

**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**

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

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**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.

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**PROCEDURE**

• **CREATE A BATCH IN KRMS**

Step	Action
1.	Log into KRMS
2.	Go to AF=Accessioning Functions. Select your location.
3.	Under <b>***OUTSIDE LABORATORY FUNCTIONS***</b> , 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 <b>***OUTSIDE LABORATORY FUNCTIONS***</b> , choose <b>OV</b> .
2.	A screen will appear with all pending batches that need to be verified
3.	Choose each line and enter <b>AB-Accept Batch</b>
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, <a href="https://cas2.questdiagnostics.com">https://cas2.questdiagnostics.com</a>
2.	Log in with User ID and password. Select Order Entry tab. <b>Note:</b> If not set up as default page, go to Admin> User Profile. Under General tab, Set the Default Landing page to <b>'Order Entry'</b> .
3.	Search for the patient's name under the Patient information box. If the search shows 'No records found', click on <b>'Add New Patient'</b> and enter required information. ( <b>Patient ID/MRN, Last name, First name, DOB, and Sex</b> ).
4.	Enter the Provider's information ( <b>Last name and first name</b> ) and click on <b>Remember Physician</b> for future orders. Bill type should be <b>'Client'</b> .

The screenshot shows the Quest Care360 interface. At the top, there are buttons for 'File', 'Print', and 'Cancel', along with the text 'Batching-No Reqs' and a 'Patient Registration' checkbox. The main content is divided into two panels: 'ORDER DETAILS' on the left and 'PATIENT INFORMATION' on the right. In the 'ORDER DETAILS' panel, the 'Client' field is set to 'KAISER PERMANENTE ORANGE CNTY/IR', and the 'Physician' field has a red box around the 'Remember Physician' checkbox. The 'Bill Type' dropdown is set to 'Client' and is also highlighted with a red box. In the 'PATIENT INFORMATION' panel, the 'Search By' dropdown is set to 'Name' and is highlighted with a red box. Below the search bar, there is an 'Add New Patient' button. At the bottom of the 'ORDER DETAILS' panel, there is an 'Additional Copies' field with an 'Add Recipients' button.

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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.

**ORDER DETAILS**

Client: KAISER PERMANENTE ORANGE CNTY/IR  
 Remember Client ID

Physician:   
 Remember Physician  
 Search National Physicians

Lab Ref ID: \_\_\_\_\_

**PATIENT INFORMATION** Advanced Results

Search By: Name TEST Search

DOB:   
 0000000001 01/01/1981 (34y)

[Add New Patient](#)

6. 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.
7. Fill in the information for the sample. (Collection date and time, Total volume, Duration, Fasting, etc.)
8. 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'**.

**COMMENTS**

Report Comments Internal Comments

**ORDER CODES** Print Specimen Requirements

Specimen Not Collected

Fasting: Select One

Collected: Date: 04/28/2015 Time: 09:00AM

Scheduled: Date: \_\_\_\_\_ Time: \_\_\_\_\_

Total Volume (ml): \_\_\_\_\_ Duration (hrs): \_\_\_\_\_

**Profiles/Tests (1)** Remove All

34445 - Inhibin B 2 Frozen

**Alias**

- 19228X - Inhibin (Alpha Subunit), Ihc With Interpretation
- 19361X - Inhibin (Alpha Subunit), Ihc Without Interpretation
- 24785P - Inhibin A (34472x)
- 34445 - Inhibin B 1

[Add New Tab](#)

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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**

Temp	Requisition	Collection Date/Time	Patient	Tests Ordered	Action
Frozen	0000626	04/28/2015 09:00	Name: TEST, PATIENT SSN#: NG PID#: 0000000001 DOB: 01/01/1981 Sex: M	44768P C1 Inhibitor, Functional	<a href="#">.Edit.</a> <a href="#">.Hold.</a> <a href="#">.Delete.</a> Omit: <input type="checkbox"/>
Frozen	0000627	04/28/2015 09:00	Name: TEST, PATIENT SSN#: NG PID#: 0000000001 DOB: 01/01/1981 Sex: M	34445 Inhibin B	<a href="#">.Edit.</a> <a href="#">.Hold.</a> <a href="#">.Delete.</a> Omit: <input type="checkbox"/>

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**DELETIONS  
& ADD ONS**

- To delete a test, complete a deletion form and fax to QUEST Diagnostics.
- To add a test to a specimen already at Quest, call 1-877-683-7139 and speak to Client services.

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**SUPPLIES**

Order online from Quest Care 360. These supplies should only be used for Quest Diagnostics specimens.

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**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".

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**REFERENCE** CAP LABORATORY GENERAL CHECKLIST

