

# Lab Setup Process

07/24/2024 6:30 pm EDT

## Lab Setup

Hello everyone,

Here is all of the information you'll need to process lab requests within drchrono:

-LabCorp  
-PAID USERS ONLY

Quick Key:

Account #=Client ID

PG=practice group

Leave Go Live date as default

LabCorp:

First you need to find the username. Generally, the labcorp rep provides it, but if they don't search for the account name in salesforce. Once you have it go to the Swords > Setup / Enrollment > Labs page

1. Vendor-Labcorp
2. Might have to enter MSH values-depends on rep
3. Location-BU Code (in ticket)-Create New
4. Roundtrip
5. Save test document-send back to lab rep in Zendesk ticket

Once you receive the 'go ahead':

6. Break glass on doctor's account
7. Access message center-locate test lab from rep
8. Save lab and archive it
9. Attach lab back in Zendesk and send to rep

After successful viewing by the rep, send email message to the customer: "Training can be scheduled at [drchrono.com/help](https://drchrono.com/help) and submit a support ticket."

10. You're done!

When a customer downgrades

- Swords
- Setup / Enrollment
- Lab Accounts
- Username
- "Archive"
- Close Zendesk ticket

Important Contact Information

Quest :

Submit a Quest Connectivity Help Desk Ticket

or

contact their Account Management team - [CISVendorImplementat@questdiagnostics.com](mailto:CISVendorImplementat@questdiagnostics.com)

LabCorp:

Bryn Hauser (vendor contact manager)- [Hauserb@labcorp.com](mailto:Hauserb@labcorp.com)

#### **NOTE**

If you're timing out after at different times in the day, it's most likely that the lab vendor has not completed the necessary steps on their end first.

Respond to the ticket using the below verbiage:

"The account is timing out after multiple attempts on the DrChrono end. Please advise when the setup has been completed by your team and that we can start the PASO/Roundtrip setup."

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