Quanum™ Lab Service Manager

Introduction To Quanum™ LSM

Electronic test ordering through Quanum™ or your integrated EMR system ensures accuracy, reduces manual errors, and speeds up processing. This section provides guidance for placing orders electronically, selecting tests, and properly labeling specimens for smooth laboratory intake. Following these steps helps ensure your patients' resulta re processed quickly and correctly.

Through DLO's partnership with Quest Diagnostics, we're able to offer Quanum™ Lab Services Manager, a one-stop digital dashboard that makes it easy to get all your lab-related needs met.

Quanum™ Lab Services Manager offers practices a simple way to order lab tests online, access graphed results in real time, order supplies, and more. You and your practice benefit from:

- Simplified lab ordering - faster and helps prevent errors
- Supply ordering - find and identify the right items, so you get what you need sooner
- Order tracking - know when we've received your order and when to expect results
- Specimen pickup - easy online scheduling at your convenience
- Enhanced results - historical trending and clinically relevant insights
- Pricing transparency - for improved patient satisfaction
- Access to full test menu - always find what's needed
- User-friendly dashboard - provides a snapshot of all action items
- Electronic billing trailers - respond to missing billing information
- Quest Diagnostics' test directory

Additionally, the Quanum™ Physician Portal provides online tools for tracking all of your patient records, appointments, and data (profiles including demographics, medication history, lab results over time, etc.). Once your Quanum™ account is requested by your DLO Account Representative and successfully created, you will receive an email containing your login credentials. Upon receipt of the email, please follow the instructions provided to update your password immediately, as the temporary passwords will expire within seven days.

*Please note: If you have an existing Quanum™ account that has been inactive for more than 90 days, you will be required to reset your password before regaining access. Follow the on-screen instructions within the system to complete the reset, or contact your DLO Account Representative for assistance.

Quanum™ Lab Service Manager

Requesting User Access to Quanum™ LSM

Requesting User Access

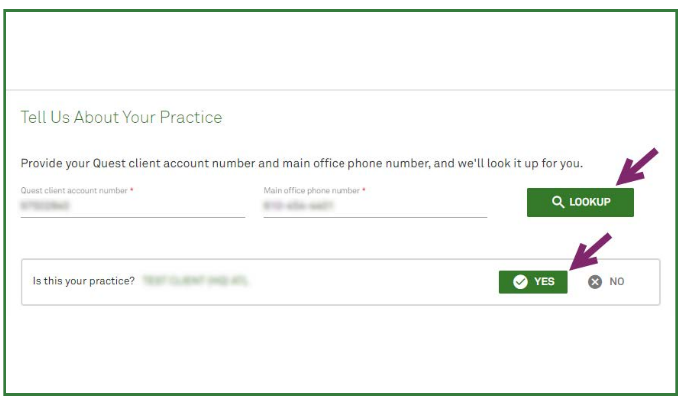
Follow the steps below to request user access to 1 or more existing practice(s), including those configured as national accounts. You can select up to 3 practices using this process.

Tip: Existing users with a role of Clinician/Office Manager or Provider can quickly create an account for you using the Manage Users button on the Home page. After your account is created, you will receive an email notification to complete your account setup within 24 hours, which includes specifying your own username and password.

Before you begin: Obtain the Quest client account number and main office phone number of your practice(s).

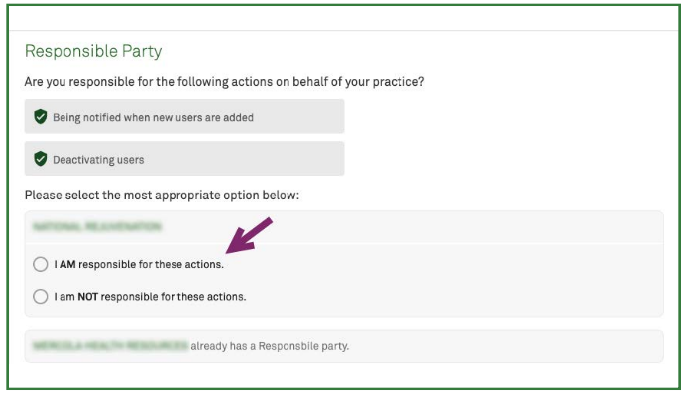
1. Access [Quanum Lab Services Manager](QuanumLSM.com) (QuanumLSM.com) and click *Get Access Now* on the login page.
   Tip: If you have an existing Quanum eLabs (formerly Care360®) user account, you can log in directly using your existing credentials.

