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Thursday, August 24, 2023

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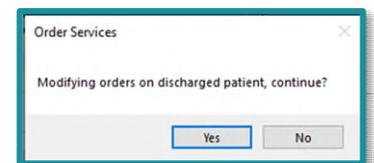
## Quest

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## Known Issues & Updates

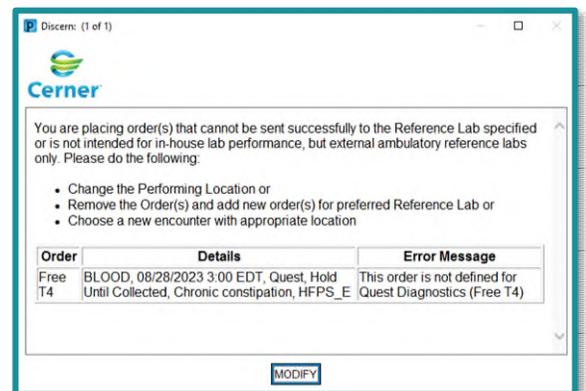
### **NEW: Activation Line: What do I do if I am receiving a Discharged Encounter alert.**

- This Alert is notification that the encounter has been discharged.
  - Select **Yes** to continue.
  - Process and select the orders to be modified and activated, per Activation Order workflow.



### **NEW: Activation Line: What does the Reference Lab specified alert mean when multi selecting orders to be activated?**

- The Reference Lab alert is a notification alerting that the specified lab orders is not performed at Quest.
  - Inform the Quest Diagnostics Lab staff, there is a lab order that is unable to be activated.
  - Provide the Quest Lab staff, the order name and they will need to follow the Carve out orders workflow.
  - Return to the Orders Profile page and select each order while holding the Ctrl key.
  - DO NOT select the order that appeared in the alert.
  - Activate orders.



### **NL Primary Care Hampden: When Nurse Collect is defaulted**

**Yes, a lab label is printing in the Hampden Lab creating a large list of lab labels.**

- To reduce the amount auto printed lab labels, Nurse Collect will be defaulted to No. When a patient arrives to the Hampden Lab for blood specimens' collections, the Phlebotomist/MA will need to modify the lab order to Nurse Collect: Yes.

### **Results are in the MY Quest Quantum portal and have not posted to the patient's chart.**

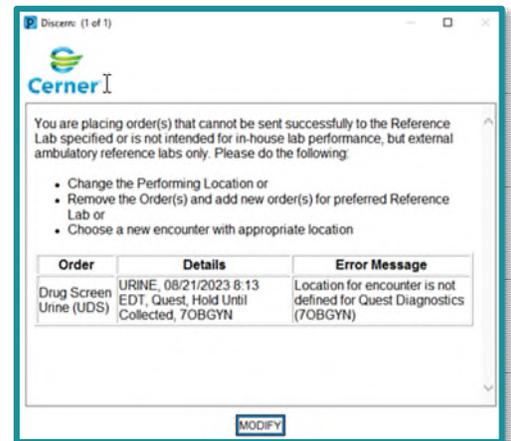
- Results are failing to post to Cerner for multiple reasons which could include failure to place the order correctly, inability to match the patient identifiers (such as name, DOB, gender, address), and matched patients results may not post. In addition, there may not be a one-to-one match on order ID when crossing over to Cerner. Information Systems, Cerner, and Quest are collaborating on a resolution.

- When placing Lab orders to be collected or processed by Quest Diagnostics, the Performing Location ARLN: order detail MUST have Quest Diagnostics entered.

A screenshot of a lab order form. The 'Performing Location (ARLN):' dropdown menu is highlighted with an orange box and contains the text 'Quest Diagnostics'. Other fields include 'Specimen Type: BLOOD', 'Collection Priority: Routine', 'Start Date/Time: 09/08/2023 0300 EDT', and 'Nurse Collect: Yes'.

**Specified Reference Lab location discern alert popping up for Inpatient encounters.**

- UPDATE: The alert is appearing, due to Quest Diagnostics being entered during an ambulatory intake, as the Reference Lab processing the specimens. The Quest Diagnostics Lab location was crossing over to Inpatient labs orders placed on patients who recently had an ambulatory encounter and was then admitted as an inpatient. The alert was directing providers to remove Quest as the Performing Location, since the Performing Location was meant for ambulatory lab orders, this detail was missing on the Inpatient orders and prevented the orders from being placed.
- UPDATE: A Cerner rule is now in place to remove the Performing Lab Location from inpatients orders.



**NOTE:** The alert will no longer fire on Outpatient and Inpatient encounters.

**Automatic requisition printing disabled.**

- Due to requisition automatic printing concerns, the functionality will be turned off as of Friday, August 18.
- NOTE: Requisitions will need to be manually printed as needed for Quest Diagnostic Lab or Outside Lab collections.

**Print Outs – Multiple Lab Order Requisitions printing at multiple locations.**

- Information Systems are investigating why multiple Lab Order requests are printing at multiple ambulatory practice printers.

**Lab Order Requisition printing for patients not seen in the practice.**

- Information Systems are investigating why Lab Order requisitions are printing for patients not being seen in the ambulatory practice.

## Quest

## Frequently Asked Questions

### Why am I seeing this pop-up when placing some lab orders?

- The practice placing the order doesn't have a Quest account number setup.
  - To set up a Quest Diagnostic account number click [here](#).
- These labs orders are not processed by Quest Diagnostics. The labs will be processed or redirected to a processing lab by the Hospital.

### The Activation Line – Can multiple orders be activated at one time?

- Orders can be multi-selected by holding the control key down and selecting the orders.

