


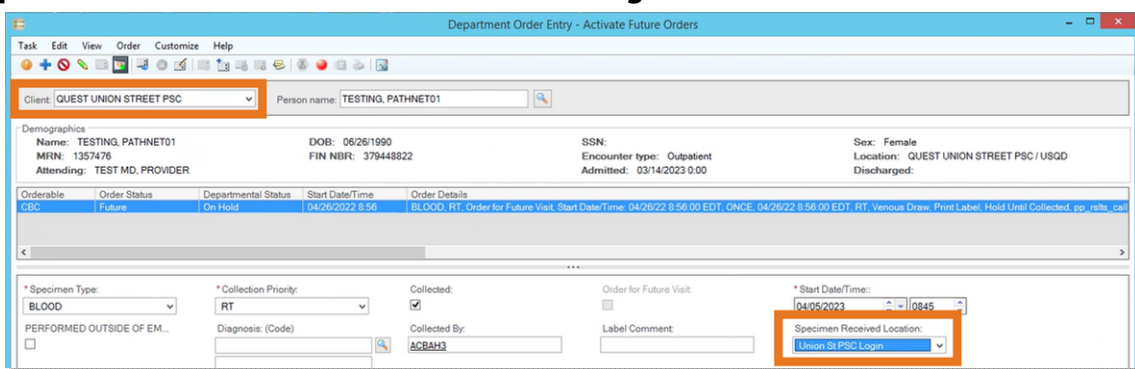
**URGENT EDUCATION FOR PHLEBOTOMY TEAMS**

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

**Union Street:**

- ✓ **Client: QUEST UNION STREET PSC**
- ✓ **Specimen Received Location: Union St PSC Login**



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

# Quest PSC Patient Check In: UNION STREET

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                    | MYCO M                                  |
| 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