2. Type the *DLO client account number* and *Main office phone number* of your practice and click *Lookup*. If the correct practice name appears, click *Yes* to confirm. (Otherwise, click *No* to retype your practice information.)
3. To request access to more than 1 practice (up to a maximum of



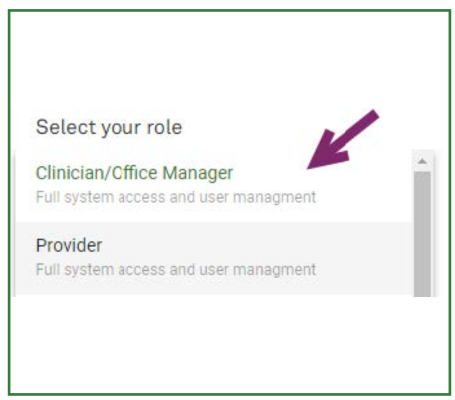
   3), click *Add Additional Practice* and repeat step 2. Your selected practice(s) appear at the top.
4. Review the details of your selected practice(s), and then click *Confirm & Continue*.
5. Review the user terms and conditions, select the check box to confirm you are an authorized user, and click *Accept & Continue*.
6. If the Responsible Party page appears, indicate whether or not you're the Responsible Party for your practice(s). If not, provide the Responsible Party's information. (If you selected multiple practices, you may need to provide information for each one.)

Note: The Responsible Party receives emails notifying them when new users are added and can deactivate users as needed.



7. On the *Enrollment* page, do the following:
   - Type your name and then type and confirm your email address.

     Important: Your email address must be unique within your practice. Multiple users cannot share the same email.
   - Select your user role.



   Tip: If you indicated that you're the Responsible Party, you can only select *Clinician/Office Manager or Provider*.
   - Type your preferred username.
   - Type and confirm your preferred password.
   - Click *Continue*.

The *Verify Your Email Address* page appears, indicating that a verification email has been sent to the email address you entered.

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For additional assistance with requesting a Quanum account, please contact **Client/Customer Services**
Toll Free: 1.800.891.2917 (option 2)
Local:
DLOCSCLeads@questdiagnostics.com

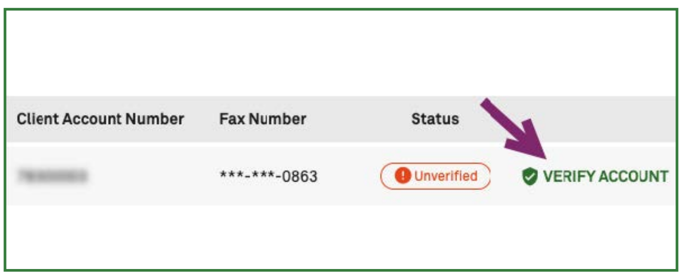
Requesting User Access

8. Locate the Quanum Lab Services Manager verification email and *click Verify Your Email Address* within the email.

   A new browser window opens with a confirmation message that your email has been verified.

9. In the new browser window, click *Continue Enrollment*.
   Note: The original browser window will remain open while the enrollment process continues in the new window. However, it will be updated to indicate that the verification has been completed.

10. On the *Verify Your Account* page, verify the Fax Number shown for each selected practice or select a different one (if available).
    Then click *Verify Account* to send a verification code to the fax number defined for each selected practice.
    When you receive e the fax, type the code and click *Verify Account*.



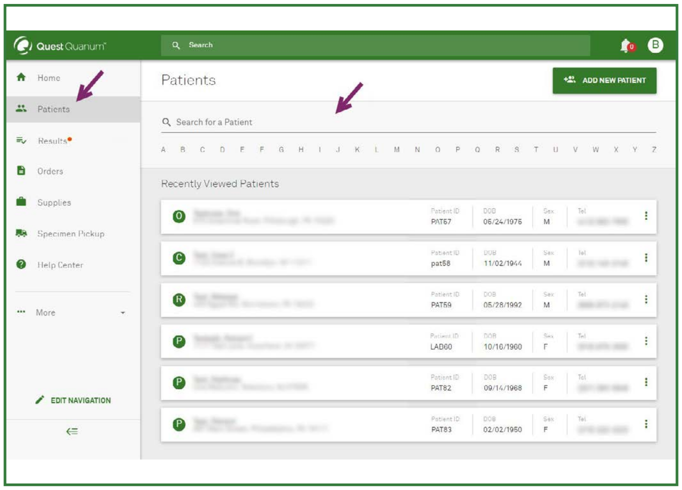
    On the *Account Verification* window, click *Continue*.
    If you requested access to multiple practices, you must verify each one separately.

11. After you successfully verify your account(s), click *Complete Enrollment*.
    You can now click Get Started to log in using your new user credentials, or click the link to watch a brief overview video of Quanum Lab Services Manager.

