## TITLE: Quest Interface Troubleshooting - Soft

## PRINCIPLE:

One of the Laboratory’s Reference Labs, Quest Diagnostics, is interfaced with Soft. Majority of tests are interfaced, the rest are processed manually. This procedure addresses how to troubleshoot results that do not cross back to Soft. The specimens must first be received into the LCC area, then the Send Out area, a Reference Lab Manifest created, and then the order is sent to Quest.

**PERSONNEL:** LCC Staff, LIS Analyst

## STEPWISE PROCEDURE:

When the results are completed in Quest, but not in SoftLab, view or print out the report from Quest to see when it was resulted, and then do the following:

1. Login to SoftLabMic, if not already done.
2. Click on the Instrument Menu.
3. Select the QUESM Instrument, in “What to Display” select All, select the date the order was resulted, and click OK.
4. The patient Order Numbers, Barcode Numbers, and Patient Names are displayed as a list on the left side of your screen.
5. If your patient or order number is not listed:
   1. Call Quest at 1-800-697-9302, option 1, and then follow the prompts to have them resend the results. Give Quest their Specimen Number and ask them to re-queue the results to the interface. The lab’s client number for interfaced results is 11678948 and 11678949 (Micro).
6. If the result still does not cross the interface, advise the LIS Analyst
   1. The LIS Analyst will restart the Quest Interfaces, See Procedure 4840-LIS-228
7. If the order displays, but shows a “?” where the Test ID would be, advise the LIS Analyst, as there is an issue with the Test Build.
8. Provide the order number and test code to the LIS Analyst.
   1. The LIS Analyst will review the Test Build, confirm the Reference Lab Reported ID is correct for the Individual Test and the Ordered ID is correct for the Group Test.
   2. If there is a discrepancy, the workstation will be changed from Interfaced to Non-Interfaced so future orders will be placed through Care360. Once the test is corrected in the TEST1 environment and re-validated with Quest, then the Changes will be moved to the Live environment with the Interfaced Workstation activated.
9. While the LIS Analyst reviews the test, we do not want to hold up patient results.
   1. Manually scan the result in SoftMedia and link it to the corresponding test.
   2. Enter “See Report” in the result field and verify the test.
   3. See Procedure 4840-LCC-209