

Retrieving National Pending Orders

You can view all of the pending orders for a specific patient, including those placed at a Quest Diagnostics lab other than your current lab, by selecting the *Search Nationally* option when retrieving pending orders.

Notes:

- Only PSC employees can retrieve national pending orders.
- For more information, refer to the online help.

Retrieve a National Pending Order

1 In the menu bar, click *Order Entry*.

If the *Order Entry* page appears, go to step 2. If the *Check-In Queue* page appears, click *Call Next Patient* and then go to step 3.

Note: The *Check-In Queue* page appears only if your current facility supports this feature.

2 Do the following to retrieve the patient record:

- In the *Patient Information* area, in the *Search By* list, click *Name*.
- In the adjacent box, type the patient's complete last name (or as many characters as the application allows).
- In the *DOB* box, type the patient's date of birth (*mm/dd/yyyy*).
- Click *Search*.

3 On the *Patient Search - Advanced Results* dialog box, select *Search Nationally* if it is not already selected. The system searches for pending orders from all Quest Diagnostics labs across the country.

Age	Client	Last Updated
2/1958	271 Medical Associate...	02/02/2015 02:50 PM
2/1958	271 Medical Associate...	01/30/2015 06:02 PM
2/1958	279 Medical Associate...	01/30/2015 04:13 PM
2/1958	2720	01/30/2015

- When you have identified the correct patient, click next to the patient name to display the pending orders.
- To identify the correct order, review the displayed information.

You can position the pointer over or to see the order codes and test names. For standing orders, this also displays frequency information.

You can also press Ctrl+f to use your browser's mechanism to search for any displayed text.

If any information is too long to display in its entirety, an ellipsis (...) appears. You can position the pointer over the displayed information to view the complete information.

For redirected orders, no special icon appears. For Companion Diagnostics orders, appears. For nationwide orders, appears.

- When you have identified the correct order, in the *Action* column, click to file a held or scheduled order, or to file an instance of a standing order.
- If a *Comment* box appears, type the reason why you are filing the order at this time, and then click *OK*.
- If more than one of your assigned labs might be able to process the order, click the one that should perform the tests, and then click *OK*.

- If there are any problems handling the order, a message appears. You can click *OK* and open the order again to choose a different lab (if you can access more than one), or you can click *Print Patient Pending Info* and try to recreate the order at a lab that you can access.
- If the order can be redirected, make any appropriate changes (such as adding a collection date).
- Do one of the following:
 - To file the order and print the requisition and labels, click *File*.
 - To file some order codes now and keep others on hold, click *Split Order*, select the codes that you want to remain on hold, choose a comment, and click *OK*. (You can split a scheduled order only if you first clear the *Specimen Not Collected* check box.) Then click *File*.
The specified tests are put on hold for your current lab, not the original lab.
- The filed order appears in the requisition log for your current lab so that you can edit it after filing if necessary.
- If you collected a specimen for a patient from the *Check-In Queue*, click *Done* for the appropriate patient.

For help, contact the Help Desk at 1.800.697.9302

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