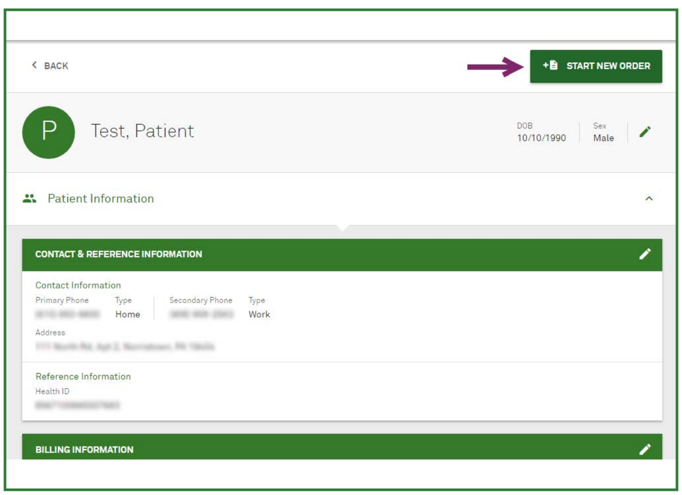
Electronic Test Ordering Through Quanum™ LSM

Placing lab orders via Quanum™ Lab Services Manager

1. Click *Patients*, and then search for and select the desired patient.

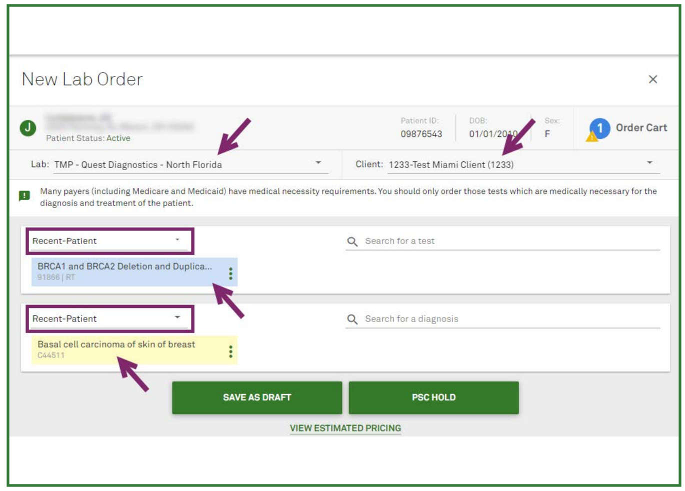


2. While viewing the patient's profile, click *Start New Order*.



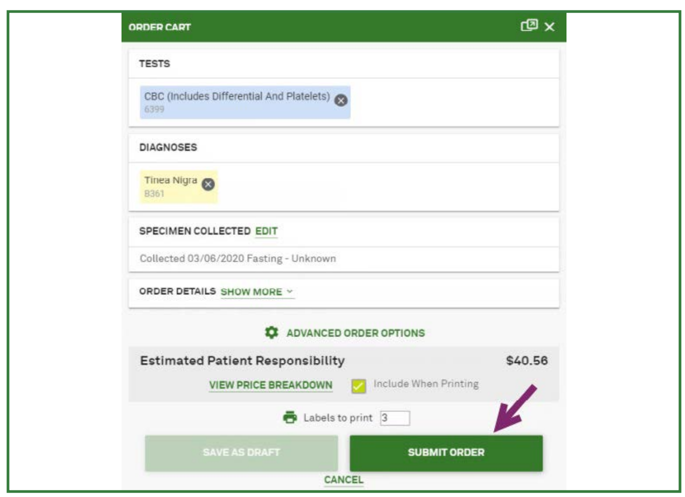
3. On the *New Lab Order* page, verify the selected *Lab* and *Client*, or click the down arrow (▼) to change for the current order only.

   Then select the appropriate tests and diagnoses, which are added to the *Order Cart*. Click the down arrow (▼) to select from your predefined lists, or use the search field (🔍) to search for additional codes.



4. Click *Order Cart*, provide any additional required information (such as *Specimen Collected* details), and submit the order.

   From the *Order Cart*, you can also save the order as a Draft or PSC Hold, view or modify the *Order Details* (including Copy-To), or click *Advanced Order Options* to create a Scheduled or Standing order.