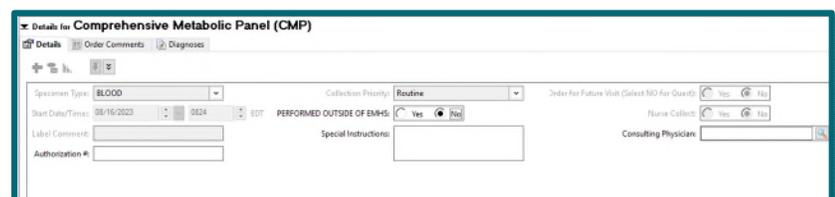
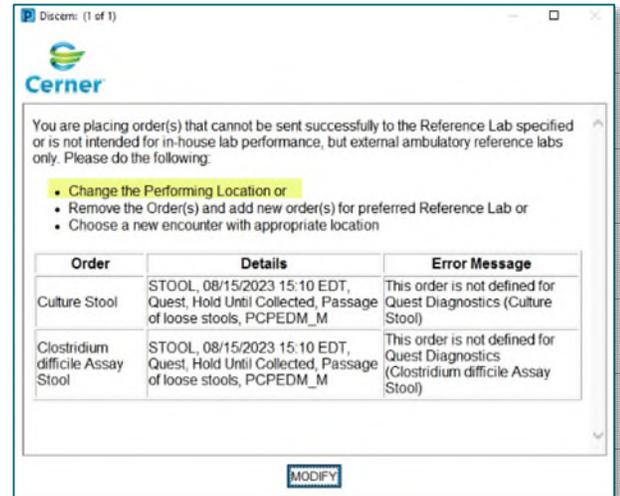
### The Activation Line – What location to use when activating orders?

- The Activation Line will ONLY be activating orders for ambulatory practices located in the service areas of NL AR Gould, EMMC, or Mercy.
- When activating orders ask the Quest Laboratory for the provider's name and ambulatory office practice name to help locate the correct encounter.
- Look for the most recent active ambulatory encounter for the provider's office.
- **DO NOT** activate orders on encounter types: Between, Deleted, Lab, or Radiology, etc..

Admit Date	Discharge Date	Facility	Location	Visit Type
02/17/2023 07:29:10 EST	02/19/2023 23:59:59 EST	EMMC	ALAB	Ambulatory
02/13/2023 12:08:16 EST	02/15/2023 23:59:59 EST	NL PRIMARY CARE HAMPDEN	HAMP	Between Visit
11/14/2022 08:14:52 EST	11/16/2022 23:59:59 EST	NL PRIMARY CARE HAMPDEN	HAMP	Deleted
09/06/2022 08:00:00 EDT	09/08/2022 23:59:59 EDT	NL PRIMARY CARE HAMPDEN	HAMP	Ambulatory
06/13/2022 08:50:00 EDT	06/15/2022 23:59:59 EDT	NL PRIMARY CARE HAMPDEN	HAMP	Ambulatory
06/06/2022 11:15:43 EDT	06/08/2022 23:59:59 EDT	NL PRIMARY CARE HAMPDEN	HAMP	Between Visit
04/15/2022 14:00:00 EDT	04/17/2022 23:59:59 EDT	NL PRIMARY CARE HAMPDEN	HAMP	Ambulatory

### The Activation Line – Performing Location (ARLN) order detail not appearing in the order?

- Orders placed prior to Tuesday, August 15, 2023, will be missing the NEW Performing Location ARLN detail.
- Orders that are missing the Performing Location ARLN field, Quest Lab staff will need to manually enter the order into Quanum.
- DO NOT activate these orders, Quest Lab Staff will manually enter these orders into Quanum.



**The Activation Line – Can I modify the patient diagnosis?**

- No. This is the diagnosis added by the provider. Quest staff will need to contact the provider's office if asking to have the diagnosis modified.

**Do patients need to register if they have specimens collected at a Quest Diagnostics PSC – Draw station?**

- Upon arrival, patients will be asked to check-in at the new Quest Check-In Kiosk. A Northern Light Health registration will no longer be needed.

**Why are the Lab Order Requisitions not auto printing?**

- Lab Order requestion will automatically print for ambulatory practices in the service areas of NL AR Gould, EMMC, or Mercy. If your practice is not located in these service areas, the lab requestions will not automatically print.

**What is a Business 2 Practice?**

- The Business 2 Practice are practices that are included in the Ambulatory Reference Lab Network (ARLN) interface project. These practices may perform in-office lab specimens' collection and send these specimens directly to Quest Diagnostics for processing.
- The 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 location)

**The Activation Line – What to do if the order is already in a collected status?**

- These orders have already been activated. The Activation Line representatives are not able to modify or change an order status. Notify the Quest Lab staff that they will need to manually enter these orders in Quanum.

## Quest

### Reminders

#### Performing Location ARLN

- When placing Lab orders to be collected or processed by Quest Diagnostics, the Performing Location ARLN: order detail must have Quest Diagnostics entered.

The image shows a screenshot of a lab order form. The form contains several fields and controls:

- \*Specimen Type:** BLOOD (dropdown menu)
- \*Collection Priority:** Routine (dropdown menu)
- Order for Future Visit (Select NO for Quest):** Radio buttons for Yes and No, with No selected.
- \*Start Date/Time:** 09/08/2023 0300 EDT (date and time pickers)
- PERFORMED OUTSIDE OF EMHS:** Radio buttons for Yes and No, with No selected.
- \*Nurse Collect:** Radio buttons for Yes and No, with Yes selected.
- Label Comment:** Text input field.
- Special Instructions:** Text input field.
- Consulting Physician:** Text input field with a search icon.
- Authorization #:** Text input field.
- Performing Location (ARLN):** A dropdown menu with "Quest Diagnostics" selected and highlighted by an orange box.

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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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