

# Quantum™ Solutions

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## With DLO, you're good to GO

DLO offers connectivity options to allow physicians and clinics to manage patient care through easy-to-use online tools, EHR interface options and Quantum, formerly known as Care360®.

### About this section

This section will acquaint you with DLO's Information Technology capabilities, software and procedures.

Pages include:

Training and Account Registration

Navigating Quantum

Quantum Solutions supports physicians with a practical electronic lab ordering and results platform.

- Cloud-based, so there's no expensive equipment or on-site IT support needed.
- Access records anytime, anywhere via the Internet, Quantum Mobile for smartphones or Quantum HD for the iPad.

### *Improving patient care with Quantum Solutions*

The Quantum Physician Portal provides online tools for tracking all of your patient records, appointments, and data (profiles including demographics, medication history, lab results over time, and other longitudinal information). And there is also an easy-to-use patient communication section that can be accessed securely through one or more of our Health Management Service providers (GoogleHealth™, Keas™, and Microsoft® HealthVault™).

- Instant patient information management with electronic tracking
- More effective connection with patients through customized communications and wellness programs
- Patient/user-friendly technology keeps the sophistication of the system secure — simple to use and access

Take advantage of a new age of patient care and efficient management with Quantum. Ask your DLO representative for more information.

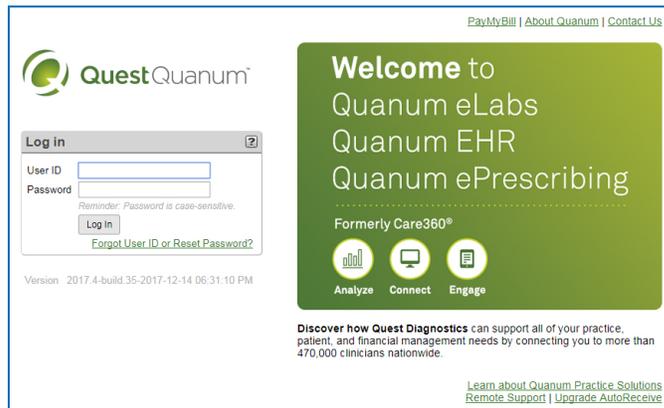
# Account Start-up

## Registration and Training

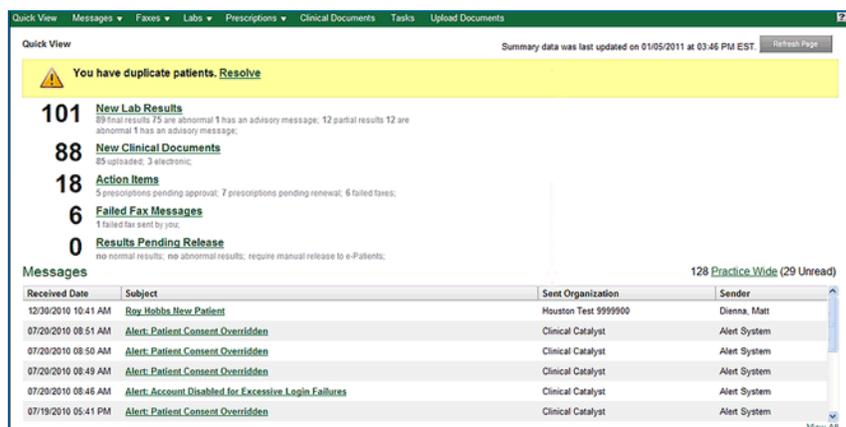
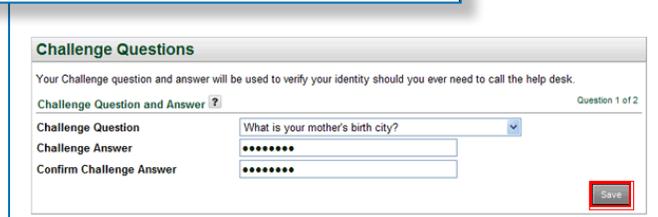
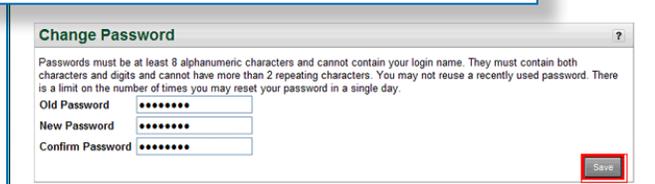
Through Quest, DLO is able to offer a variety of digital information organization options for healthcare organizations and practitioners. Quantum™ Solutions is provided to DLO clients at no cost. This allows clients to order specimen collection and testing supplies, order tests, receive reports and access test updates from any computer or mobile device.

