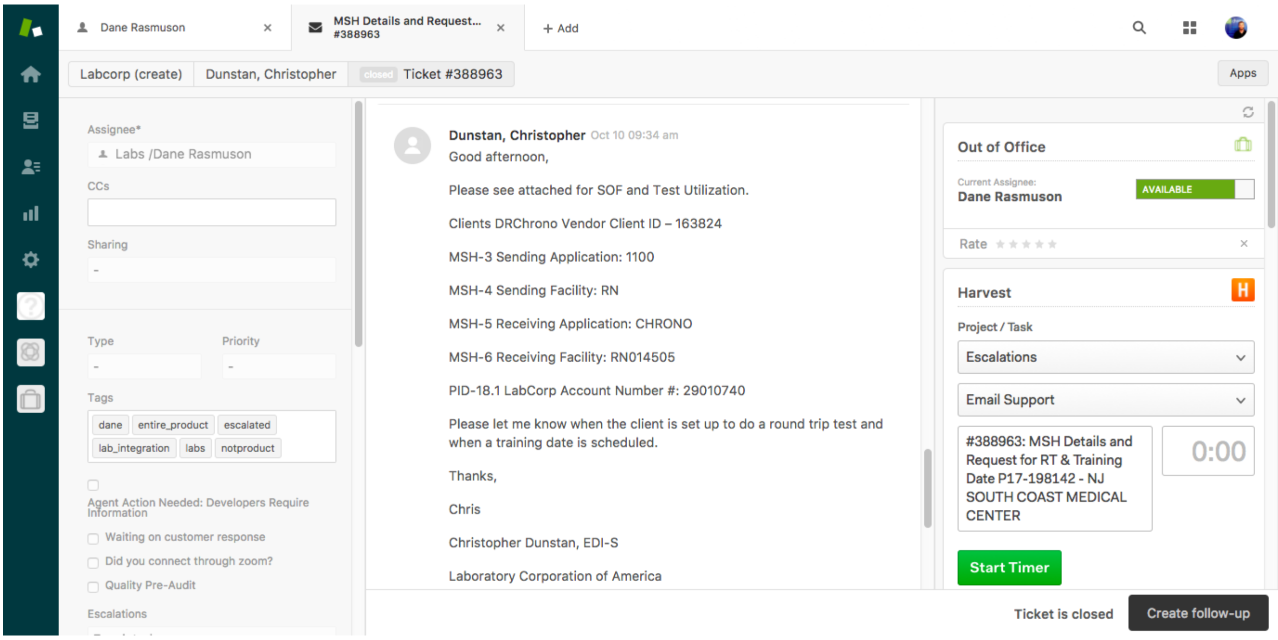
INTERNAL: Lab Setup Process (Labcorp/Quest)

07/24/2024 5:55 pm EDT

Labcorp Setup Process

Labcorp submits a support ticket with the information needed to complete this process.

(Example screenshot)



Once we receive a ticket from Labcorp, follow these steps:

STEP 1: Hover your cursor over the 'Swords' in your account.

STEP 2: Click on 'Setup/Enrollment'

STEP 3: Click on 'Lab Accounts'

STEP 4: Attached to the ticket will be a document called a Software Order From (SOF). Open the SOF and look for the field titled 'Vendor Client ID'. This is the customer's drchrono Username or Doctor ID. If the provider supplied the wrong Username or ID # to Labcorp, you may need to do some "investigative work" to determine the provider account. The practice group's name is usually listed at the top of the SOF as the 'Client Name'. You can try checking Salesforce with the Client Name to locate the primary provider's name.

