

INTERNAL: Lab Troubleshooting Guide

07/24/2024 5:55 pm EDT

Missing Tests in Account

STEP 1: Read this customer-facing guide here: [Labs: Why can't I order from certain codes?](#)

STEP 2: If a customer is just noticing this behavior change, they should reach out to Quest/LabCorp. If the account notices has never been able to order from these results, continue with the following steps.

STEP 3: Locate the original setup project if it's a LabCorp interface. LabCorp setups are found in the Zendesk labs queue. Quest setups are sent to questint@drchrono.com. For Quest issues, contact Quest directly. We do not support custom panels for Quest and therefore it's likely the test is not in their global HUB CDC or the code has been phased out.



P17-198581 - SUSAN FOX MS LAC

Oct 23 11:41 am • Campbell, Whitney <campbw2@labcorp.com> (change) • Via support@drchrono.zendesk.com

STEP 4: Check to see if the project has a custom utilization report

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STEP 5: View the report and check to see if the lab code is in the report (LabCorp only, we do not support Quest custom utilization)

Order Cod	Order Cod	Proc Class	Proc Desc	Order Abb	Volume	CPT Code	Order_LOI	Status
998085	Venipunct	VN	VENIPUNC	VENIPU	1101	36415 001	UNLOINC	Published
005009	CBC With I	HE	HEMATOLC	CB/D/P	686	85025 001		Published
322000	Comp. Me	AC	AUTOMATE	CMP14	524	80053 001	24323-8	Published
083935	Panel 083	SE	SEROLOGY	HIV4TH	303	87389 001	56888-1	Published
322744	Hepatitis F	HT	HEPATITIS	HP4	303	80074 001		Published
910385	Cardiovasc	GN	GENERAL I	PROGRA	297	NOCPT 001		Published
304131	TSH+T4+T	RI	RIA	TST43F	271	84443 001	84436 001	Unpublishe
303752	Panel 083	SE	SEROLOGY	HIV4TH	303	87389 001	56888-1	Published

STEP 6: Check for a custom utilization upload in JIRA. We may not have uploaded the custom utilization correctly the first time around or the request may not have been submitted to engineering. There is a new tool that was just released and depending if the log has an upload history, we can check there.

Upload compendium for Ashland Integrative Medicine #122584

 Edit  Comment  Assign  Cancelled  Reopen  Admin ▾

Type: Vendor Notifications

Status: **CLOSED** [\(View workflow\)](#)

STEP 7: Refile the JIRA OR if there is a tool to upload you may re-upload there. Be sure that the upload tool does not duplicate the tests (check with engineering)!

Missing Results

STEP 1: Verify the account has a lab interface setup through setup/enrollment

STEP 2: Verify a requisition was sent out, if the requisition is found, take note of the requisition number.

STEP 3: Search ZD for a 'Failed to match doctor to lab result' error



Labs-errors Oct 05 05:19 pm



Please go to Fix Missing Lab Results (https://app.drchrono.com/sales_tools/labs/fix_missing_results/) and assign the result to the correct account.

Error message:

Failed to get doctor for Quest Diagnostics lab result after 2 attempts among 2 accounts

* Checking 1 practice group and all patients

* Checking 1 practice group, only unsuspended paid accounts and all patients

STEP 4: Search for a matching order. If there is no order found, call Quest/LabCorp and provide them with the requisition number. They can tell you if there is a problem with the account.

Quest Diagnostics

Sara E. Liptrap: sara.e.liptrap@questdiagnostics.com / 336 574 6938

Quest EHR Interface Support / Connectivity Help Desk: 800-697-9302

[Link: Quest EHR Interface Support](#)

LabCorp

Kelli Willets (Vendor Relations Management / Client Connectivity): willetk@labcorp.com / 336 436 2693

Can't Send Orders

STEP 1: Verify the account has a lab interface setup through setup/enrollment

Search for doctor:

Thomas Your

Accounts available to Thomas Your:

Group NPI 1225312093
Rendering NPI 1225312093
Alternative NPI N/A

Options

- Hide accounts inherited from rest of practice group
- Show archived accounts

Vendor	Location	Client ID	Account Doctor	PG?	Results only?	Go Live Date	Invoices	
Quest Diagnostics	MIA	25697	Thomas Your	✓	<input checked="" type="checkbox"/> No	✓ Aug 1, 2017	N/A	<input checked="" type="checkbox"/> Edit Details <input checked="" type="button" value="PASO"/> <input checked="" type="button" value="A"/>
Sample Lab	Demo Location	100950	Thomas Your	🔒	<input checked="" type="checkbox"/> No	✓ Aug 8, 2016	N/A	<input checked="" type="checkbox"/> Edit Details <input checked="" type="button" value="Archive"/>
<input type="text"/>	<input type="text"/>	[MSH.04] Client ID	Thomas Your	<input checked="" type="checkbox"/>	<input type="checkbox"/>	11/02/2017		<input checked="" type="button" value="Create New"/> <input type="button" value="Reset"/>

STEP 2: Send a Roundtrip or PASO requisition through the setup/enrollment page. If not, manually break the glass and send a test lab through the lab order page.

Go Live Date	Invoices	
✓ Sep 29, 2016	N/A	<input checked="" type="checkbox"/> Edit Details <input checked="" type="button" value="PASO"/> <input checked="" type="button" value="A"/>

STEP 3: Check the labs queue for a lab order issue. The most common error is:

"Unable to find a valid Provider XXX Account XXXXXXXX, and Hub Account HORI24361 drChrono HORI24361 provisioning"



Labs-error Sep 05 11:31 am
Failed to validate Quest lab order

[Unable to find a valid Provider SEA, Provider Account 31010954, and Hub Account HORI24361 drChrono HORI24361 provisioning.]

Order ID: 1211776

Hostname: production-celery-03

No stack trace available

STEP 4: Deciphering the lab error

We get these errors directly from Quest/LabCorp.

1. "Provider SEA" means a provider registered at the Quest/LabCorp business unit SEA (location-based)
2. Account XXXXXXXX is the Quest/LabCorp account number, not the DrChrono account number.
3. Hub Account HORI24361 is our production environment. HORI24361 is our production environment identifier.
4. HORI24361 provisioning indicates that the order was provisioned from our interface.

What this means: Quest/LabCorp does not have this account registered to our production environment. Contact Quest/LabCorp and ask to speak with either the customer's sales rep or implementation project manager. They can

verify if the account number was properly associated with our production environment account.