DLO provides clients with in-depth, on-site or virtual training for Quantum applications. DLO's training staff is local to provide fast, reliable service. Follow up support and additional on-site training can be requested any time.

Once your Quantum account is requested by your DLO Account Representative and is created, users will receive an email with their login credentials. Upon receiving that email, users should follow the instructions below and log in to change their password immediately. A new password will expire in seven days.



- Enter the User ID and Password and click the Log In button.
- Enter a new password and click the Save button.
- Enter answers to security questions and click the Save button.
- After successfully entering your new password and challenge questions, you will be presented with the Quantum Quick View page.



## Function Tabs

**Message Center** Options for accessing patient and user data available within Quantum

**Patient** Options for accessing all patient related services

**Lab Orders** Options for creating and viewing lab orders

**Reports** Options for generating reports relating to patients within your practice

# Navigating Quantum™

The Quick View page provides you with a comprehensive starting point for quickly accessing information and performing the most commonly used tasks available in Quantum, including many of the to-do items or activities that you can perform relating to your patients.

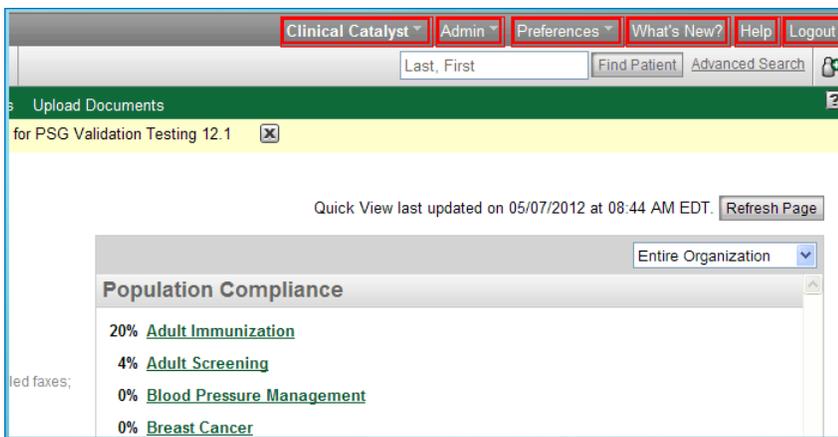
The features displayed on the Quick View page are based on your organization's level of service. The information provided is specific to each service level:

**Quantum Base Service** provides physicians with access to clinical data for patients, a convenient and efficient method for ordering labs and receiving results, and the ability to share relevant health information across a secure network.

**Quantum ePrescribing Premium Service** allows physicians access to formulary information, act upon FDA alerts, manage new scripts and refills, and electronically send or print prescriptions (includes Base service).

**Quantum EHR Premium Service** provides support for the practice workflow including features to effectively document a full medical encounter, upload scanned documents to a patient chart, and integrate with a Practice Management System (includes Base and ePrescribing services).

**Quantum EHR and Clinical Decision Support Premium Service** allows patient data to be gathered and analyzed in order to identify gaps in care and other quality care issues (includes Base, ePrescribing and EHR services).



