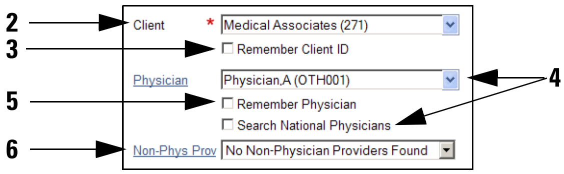
Placing Lab Orders

Specifying Order Details



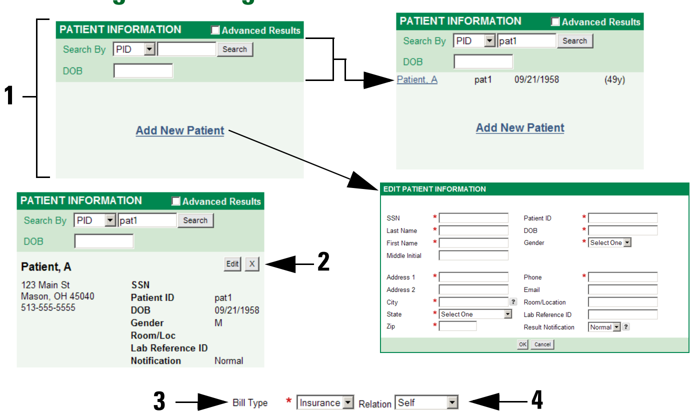
1. Navigate to the page for placing lab orders.

   If you can access multiple order entry options, use the *Easy Order* option.
2. At *Client*, click the appropriate client.
3. To use this client each time, select *Remember Client ID*.
4. At *Physician*, click the ordering physician's name.

   To search for a physician, select *Search National Physicians*, type at least the first three characters of the physician's last name followed by a comma and at least the first character of the first name, and then click the appropriate physician in the list.
5. To use this physician each time, select *Remember Physician*.
6. If the test was requested by a non-physician provider (NPP), at *Non-Phys Prov* click the NPP's name.

   Note: If orders from NPPs are not supported, this field does not appear.

Retrieving or Adding a Patient



1. Under *Patient Information*, do one of the following:
   - **Retrieve a patient**. To do this, follow these steps:
     a. At *Search By*, click the option to search by (*SSN*, *PID*, or *Name*).
     b. Type at least the first character of the patient ID, or at least the first three characters of the patient's Social Security Number or last name.

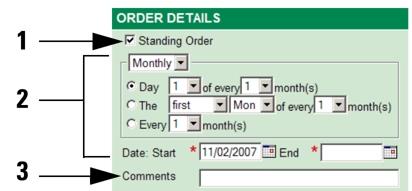
        Note: If the phrase *Bridge: Active* appears and you clicked *PID*, you must type the complete patient ID.
     c. To limit the scope of your search, at *DOB* type the patient's date of birth.
     d. To display up to 200 search results with client and carrier information, select *Advanced Results*.
     e. Click Search.

        If you selected *Advanced Results*, you can select *Search All Clients* to retrieve matching patients for all clients that you can access.
     f. Click the patient's name in the search results.

        If you have an active bridge, click OK on the *Bridge* window.
   - **Add the patient**. To do this, follow these steps:
     a. Click *Add New Patient*.
     b. Type a Social Security Number at *SSN* or a patient ID at *Patient ID*.
     c. Complete the required demographic fields.
     d. Click OK.
2. If the displayed patient information is not correct, click Edit, make any needed changes, and then click OK. You can also click X to clear the information and start again.
3. Under *Order Details*, at *Bill Type* click the responsible party.
4. If *Bill Type* is *Patient* or *Insurance*, at *Relation* click the patient's relationship to the guarantor or insurance holder.