Software Order Form for LabCorp Interface

Date: 06/13/2018
Client Name: Cardiovascular Institute of South Texas
Address: 3303 ROGERS RD, #200
SAN ANTONIO TX 78251
Telephone: 2109208000 Vendor Client ID: brucekuo

The above client is authorized to receive the
72009: 72008: 72003: DrChrono ~ iPadEHR ~ Orders & Results

LabCorp's Project# P18-208442

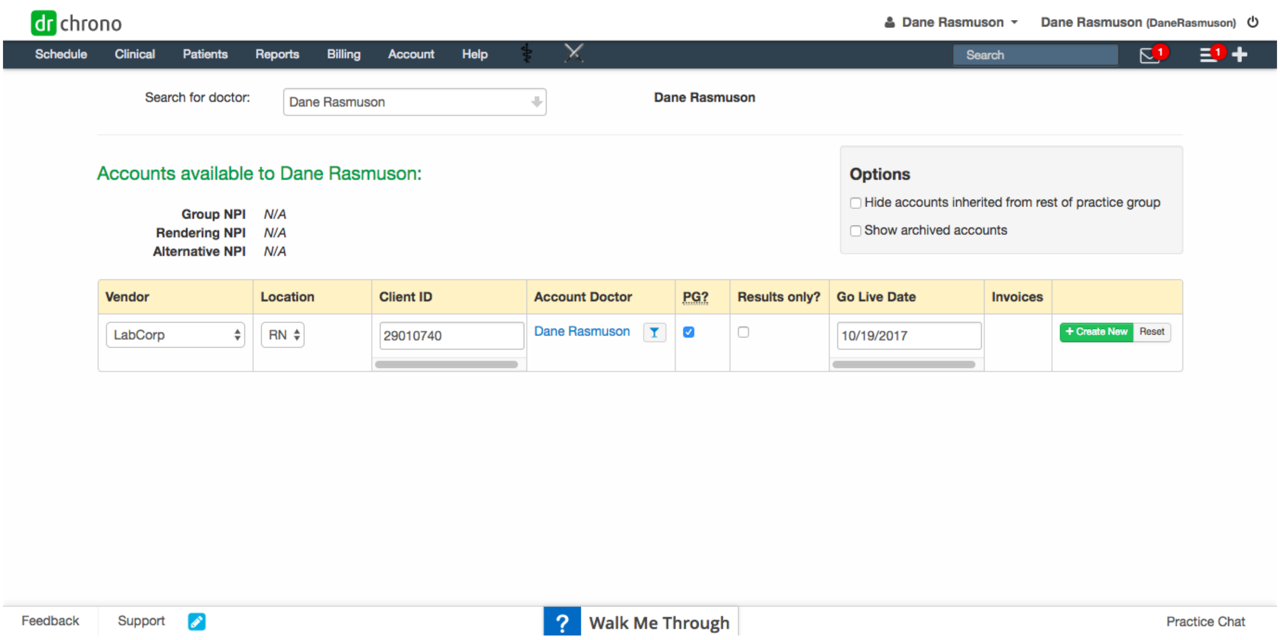
Vendor Name: 72003: DrChrono
Address: 1001 N Rengstorff Avenue, Suite 200
Mountain View CA 94043
Attn: labcorp@drchrono.com and partner.finance@drchrono.com

Send invoice to:	
LabCorp PO Box 2280 Burlington, NC 27215 Attn: Accounts Payable	Email Invoice to: APProcess2@labcorp.com Email Questions to: APBURL@labcorp.com Phone: 1-800-222-7566 Fax: 336-436-6310

Purchase Order #: L180613448
Amount: $ 2000
Services: Orders & Results

Step 5: In the 'Lab Accounts' page, search for the provider's name, Username or Doctor ID.

You'll be directed to a page where you'll need to enter the information you received via Zendesk ticket, as seen here (Enter the 'Vendor' as Labcorp, 'Location', 'Client ID' and click 'Create New':



Here's a breakdown:

- Location = MSH-4 Sending Facility
- Client ID = PID-18.1 Labcorp Account Number #
- PG = Is this an account that's shared with the entire practice group? Unless specified by Labcorp, this setting is defaulted to 'ON' / checked.