**Clinical Catalyst** - Displays the organizations that the user is associated with.

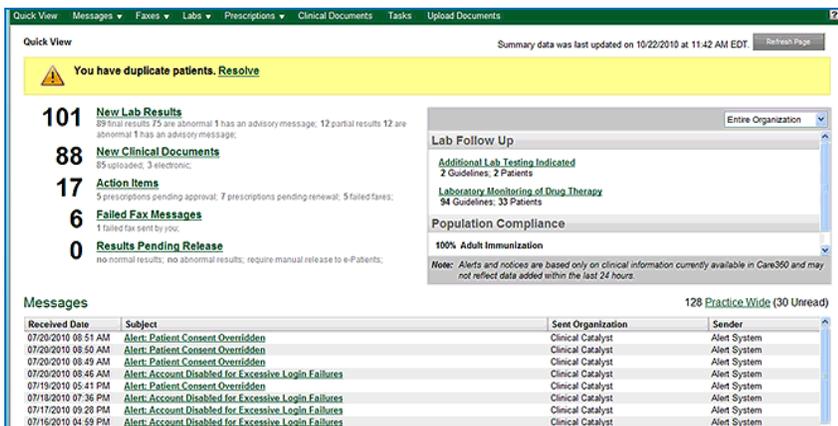
**Admin** - Allows administrative users to set preferences that affect all users that are members of their organization.

**Preferences** - Allows general preferences to be set that only affect the current user.

**What's New** - Details the latest features and enhancements that have been released in the current version of the Quantum application.

**Help** - Click to view the Support Center

**Logout** - By default, logout will automatically occur after a 30-minute period of inactivity.



Alerts will be displayed in the yellow bar only if unresolved items are detected

Counts display items which might need to be addressed such as lab results, failed fax messages and results pending release.

Messages lists new clinical messages and faxes in-box.

Tasks lists items which require your attention.

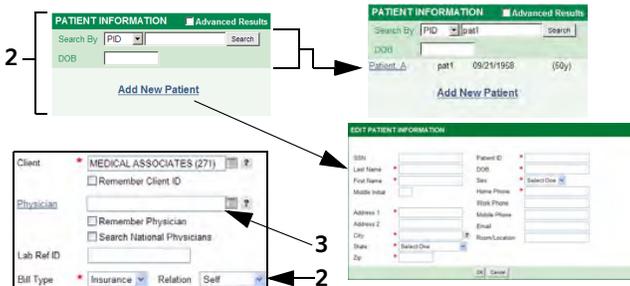
Population Alerts provide an at-a-glance information about the entire patient population for the conditions or diseases that your practice is monitoring.

# Test Ordering



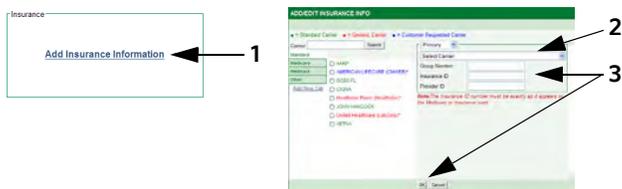
## Placing Lab Orders

### Retrieve or Add a Patient



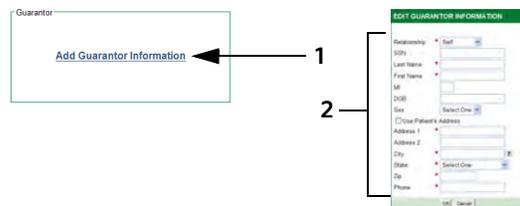
1. Navigate to the order entry page.
2. If the patient's information does not appear automatically in *Patient Information*, do one of the following:
  - **Retrieve an existing patient:**
    - a. At *Search By*, click *Name*, *PID*, or *SSN*.
    - b. Type a complete or partial last name, patient ID, or SSN.
    - c. Click *Search*.
    - d. Click the patient in the search results.
  - **Add a new patient:**
    - a. Click *Add New Patient*.
    - b. Complete the required fields and click *OK*.
    - c. If the *Additional Information* area appears, complete any required fields.
    - d. In *Order Details*, at *Bill Type*, click the party responsible for paying for the test.
    - e. If the *Relation* list appears, click the patient's relationship to the guarantor or insurance holder.
3. If a physician is required, at *Physician*, start typing the physician's last name and then click the appropriate one.