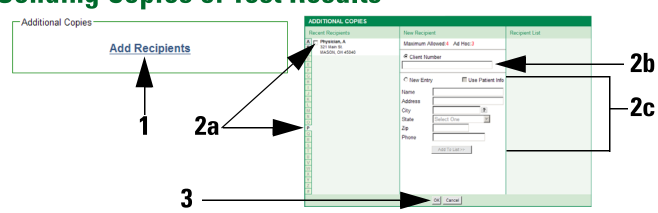
   Note: If *Bill Type* is *Client*, the *Relation* field does not appear.

Placing a Standing Order



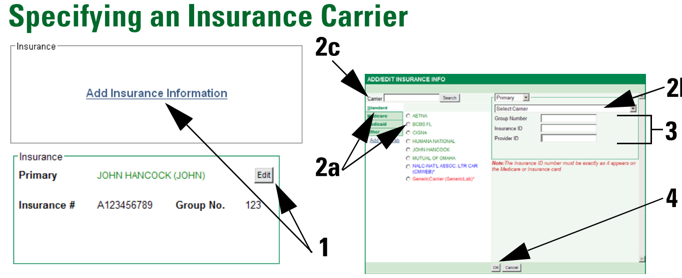
1. To place a standing order with Quest Diagnostics®, select *Standing Order*.
2. Complete the standing order frequency options, including the appropriate start and end dates.
3. At *Comments*, type any appropriate comments.

Sending Copies of Test Results



1. Under *Additional Copies*, click *Add Recipients*.
2. Do one or more of the following:
   a. Under *Recent Recipients*, click the letter of the recipient's name or #, and then select the check box.
   b. Click *Client Number*, type the client number, and then press *Tab*.
   c. Click *New Entry*, select *Use Patient Info* or type the contact information, and then click Add To List >>.
   d. Click X in front of the recipient's name under *Recipient List* to remove that recipient.
3. Click OK.

Specifying an Insurance Carrier

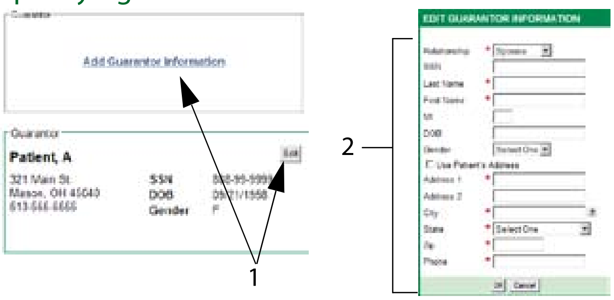


1. Under *Insurance*, click *Add Insurance Information* or Edit.
2. Do one or more of the following:
   a. Click the appropriate tab and then click the carrier.
   b. In the carrier list, click the carrier.

c. At *Carrier*, type at least two characters of the carrier's name, click Search, and then click the carrier in the list.

3. Respond to the prompts for insurance information.
4. Click OK.

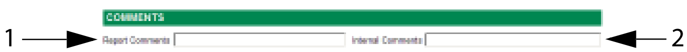
Specifying a Guarantor



1. Under *Guarantor*, click *Add Guarantor Information* or Edit.
2. Complete the guarantor information and then click OK.

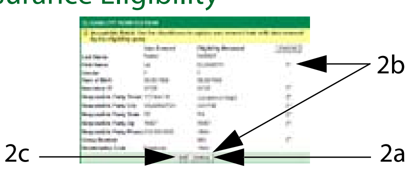
   To display the patient's address, and keep the order and guarantor information in sync, select *Use Patient's Address*.

Specifying Comments



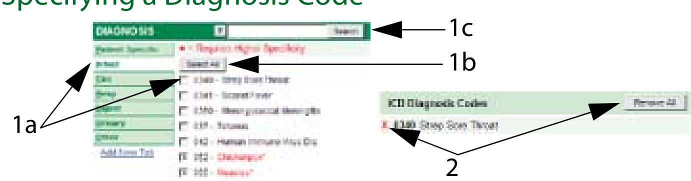
1. At *Report Comments*, type any comments that should appear on the requisition, the patient test results report, the Excel version of the requisition log, and the hold list.
2. At *Internal Comments*, type any comments for the lab that should appear on the requisition, the Excel version of the requisition log, and the hold list.

