### KAISER MEDICAL CARE PROGRAM ORANGE COUNTY AREA POLICIES AND PROCEDURES

TITLE:	CLINICAL LABORATORY P& P MANUAL	INDEX NO:	07-260-01
SECTION:	SPECIMEN PROCESSING	ORGIN DATE:	6/11
SUBJECT:	PROCESSING OF QUEST SEND-OUT SPECIMENS	REVISION DATE	4/15

# PROCESSING OF QUEST SEND-OUT SPECIMENS

POLICY	
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To provide a system for processing and tracking of specimens that are accessioned in KRMS and sent to Quest Diagnostics for testing. Client #: 55209.

#### SAFETY

All specimens should be handled as though capable of transmitting infectious diseases. Wear appropriate personal protective equipment when handling patient samples.

Refer to Laboratory Safety Policy and Procedure Manual Infection Control Section.

#### **PROCEDURE**

## CREATE A BATCH IN KRMS

Step	Action			
1.	Log into KRMS			
2.	Go to AF=Accessioning Functions. Select your location.			
3.	Under ***OUTSIDE LABORATORY FUNCTIONS***, choose <b>OC</b> -			
	Create specimen packing list.			
4.	Choose appropriate shipping temperature			
	AM= Ambient			
	RE= Refrigerated			
	FR= Frozen			
5.	Scan or enter each accession number for the samples that are to be sent at			
	that temperature. Scan the same patients next to each other and / or multiple			
	tubes on patient next to each other.			
6.	If any of the procedures for the accession number(s) entered has an			
	"unacceptable" temperature, the following screen will display the name of			
	the patient and unacceptable test procedure. The entry would have to be			
	deleted by entering "DE" at the "CMD" field.			
7.	A screen will be displayed allowing the accessioner to "review" the packing			
	list. We may "Delete" an entry(s) or "Create" the batch.			
8.	Enter <b>CR</b> -Create Batch; a packing list will print on the printer			
9.	Repeat steps for each shipping temperature			
10.	When done, enter <b>RR</b>			

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# • VERIFY THE BATCH AND TRANSMIT ORDERS TO QUEST

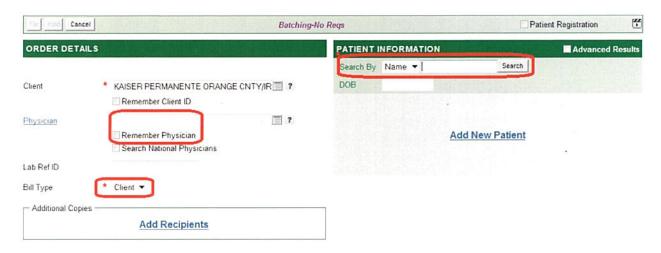
Step	Action
1.	Under ***OUTSIDE LABORATORY FUNCTIONS***, choose <b>OV</b> .
2.	A screen will appear with all pending batches that need to be verified
3.	Choose each line and enter AB-Accept Batch
4.	Once each batch is accepted, two more packing lists will print on the printer.

• TRANSPORTING SPECIMENS TO QUEST

Step	Action
1.	Place the specimens in the bags at the appropriate transportation temperature.
2.	When the Quest courier arrives for pickup, he/she will verify that all specimens listed on the packing list are in the Quest transport bag.
3.	The courier will initial both copies on the clipboard, take one copy, and leave one copy on the Quest Send-Out clipboard.
4.	Hole punch and place the initialed copy into the Quest Send Out Logbook.

ACCESSION MANUAL QUEST TEST USING CARE 360 WEBSITE

Step	Action
1.	Log on Care360, https://cas2.questdiagnostics.com
2.	Log in with User ID and password. Select Order Entry tab.
	Note: If not set up as default page, go to Admin> User Profile. Under
	General tab, Set the Default Landing page to 'Order Entry'.
3.	Search for the patient's name under the Patient information box.
	If the search shows 'No records found', click on 'Add New Patient' and
	enter required information. (Patient ID/MRN, Last name, First name,
	DOB, and Sex).
4.	Enter the Provider's information (Last name and first name) and click on
	Remember Physician for future orders. Bill type should be 'Client'.



