From the Office of Clinical Informatics

Northern Light Health

Ambulatory Lab Order Workflow

Quest Diagnostics

November 2023

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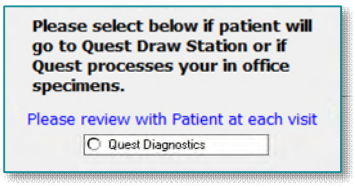
Intake Form

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

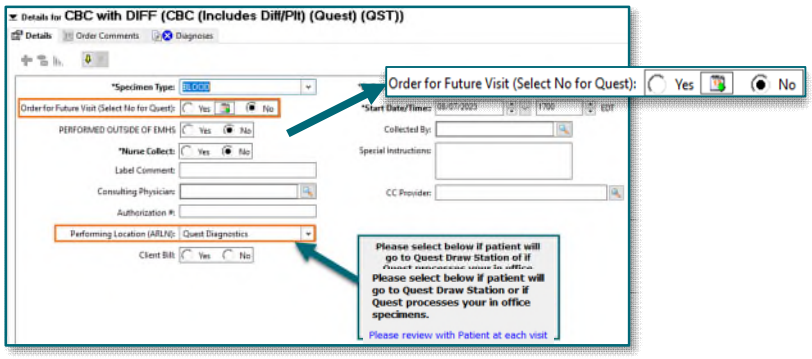
- **A field has been added to the following Intake Forms that allows clinical staff to put the patient's Preferred Lab Collection Location:**
  - Quest Diagnostics should be selected if the patient requests
    - To go to a **Quest Patient Service Center (PSC)** located at **North Street (AR Gould)**, **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***)



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**.

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In-Office Lab Collection – Business 2 Practices

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

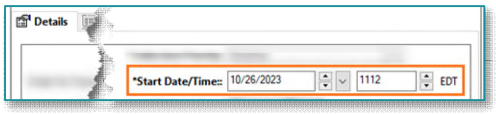
STEP 1: Order for Future Visit (Select No for Quest) = No.

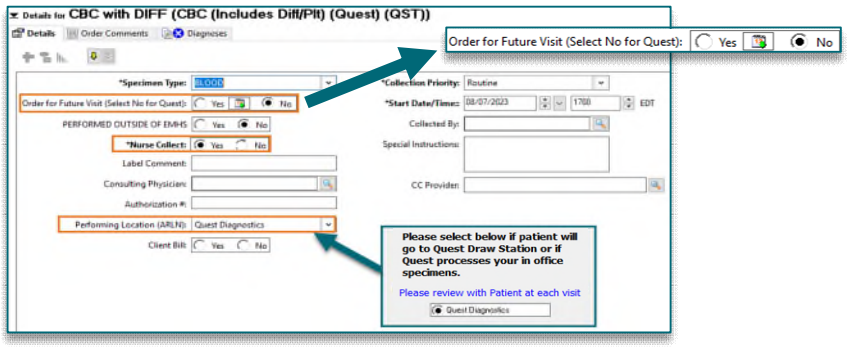
- *For **future in-office collections, update the start date** of the order.*

STEP 2: Nurse Collect = Yes.

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

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





➢ **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.

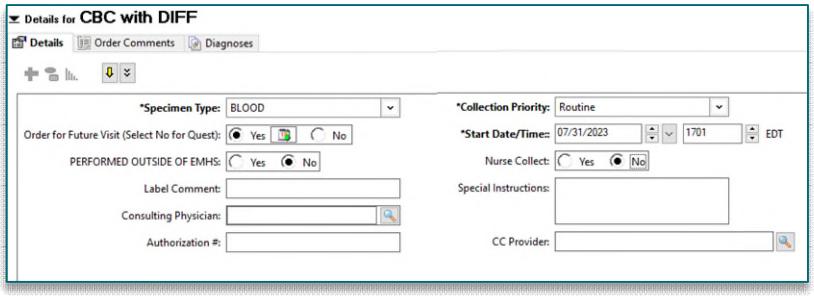
NOTE: Results will be generated, posted to Cerner, and sent to the provider's Message Center to review and endorse.

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.**

- 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

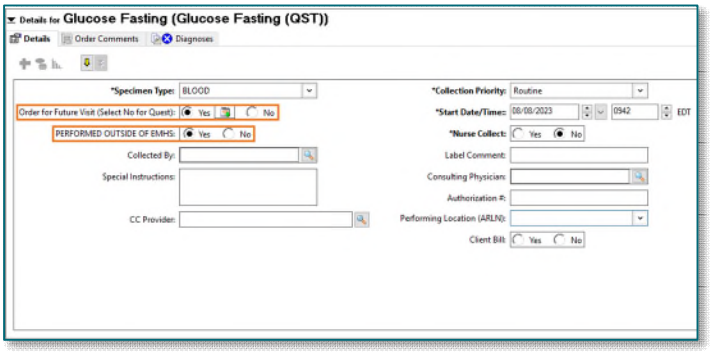
Providers entering laboratory orders for Outside NLH collection:

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.

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