Verifying Insurance Eligibility



1. Click Next >>.
2. If the *Eligibility Verification* window appears:
   a. To use the order information as is, click Continue.
   b. Select the check box for each item that you want to replace in the order, and then click Continue.
   c. Click Edit and make any appropriate changes.

Specifying a Diagnosis Code

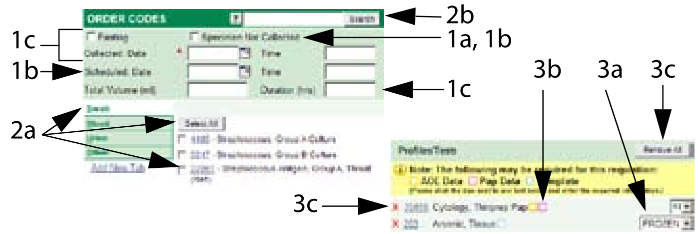


1. Under *Diagnosis*, do one or more of the following:

   Note: If *Bill Type* is *Client* or *Patient*, a diagnosis is optional.

   a. Click a tab and then select a check box. Click + to provide greater specificity.
   b. Click a tab and then click Select All.
   c. Type one or more diagnosis codes or names (separated by commas, without spaces), click Search, and select the appropriate check box if it is not already selected.
2. To remove one or more diagnosis codes, under *ICD Diagnosis Codes* click X or Remove All.

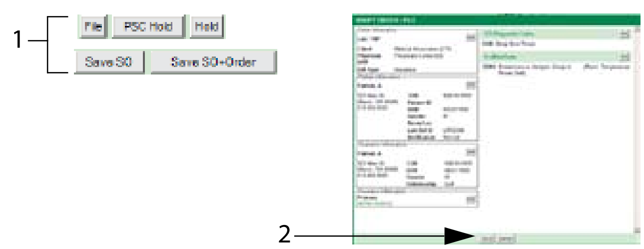
Specifying an Order Code



1. Under *Order Codes*, do one of the following:
   a. To put the order on hold without specifying a collection date, select *Specimen Not Collected*.
   b. To schedule a future specimen collection date, select *Specimen Not Collected*, under *Scheduled* type the date and time when the collection should occur, and click OK when the confirmation message appears.
   c. If you collected a specimen, under *Collected* type the collection date and time. You can also select *Fasting*, type the number of milliliters of urine collected at *Total Volume (ml)*, and type the number of hours between the first and last urine specimen at *Duration (hrs)*.
2. Do one or more of the following to specify order codes:
   a. Click a tab and then select a check box or click Select All.
   b. Type one or more order codes or names (separated by commas, without spaces), click Search, and select the appropriate check box (if it is not already selected).

   Alternate order codes are automatically replaced with primary order codes.
3. Under *Profiles/Tests*, do one or more of the following:
   a. If storage temperatures appear, click the one to use.
   b. If a colored box appears, click the box, respond to the prompts, and then click Save.
   c. To remove one or more codes, click X or Remove All.

Completing the Order



1. Click one of the following (available options vary):
   - File. Send the order to the lab and print the requisition.
   - PSC Hold. Put the order on hold and print an order confirmation form that the patient can take to a Patient Service Center (PSC); a PSC employee completes the order after collecting the specimen.
   - Hold. Put the order on hold so that you can complete it later. (Certain minimal information is required.)
   - Save SO. Save the standing order.
   - Save SO+Order. Save the standing order and enter information about the first specimen.
2. On the *Verify Order* window, click Save.
3. If appropriate, print the requisition and labels.

For assistance, contact the Help Desk at 602.685.5465, or toll-free at 800.766.6721, ext. 5465.

Sonora Quest Laboratories

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