

# Labs: Why can't I order from certain codes?

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## DrChrono & Lab Codes

Our lab system pulls test codes directly from the general Quest Diagnostics and LabCorp compendiums. Under some circumstances, we also set up custom codes for Labcorp customers. Two main possibilities can cause your tests not to show up in the DrChrono lab test dropdown:

- Quest or Labcorp have recently conducted a conversion in your area and the test code has changed
- Your custom test(s) weren't received, processed, or due to an error between the lab and DrChrono

## Your tests showed up earlier but now they don't

This problem could have a couple of reasons why. One could be if Quest Diagnostics or Labcorp undergoes a conversion in your area. This means some Quest and Labcorp business units were changed to meet their respective organizational needs. What it means for you is that older test codes may have been phased out and replaced with new ones. Other reasons could include the phasing out of tests, or the inability to procure reagents needed to perform certain testing. Please contact your Quest or Labcorp representative to find out about your specific test. Information regarding their testing menu can also be found on each of their websites.

[Labcorp Support](#)

[Quest Diagnostics Support](#)

## You have missing tests that were always missing

Our support team can look into this for you. Reach out to us at <https://drchrono.com/help>.

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