put the patient's Preferred Lab Collection Location:
 - Quest Diagnostics should be selected if the patient requests
 - To go to a Quest Patient Service Center (PSC) located at North Street (AR Gould), Union Street (EMMC), Yarmouth (Mercy), or
 - To have labs drawn **in office** at one of the following **Business 2 Practices**:
 - NL Primary Care Brewer
 - NL Primary Care Cutler Health Center
 - NL Family Medicine and Residency Bangor
 - NL Primary Care Hampden
 - NL Primary Care Husson
 - NL Internal Medicine Bangor
 - NL Pediatric Primary Care Bangor
 - NL Urology Bangor (*both office locations*)

Please select below if patient will go to Quest Draw Station or if Quest processes your in office specimens.

Please review with Patient at each visit

Quest Diagnostics

IMPORTANT: Stress the importance for the patient to go to the lab they have selected at time of intake to expedite throughput at the draw station, specimen processing, and receiving results.

Quest PSC Lab Draw

Providers entering laboratory orders for Quest PSC laboratory collection:

STEP 1: Future Visit (Select No for Quest) = No.

STEP 2: Performed Outside of EMHS = No.

STEP 3: Performing Location (ARLN) = Quest Diagnostics.

- If Quest Diagnostics was selected in the intake, the **Performing Location (ARLN)** field will reflect that documentation, verify with the patient the location is correct.

STEP 4: Click Sign.

The screenshot shows a web-based form for entering a laboratory order. The title is "Details for CBC with DIFF (CBC (Includes Diff/Plt) (Quest) (GST))". The form includes several sections: "Specimen Type" (CBC), "Order for Future Visit (Select No for Quest)" (radio buttons for Yes and No, with No selected), "PERFORMED OUTSIDE OF EMHS" (radio buttons for Yes and No, with No selected), "Nurse Collect" (radio buttons for Yes and No, with No selected), "Label Comment", "Consulting Physician", "Authorization #", "Performing Location (ARLN)" (dropdown menu showing Quest Diagnostics), and "Client Bill" (radio buttons for Yes and No, with No selected). A callout box on the right side of the form contains the text: "Please select below if patient will go to Quest Draw Station or if Quest processes your in office specimens." and "Please review with Patient at each visit".

In-Office Lab Collection – Business 2 Practices

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

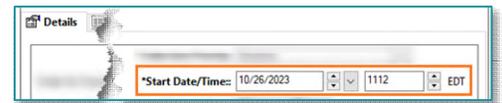
STEP 1: Order for Future Visit (Select No for Quest) = No.

- For future in-office collections, update the start date of the order.

STEP 2: Nurse Collect = Yes.

STEP 3: Performing Location (ARLN) = Quest Diagnostics.

STEP 4: Sign order, provider notifies clinical staff to collect specimen.



Order for Future Visit (Select No for Quest): Yes No

*Specimen Type: **WOOD**

Order for Future Visit (Select No for Quest): Yes No

PERFORMED OUTSIDE OF EMHS Yes No

*Nurse Collect: Yes No

Label Comment:

Consulting Physician:

Authorization #:

Performing Location (ARLN): **Quest Diagnostics**

Client Bill: Yes No

*Collection Priority: Routine

*Start Date/Time: 10/27/2023 17:00 EDT

Collected By:

Special Instructions:

CC Provider:

Please select below if patient will go to Quest Draw Station or if Quest processes your in office specimens.
Please review with Patient at each visit.
 Quest Diagnostics

➤ In-office laboratory collection steps – Clinical Staff.

STEP 1: Manually print the order requisition by right-clicking and selecting **Print Requisition**, then print patient labels as per current workflow.

STEP 2: Collect specimen(s) and attach lab label to container(s).

STEP 3: Package specimens for transport by courier to include printed order requisition.

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

STEP 4: Ensure specimen is placed in the appropriate collection bin.

NOTE: Results will be generated, posted to Cerner, and sent to the provider's Message Center to review and endorse.

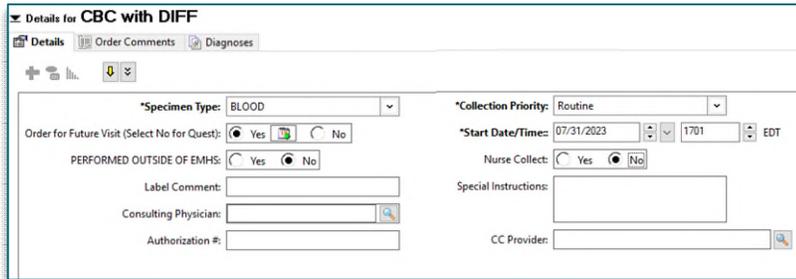
In-Office Lab Collection – Non-Business 2 Practices

Providers entering laboratory orders for in-office collection:

➤ Non-Business 2 Practices will not send in-office specimen collections directly to Quest Diagnostics.

Ambulatory Lab Order Workflow

- The **Performing Location (ARLN)** order details will not be added to the order details for Non-Business 2 Practices.



➤ In-office Clinical Staff- laboratory collection steps

STEP 1: Manually print the order requisition by right-clicking and selecting **Print Requisition**, then print patient labels as per current workflow.

STEP 2: Collect specimen(s) and attach lab label to container(s).

STEP 3: Package specimens for transport by courier to include printed order requisition.

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

NOTE: Results will be generated, posted to Cerner, and sent to the provider's Message Center to review and endorse.

Orders for Outside NLH Lab Collection

Providers entering laboratory orders for Outside NLH collection:

STEP 1: Order for Future Visit (Select No for Quest) = Yes

STEP 2: Performed Outside of EMHS = Yes.

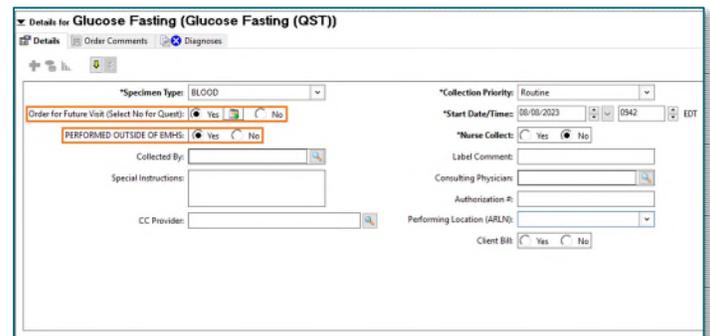
STEP 3: Click Sign.

NOTE: Performing Location field will be blank.

➤ Clinical Staff - Outside NLH laboratory collection.

STEP 1: Manually print the order requisition by right clicking the order and selecting **Print Requisition**, then print patient labels as per current workflow.

STEP 2: Retrieve the printed laboratory order(s) and hand to patient.



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.