### Specify an Insurance Carrier



1. If appropriate, in *Insurance*, click *Add Insurance Information*.
2. In the carrier list, click the carrier.
3. Complete the required insurance information and click *OK*.

### Specify a Guarantor

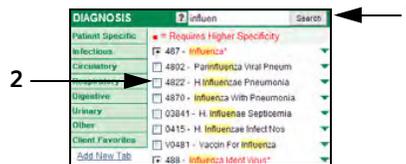


1. If appropriate, in *Guarantor*, click *Add Guarantor Information*.
2. Complete the required guarantor information, and then click *OK*.

### Verify Insurance Eligibility

1. Click *Next*.
2. If the *Eligibility Verification* dialog box appears, do one of these:
  - Click the option button next to the appropriate information (or click *Select All*), and then click *Continue*.
  - Click *Edit* to change the carrier or make other changes.

### Add a Diagnosis



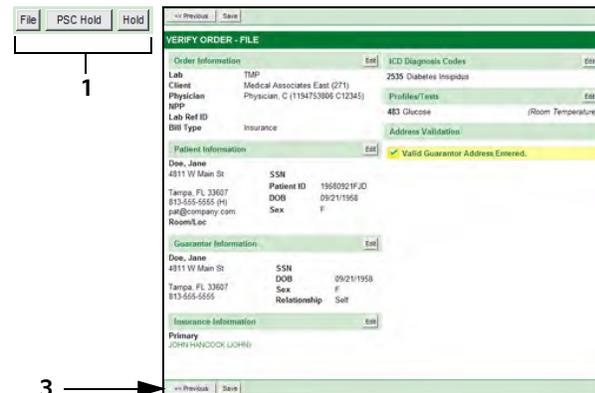
1. In *Diagnosis*, type a diagnosis name or code, and click *Search*.
2. Select the appropriate check box (if it is not already selected).

### Add a Test



1. In *Order Codes*, type a test name or order code, and click *Search*.
2. Select the appropriate check box (if it is not already selected).
3. At *Collected Date*, type the collection date (if it does not appear).
4. Complete any other required fields.
5. In *Profiles/Tests*, if a colored box appears, click the box, respond to the prompts, and then click *Save*.

### Complete the Order



1. Click *File* to complete the order, *Hold* to save it for later, or *PSC Hold* to save it and print a letter for the patient to take to a Patient Service Center (PSC).
2. If prompted, click *Edit* to change the guarantor's address and then click *OK*, click the reason for not changing it, or click the correct one.
3. Click *Save*.
4. Print the requisition and labels, or PSC letter, as appropriate.



# Quantum™ Reporting

## Helping improve outcomes and manage health

Delivery of lab results based on your needs; reports through Qanum, your EHR computer interface, or via fax.

### AutoReceive Results through Qanum

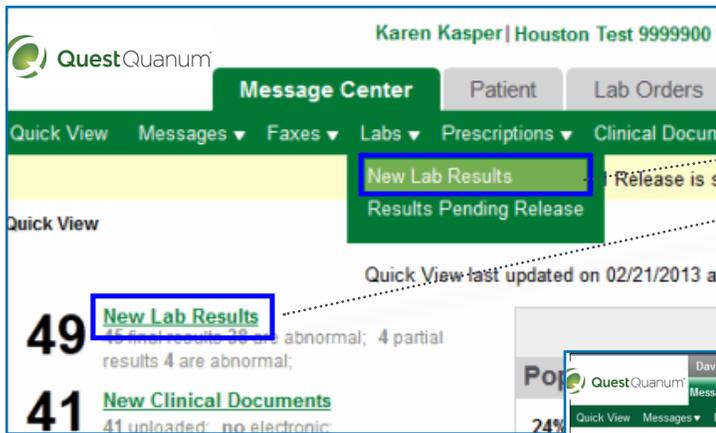
AutoReceive provides a secure method for the following:

- Receiving, routing, and storing DLO lab results. The results are available in HL7 or printable (PDF) formats. The results are also delivered to Qanum eLabs and Qanum EHR.
- Uploading clinically-relevant scanned documents from your computer or network drive to Qanum EHR.
- Uploading point-of-care testing (POCT) results to AutoReceive using an external POCT device (such as a HemoCue device) for delivery to Qanum eLabs Orders and Results.

