

**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	5/15

PROCESSING OF QUEST SEND-OUT SPECIMENS

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.

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 OC- 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 CR -Create Batch; a packing list will print on the printer
9.	Repeat steps for each shipping temperature
10.	When done, enter RR

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- **VERIFY THE BATCH AND TRANSMIT ORDERS TO QUEST**

Step	Action
1.	Under ***OUTSIDE LABORATORY FUNCTIONS*** , choose OV .
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.
3.	Note: For initial log-in, Set-up the default by doing the following: Go to Admin> User Profile. Under General tab, Set the Default Landing page to 'Order Entry' . Check the box next to 'Use alternate Java Printer Control' , then click SAVE. On the Label Printer tab, verify that the Make/Model is set to 'Autodetect' then click SAVE.

Ru  Admin ▾ Tools ▾ Supplies



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User Profile - Application Preferences

General	Label Printer	Favorites	Default Physician
Set Default Landing Page Order Entry 1			
Reset Popup Confirmations Show All Confirmations			
<input type="checkbox"/> Auto-Launch Print Dialog For Requisition Log <input type="checkbox"/> Print Specific Specimen Requirements Page			
<input checked="" type="checkbox"/> Include Generic (Held, Scheduled, Standing) <input type="checkbox"/> Use Current Date As Collected Default			
<input type="checkbox"/> Print PDF As Image <input type="checkbox"/> Use Current Time As Collected Default			
<input type="checkbox"/> Hide Client Favorites/Recently Ordered <input type="checkbox"/> Collapse Diagnoses Section Unless Required			
<input checked="" type="checkbox"/> Use Alternate Java Printer Control 2 <input type="checkbox"/> Allow Physician Auto-Populate For All Bill Types			
3 Save Reset			

User Profile - Application Preferences

General	Label Printer	Favorites	Default Physician
Make / Model Autodetect			
Name Override Reset to Default			
Print Test Label			
Save Reset			

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4. To start entering orders, Select Order Entry tab.
Search for the patient's name under the Patient information box.
Note: It is important to always look-up the patient first before adding a new patient to avoid duplicating the information.
 - 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**).
5. Enter the Provider's information (**Last name and first name**) and click on **Remember Physician** for future orders. Bill type should be 'Client'.

The screenshot shows the software interface with the following elements highlighted in red:

- The search box in the 'PATIENT INFORMATION' section, containing 'Search By Name' and a 'Search' button.
- The 'Remember Physician' checkbox in the 'ORDER DETAILS' section.
- The 'Bill Type' dropdown menu, which is currently set to 'Client'.

6. 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.

The screenshot shows the software interface with the following elements highlighted in red:

- The search box in the 'PATIENT INFORMATION' section, which now contains the text 'TEST'.
- The 'Test Patient' link in the patient list, which is highlighted with a red rectangle.

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

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9. 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 ? INHIBIN Search Print Specimen Requirements

Specimen Not Collected

Fasting Select One

Collected: Date * 04/26/2015 Time 09:00AM

Scheduled: Date Time

Total Volume (ml) Duration (hrs)

Profiles/Tests (1) Remove All

34445 Inhibin B 2 Frozen

A - G = Alias

H - L 19228X - Inhibin (Alpha Subunit), Ihc With Interpretation Inhibin

M - Q 19361X - Inhibin (Alpha Subunit), Ihc Without Interpretation Inhibin

R - Z 24786P - Inhibin A (34472x) Inhibin

First trimester

Minnie

Client Favorites 34445 - Inhibin B 1 Inhibin

Add New Tab

File Hold Cancel

3

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

VERIFY ORDER - FILE

Order Information Edit **Profiles/Tests** Edit

Lab SJC 34445 Inhibin B (Frozen)

Client Kaiser Permanente Orange Cnty/Irvine (55209)

