# 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	Venipuncti	VN	VENIPUNC	VENIPU	1101	36415 001	UNLOINC	Published
005009	CBC With I	HE	HEMATOLO	CB/D/P	686	85025 001		Published
322000	Comp. Met	AC	AUTOMATE	CMP14	524	80053 001	24323-8	Published
083935	Panel 0839	SE	SEROLOGY	HIV4TH	303	87389 001	56888-1	Published
322744	Hepatitis F	HT	HEPATITIS	HP4	303	80074 001		Published
910385	Cardiovaso	GN	GENERAL I	PROGRA	297	NOCPT 00	1	Published
304131	TSH+T4+T	RI	RIA	TST43F	271	84443 001	84436 001	Unpublish
202757	Line Library	1.0	ALITOMATE	LD	244	000/4 004	24224 4	Buddlet and

**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.

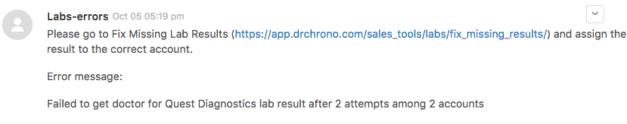
# Upload compendium for Ashland Integrative Medicine #122584

/ Edit	Comment	Assign	Cancelled	Reopen	Admin 🗸
Type:		✓ Ve	ndor Notific	ations	
Status:		CLOS	ED (View v	vorkflow)	ı

**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



- \* 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

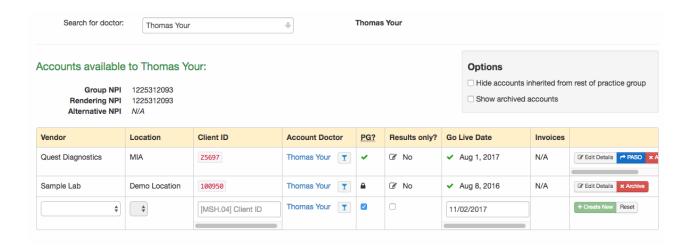
Link: Quest EHR Interface Support

# 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

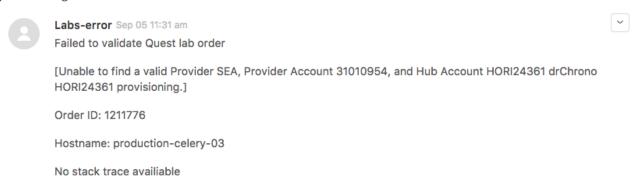


**STEP 2**: Send a Roundtrip or PASO requisition through the setup/enrollment page. If not, manually break the glass and send a test lab through the lab order page.

Go Live Date	Invoices			
✓ Sep 29, 2016	N/A	☑ Edit Details	→ PASO	× 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"



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.					