You can begin receiving results (and uploading clinical documents or POCT results if your account ID is configured for these services) on the same day that AutoReceive is installed.

### Quantum New Results Notification

The Quick View page, displayed immediately upon login, provides a display of the number of new lab results. If your location is set up to receive both partial and final results, those will be identified also.



New Lab Results are identified on the Quickview of the Quantum homepage

Top Navigation of Message Center

New Lab Results link from the Labs menu.

Lab results will remain on this list for 14 calendar days.



### Get the support when you need it

Quantum Support  
800.697.9302

### Upgrade to ePrescribing

Existing Quantum eLabs customers can add ePrescribing for a low monthly fee. Simply visit [get.quantum.com](http://get.quantum.com) and follow the prompts to upgrade your account. If you need assistance, please call 1.877.324.0963.

To learn more about Quantum solutions for physician practices, hospitals, ACOs, and other organizations, visit [questdiagnostics.com/quantum](http://questdiagnostics.com/quantum)

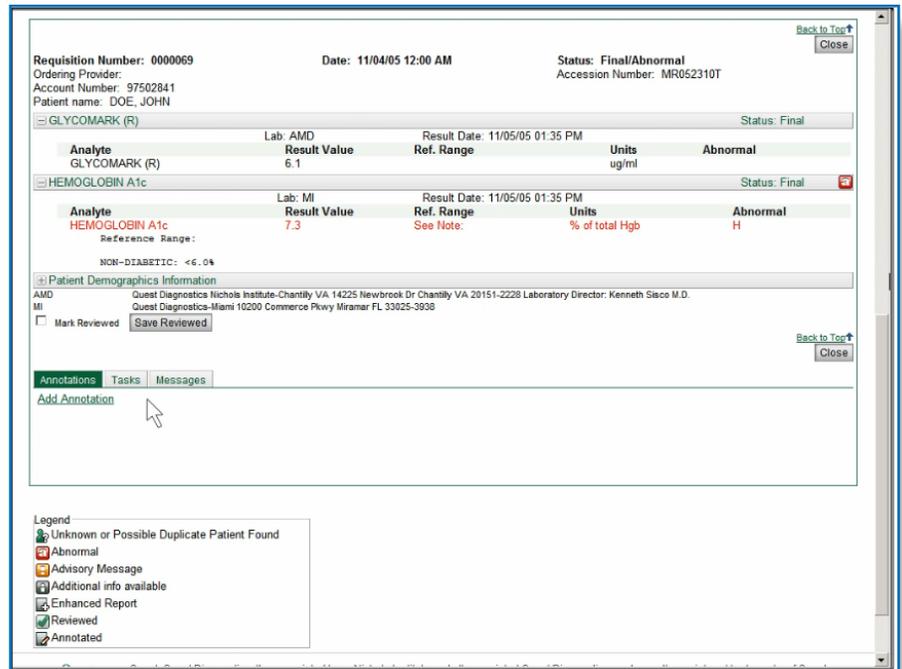
# Reporting Results

Quantum™ Solutions enhances patient care through advanced reporting options.

- Monitor chronic conditions with test-specific or condition-specific views of testing and medication histories
- Customize reports with the information that is relevant to what you're looking for

For more on the unique and exclusive Quantum features designed to help clinics increase the efficiency of their practices and to enhance quality of care, ask your DLO representative.