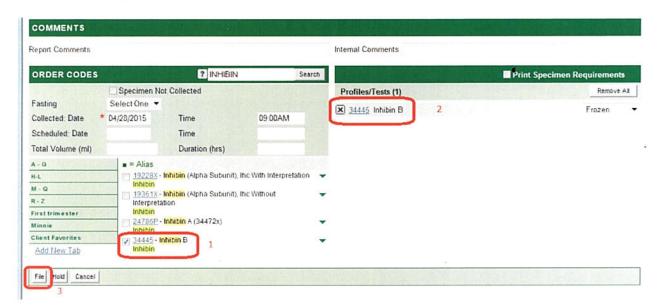
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5. If you found a match on your select, it will be listed under Patient information. Select the correct patient that you will put in orders for.

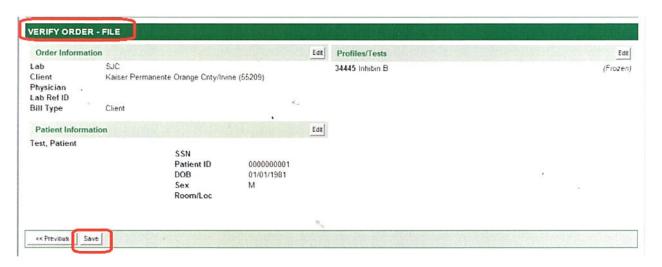


After selecting your patient, the screen will display the area for the entering the Order code. Type in the first 3 letters of the test you need to order and click Search.
 Note: If the test code have additional information needed, it will not let you complete the order without filling it in.

 Fill in the information for the sample. (Collection date and time, Total volume, Duration, Fasting, etc.)
 Select the test to be ordered from the list of search results. The test selected will show under the Profiles/Tests with the temperature requirement. Click on 'File'.



9. Verify Order- File screen will appear. Check the order and patient information before clicking on 'Save'.

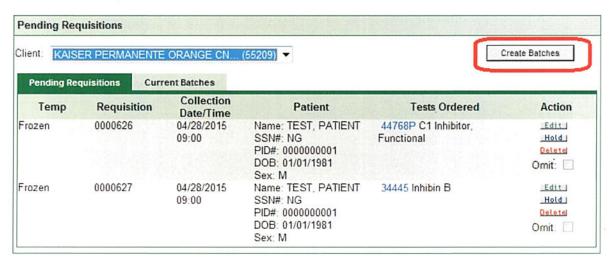


- 10. Once you click on Save, the labels will print. Attach the label on the sample.
- 11. When the batch is ready, go to Requisitions, and select Batch Processing.



12. Here you have the options to Edit, Hold or Delete the batch. If no changes are needed, click on 'Create batches'. All samples listed will be printed on the manifest.

## **Batch Processing**



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• To delete a test, complete a deletion form and fax to QUEST Diagnosti • To add a test to a specimen already at Quest, call 1-877-683-7139 and sto Client services.					
SUPPLIES	Order online from Quest Care 360. These Quest Diagnostics specimens.	supplies should only	be used for		

#### PROCEDURAL NOTES

- Use white cardboard box for whole blood, serum, plasma, and CSF specimens.
- Individually bag urine, stool specimens, and cultures to prevent contamination of other samples in case of leakage.
- Put parafilm on all CSF specimens.
- When Fecal fat quantitative is ordered, make sure that the specimen duration (24, 48, or 72 hr.) is written on the container.
- When random urine sample is received for a 24 hour total volume test "Random Sample" must be written on the container.
- Check "Display/Print Unsent Specimen Log" in RMS after courier leaves, to ensure that all specimens have been sent.
- If printer is out of order and can't print verification list, send a sheet of paper with batch # and temperature, client ID and write "Do not Accession".

REFERENCE CAP LABORATORY GENERAL CHECKLIST

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# Document History Page

Change type: New, Major, Minor etc.	Changes Made to SOP – describe	Name of responsible person/date	Med. Dir. Reviewed/ Date	Lab Manager reviewed/ date	Date change Implemented
New .	PROCESSING OF QUEST SEND-OUT SPECIMENS	Mary Lou Beaumont 6/2011		3	
Major	Use of Care360 for Manual Test orders.	Ruby Co 4/29/15	To ETIN	5/1/5	5-7-15
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