

Quest Diagnostic services specimen collection options

Sentara Health Plans (Sentara) members may have labs drawn in your office if preferred and you have two pick-up options depending on your volume. It may sometimes be more convenient or helpful for members to utilize a Quest Patient Service Center.

Specimen draw options

Option 1: High test volume – With sufficient volume from a physician's office, Quest can add your practice to a courier route for a routine pick-up of specimens that meets your needs.

- **By Phone:** Call **1-866-MYQUEST (1-866-697-8378)**. Say "specimen pickup" to reach the central dispatch team and set up your courier.

Option 2: Low test volume – If the Sentara patient test volume is less frequent, Quest can establish your office as a "Will Call" account.

- **By Phone:** Call **1-866-MYQUEST (1-866-697-8378)**. Say "specimen pickup" to reach the central dispatch team to establish your practice as a "Will Call" account.
- **Online Portal:** If your practice uses the Quantum Lab Services Manager, you can place and schedule ad-hoc courier requests directly through the platform's Specimen Pickup page.

Option 3: Patient service centers quest Diagnostics (Quest) has 74 Patient Service Centers (specimen collection/draw sites) within Virginia and contiguous counties in bordering states. Convenient Patient Service Center appointment scheduling can be made using Quest's web-based application appointment.questdiagnostics.com to find a site or by phone **1-866-MYQUEST (1-866-697-8378)**. Walk-in patients are provided with a known time of service during the next available appointment window upon entering the lobby and registering their arrival.

Option 4: Mobile phlebotomy services – For patients within Brunswick, Charlotte, Cumberland, Greenville, Halifax, Lunenburg, Prince Edward, Mecklenburg and Nottoway counties in Virginia.

- Appointments are available 7 a.m. – 4 p.m., M-F, and can be scheduled within 2 to 3 business days, based on patient availability.
- Orders can be submitted to Quest, as a one-time or standing order by calling **571-382-9738**.

Ordering supplies

An account number must be established with Quest as the first step. Additional details can be found at this URL: questdiagnostics.com/healthcare-professionals/about-our-tests/cancer/hereditary-cancer/ehr-and-ordering.

Quest Diagnostics provides certain supplies necessary to collect and submit specimens for testing by its laboratories. The type and quantity of items must correlate with the number of specimens submitted to Quest Diagnostics for testing.

Option 1: Quantum lab services manager (the online self-service portal) (physician.quantum.questdiagnostics.com), is the preferred method for placing supply orders online. Follow the steps below to place supply order:

1. In the left navigation pane, select "Supplies".
2. Choose an item and enter the quantity.
3. Enter special delivery instructions (optional).
4. Select "Place Order".

Option 2: Submit supply orders by fax

1. Work with a Quest Customer Solutions Specialist by calling **1-866-MYQUEST (1-866-697-8378)** to obtain the appropriate supply order form, which will include the local supply fax number.
2. Complete the supply order form and fax it to the Quest Diagnostics Supply Department.
3. Your completed supply order form may also be given to the Quest Diagnostics Courier.

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Option 3: Submit supply orders by phone

1. Call Quest Diagnostics Client Services **1-866-MYQUEST (1-866-697-8378)**. Supplies include serum and urine transfer tubes, tissue bags, and special collection kits.

Specimen collection devices supplied by Quest Diagnostics are only to be used for the collection of specimens processed by Quest Diagnostics. Such supplies are not to be used to store or dispose of biological materials, including sharp instruments, or for any activity not connected with the collection of specimens for processing by Quest Diagnostics.

- Please allow a minimum of 3 business days for delivery of supplies. If an order cannot be filled because the laboratory is temporarily out of stock, the supply will be placed on back order. This will be noted on the Client Supply Delivery Receipt. The back-ordered requests are filled automatically once stock is received.
- Quest Diagnostics maintains internal tracking for the ordering and delivery of all specimen supplies. The internal tracking system defines supply allowances using the client's account test ordering history. Specimen supply orders that exceed the supply allowance will be subjected to limitations. Client will receive a Client Supply Delivery Receipt with the order. One or more of the following comments may appear on this receipt if a limitation has been applied:

"Max quantity allowed for specimens received" -

This means the amount requested exceeds the supply allowance that has been calculated for a particular physician account. Supply allowances are based on the specific account test ordering history. If anticipating a change in ordering pattern, test volume, or if ordering for multiple accounts, please contact the supply department at **1-866-697-8378**, option 1, then option 4.

"Specimen not received for testing" -

This is a supply that this account has not used in the past 3 months. As such it does not appear in the test ordering history. If you anticipate a change in your ordering pattern or if you are ordering for multiple accounts, please contact the supply department at **1-866-697-8378**, option 1, then option 4.

"Quantity exceeds max qty for plan period" -

The request exceeds the special-order allocation permitted within a preset time period.

- Because the shelf life of many specimen collection supplies is limited, please regularly review and order supplies. Supplies should be rotated to use the oldest supplies first. Do not use outdated collection supplies.
- Quality Assurance variations have at times been traced to specimen collection lot numbers. Quest Diagnostics recommends documenting the date implemented for each new lot number of collection supplies should there ever be a supplier recall.