## Quantum results report



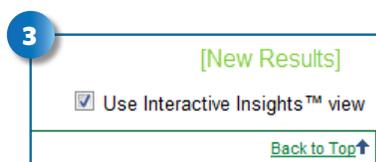
## Interactive Insights by Quantum was created to bring diagnostic insights closer to the point of care

It is about having the right information at the right time in the right format. It is an additional practice management option available with Quantum enrollment. There is **no cost** for Interactive Insights® in Quantum Solutions.

Interactive Insights shows the providers current results and trends in context of a patient's continuum of care. When ordering a test, providers can now see **up to two years of patient specific history** for that test, no matter where previous DLO tests were ordered or who ordered them.



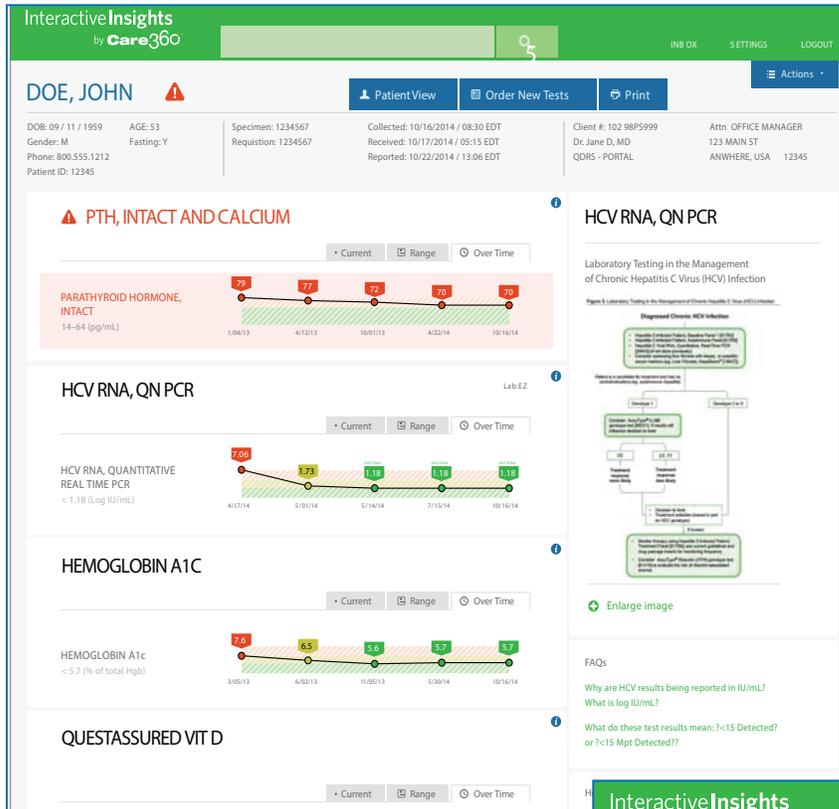
- 1 Shows that a client or an organization has enabled Interactive Insights in their System Preferences
- 2 A new general preference allows users to select Interactive Insights™ as their default result view:  
  
Select Interactive Insights™ view from Preferences > General Preferences
- 3 Select check box from anywhere you see results. Once checked, all reports will be viewed in Interactive Insights format unless unchecked.



# Interactive Insights® Reporting

Interactive Insights can be viewed as a standalone application, or **integrated with EMR/EHR systems** and its full functionality is automatically available on Quantum™. Quickly find out-of-range results, share results with patients and easily **order new tests** to ensure the best possible patient outcomes.

Interactive Insights is **fully mobile** so providers can **securely** access powerful functionality everywhere.



## Provider Reports

Find abnormal results quickly.

See analyte trends over a two-year span, for all results stored with DLO.

Algorithm readily available.

Share results with patients electronically or in print.