Physician

Lab Ref ID

Bill Type Client

Patient Information Edit

Test, Patient

SSN

Patient ID 0000000001

DOB 01/01/1981

Sex M

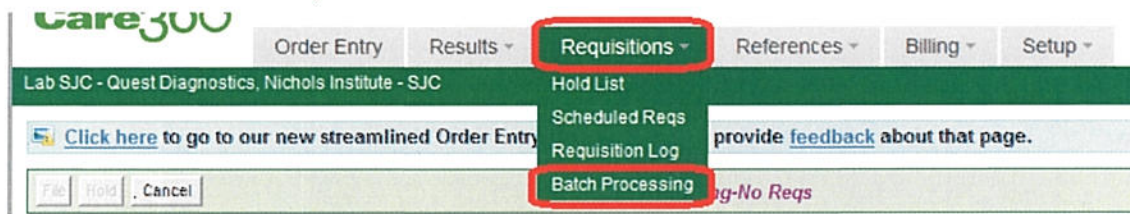
Room/Loc

<< Previous **Save**

11. Once you click on Save, the labels will print. Attach the label on the sample.

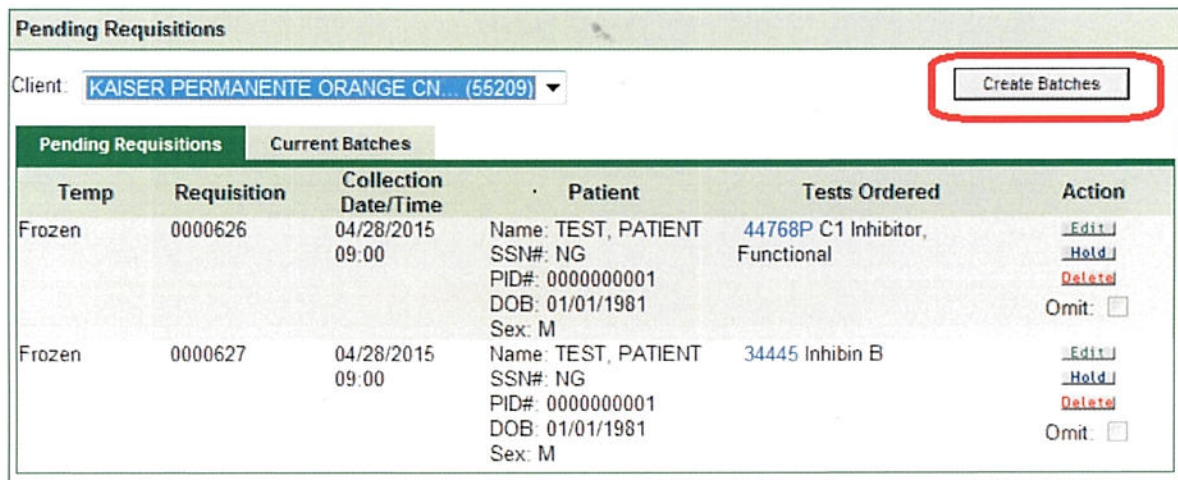
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12. When the batch is ready, go to Requisitions, and select Batch Processing.



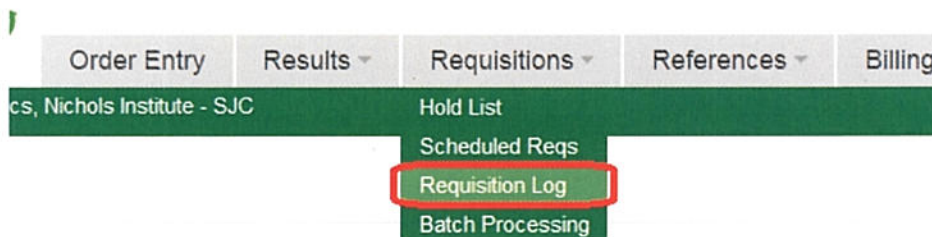
13. Here you have the options to Edit, Hold or Delete the batch. If no changes are needed, click on 'Create batches'. To print on the Quest printer, select printer **OKI B4600(PCL)**. All samples listed will be printed on the manifest.

Batch Processing






REPRINTING OPTIONS FOR CARE360

- To reprint a label, go to Requisitions>Requisition Log. Fill in the search dates and click Search. Find your sample, on the Actions area, select Print. You will have the option to print labels or print the requisition.



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Define Layout						Log Summary	Log Graph	Export to Excel	Print All
Patient	PID	Sex	DOB	Status	Bill Type				
Test, Patient	0000000001	M	01/01/1981	Filed	Client				
ICD Diagnosis Codes						Print	Modify	Actions	

REQUISITION		Print Labels	Close				
 552090000628 Req #: 000628 Client #: 55209		Page=1 of 1 Quest Diagnostics Incorporated  Reprint					
KAISER PERMANENTE ORANGE CNTY/IRVINE 6650 ALTON PARKWAY IRVINE, CA 92618		For Lab Use <table border="1"> <tr> <th colspan="2">Patient Information</th> </tr> <tr> <td colspan="2">TEST, PATIENT</td> </tr> </table>		Patient Information		TEST, PATIENT	
Patient Information							
TEST, PATIENT							
Collection Date: 05/22/2015 Urine Volume: Lab Reference ID:	Time: 09:00:00 Hours: Fasting:	Pat ID #: 0000000001 Health ID: DOB: 01/01/1981	SSN: Sex: M				
Ref Physician Provider ID: hue,		Responsible Party:	Bill Type: Client				
		SSN:					

DELETIONS & ADD ONS

- To delete a test that's already been complete accessioned in KRMS, create a batch with the accession numbers to be deleted, verify the batch then complete a Test Cancellation Request 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.

SUPPLIES

Order online from Quest Care 360 or fax an order form. These supplies should only be used for Quest Diagnostics specimens.

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.

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- When random urine sample is received for a 24 hour total volume test “Random Sample” must be written on the container.
- 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

