INTERNAL: Guide to Quest Integration

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The customer wants Quest now, this guide will save you!

Steps for Quest Integration

Lab integration is available for Hippocrates plans or higher. If you need to add Quest integration for your customer, you'll need to follow these steps:

To Start: Inquire if the customer has a Quest Account Number

a. If Yes- The DrChrono Employee must complete the following form (please DO NOT share this link with customers) https://www.getmyinterface.com/external.cgi?session_type=Vend#s=1
- To complete this form you will need the following
    - Quest Account Number, Zip Code
    - Client Contact Information: Name, Email, Phone
    - Practice Information: Name, Address
    - EMR Vendor Information: Vendor Name = DrChrono Inc., Software Name = DrChrono
    - IT Contact at Client's Office: IT Contact Name, IT Contact Phone
    - EMR Vendor Contact Information: Vendor Contact Name = DrChrono employee name, Vendor Project ID = Doc ID from the CRM, Vendor Email Address = DrChrono employee email address, Vendor Phone Number = DrChrono employee phone
- Once this form is completed you will receive a confirmation email with submission details.
- If over 10 business days have passed from the date the form was submitted, you'll need to reach out to interfacerequests@questdiagnostics.com and request a status update. This email is specifically for project status inquiries as this mailbox is monitored by Quest interface coordinators.

b. If No- Provide your customer with the following link to request a new Quest Account: https://www.drchrono.com/lab-imaging/
- Have them select 'Quest Diagnostics'. They will be shown this page and should click the "Physicians" option: https://www.getmyinterface.com/request.cgi
- A Quest sales representative will contact the customer to set up a new account.
- If over 10 business days have passed from the date the form was submitted, you'll need to reach out to interfacerequests@questdiagnostics.com and request a status update. This email is specifically for project status inquiries as this mailbox is monitored by Quest interface coordinators.

Quest Integration Denial Process - Volume Minimums

Quest requires that a practice have a minimum threshold of orders in order to integrate with DrChrono. If your customer hears back that Quest will not integrate with your customer because their volume is too low, please escalate to your DrChrono Manager.