- Results Only = Indicates that the client opted to ONLY receive results into drchrono and not place orders from drchrono. This box is unchecked by default and will most often need to stay unchecked. You can confirm what type of interface the client has chosen by referring to the SOF. Near the top of the SOF it will say either "Orders & Results" ($2000 cost and Purchase Order # provided) or "Results Only" ($0 cost and no Purchase Order # provided).
- Go Live Date = The date we set up the interface on our end. This field auto-populates.

STEP 6: Once you click 'Create New', go in and click "Edit Details'.

STEP 7: Scroll down to enter the PO # from the SOF as well as the Site Code (MSH-6 Receiving Facility/Prod CSID) from the Zendesk ticket. Click SAVE.

Step 8: Once everything is entered in, click on the 'Round Trip' button. You'll be directed to a page with a generated sample lab order for a test patient for the customer. Save this pdf, attach it to the support ticket and send back to Labcorp.

Step 9: Labcorp will then reply to the support ticket letting you know the order has been resulted. They will generate a lab result document directly to the provider's drchrono message center. Locate that message (in the provider's message center), download the result pdf, archive the message in the provider's message center, and send the result pdf back to Labcorp via the ticket.

Step 10: Labcorp will typically follow-up via the ticket to let you know that the interface is now live on their end. If the agent asks you if the client has been trained on the interface, you may check Salesforce to see and reach out to the client's Implementation Specialist or Account Manager as needed if training is still required. If the customer already has Quest set up and has been using it for a while, additional training will not be needed for Labcorp as the interface for Quest and Labcorp are similar.

Quest Setup Process

Quest setup requests go directly to an inbox monitored by our lab specialist team via an automated email to questint@drchrono.com. If you would like to inquire about whether we've received a particular customer's setup request from Quest, you can reach out to Vernice Capisonda via Teams to check for you. The requests will look similar to the example below after which our team member will send a short reply back to Quest to confirm receipt and setup.

If our lab team has not received an email request, you may reach out to interfacerequests@questdiagnostics.com to ask for an integration status update. This email is specifically for project status inquiries as this mailbox is monitored by Quest interface coordinators.

Quest Diagnostics <DrChrono, Inc.> Primary Site Interface Request for AGE WELL ATL 1st Attempt

CD

Christopher Daniel

To: zz_quest_interfaces@questdiagnostics.com; **DrChrono Quest Issue Support;** Christine Liestman

Setup will be completed on or before the Go Live Date (Y or N): Y
Go Live Date (MM/DD/YYYY): 10/03/2022
If Setup not complete, enter reason: N/A

- CD

...

Reply | Reply all | Forward

Z

zz_quest_interfaces@questdiagnostics.com

To: **DrChrono Quest Issue Support;** Christine Liestman

Interface activation request. Please 'Reply All' to this message indicating request status by completing the template below:
Setup will be completed on or before the Go Live Date (Y or N):
Go Live Date (MM/DD/YYYY):
If Setup not complete, enter reason:

Client Information

Quest Diagnostics Account:	11519113
Receiving Facility:	SKB
Client desired go-live date:	10/03/2022
Client Name:	AGE WELL ATL
Client Address:	1675 CUMBERLAND PKWY SE, SMYRNA, GA 30080
Client Contact:	YOLANDA HARRIS (404-287-0123) YOLANDAHARRIS@AGEWELLATL.NET
Quest Diagnostics PO:	Not Available
Quest Diagnostics eForm ID:	11519113860405
Physician/NPI or UPIN:	OKARTER,NED / 1457679037

Vendor Information

Vendor Name:	DrChrono, Inc.
Vendor Software:	drchrono
Project ID:	Not Available
Interface Type:	Orders/Results/Billing
Multiple Receiving Facilities:	No

Quest Diagnostics Contact Information

Automation:	zz_quest_interfaces@questdiagnostics.com
Monitoring:	QuestDiagnosticsImplementationTeam@questdiagnostics.com