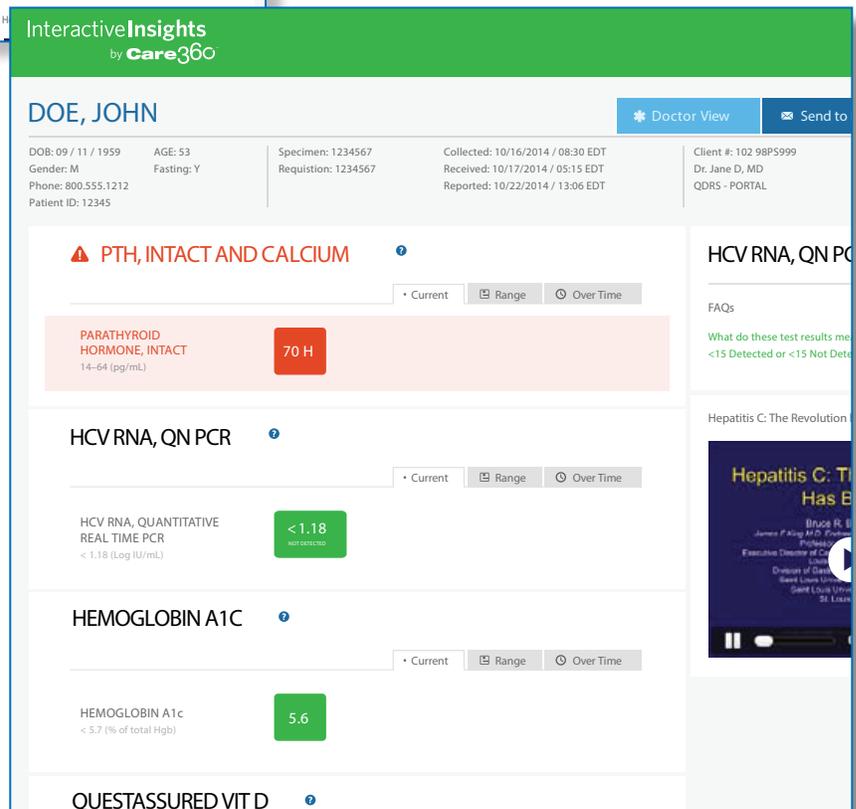
Order new tests quickly in the context of existing test results.

## Patient Reports

Patients see results in a format that is easily understandable

Patients can see a history of their results when they log into their MyQuest™ patient portal

Patients are provided with qualified FAQs and educational content related to their test results



# Quantum™ Solutions

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## Connecting You to the Healthcare Landscape

Quantum connects healthcare organizations, community physicians and patients to improve access to information and insights that drive care delivery coordination. These connections result in better, more cost-efficient clinical outcomes.

With DLO, you can combine a cost-effective ambulatory EHR with structured data exchange and patient-engagement tools for physician loyalty, provider collaboration, and positive patient outcomes.

Access to additional Quantum Solutions is available to all DLO clients. The cost varies according to the services provided. Please ask your Account Executive for more information on all Quantum services.

# MyQuest™

## MyQuest™ Patient Portal

Getting patients more engaged in their healthcare is a priority for many providers. The Centers for Medicare and Medicaid Services (CMS) lists patient engagement as part of the Meaningful Use requirements in the EHR Incentive program, and many of the industry initiatives such as Accountable Care Organizations (ACOs) and Patient Center Medical Homes (PCMH) encourage the use of Patient Portals to improve the health of their patients. Quest Diagnostics has made it easy for all practices, no matter what size, to engage with patients using Quantum EHR and the MyQuest Patient Portal.

The MyQuest Patient Portal enables providers and patients to stay connected using a secure, HIPAA compliant website.

## Patients...Using the MyQuest Patient Portal

The MyQuest portal was designed to make it easy for patients to connect with all their Quantum EHR connected healthcare providers through one location.

- Receive a copy of the office visit notes, current medication list and lab results using a secure direct message account.
- View, download or print their medical information
- Send secure messages to their doctor
- Share medical information with other doctors and family members who have a secure direct mail address

Plus, MyQuest offers patients a companion mobile application for iPhones or Androids which allows them to set medication reminders, store "In Case of Emergency" information and much more.