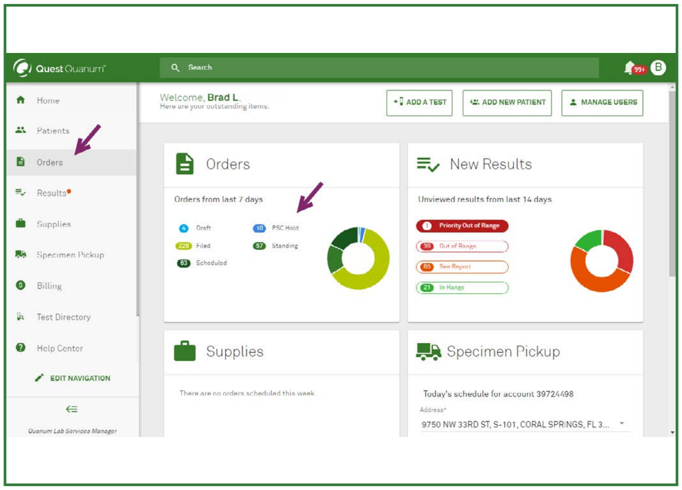


Test Ordering

Managing Lab Orders Through Quanum™ LSM

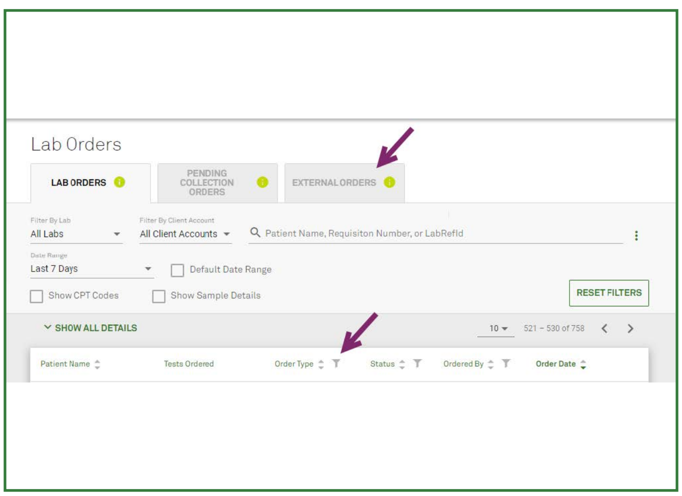
Managing Lab Orders

1. To view orders for your organization, click Orders or click the desired order type from the Orders module on the Home page.

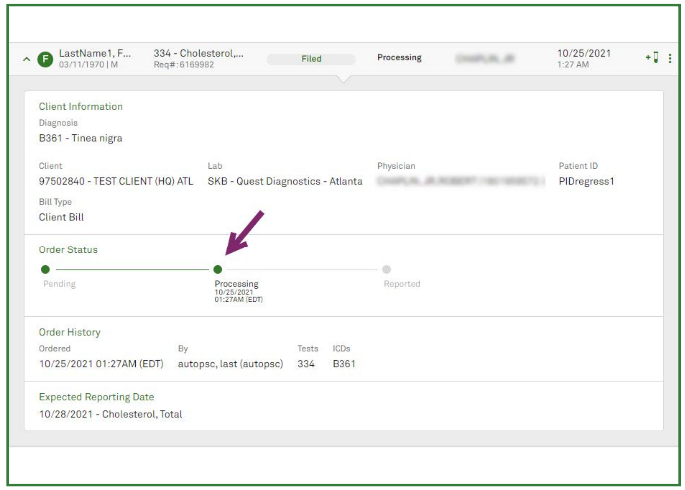


2. Based on your selection, the Lab Orders tab displays either all your orders, or just those of the selected type. To filter the orders shown, specify the desired search criteria at the top, or sort ( ) or filter ( ) on a specific column within the list of orders.

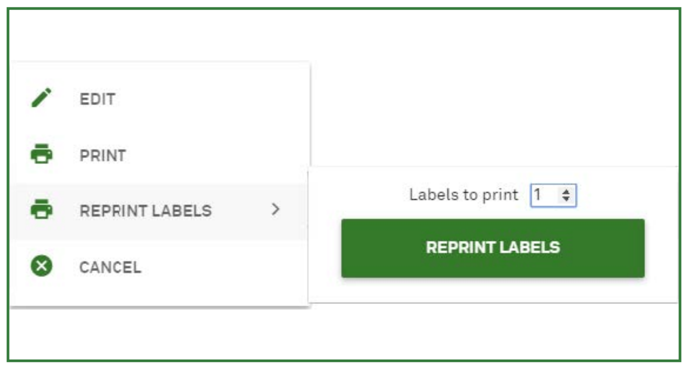
   You can also click the External Orders tab to search for orders that were placed with your associated Quest Diagnostics lab by a physician not associated with your organization.



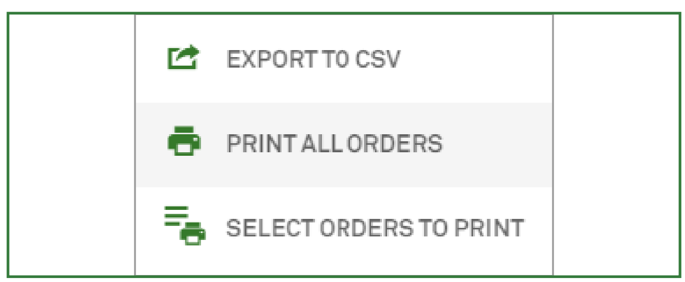
3. To view the details of an order, including a graph that indicates the current order status, click anywhere within the row. (Or click Show All Details to view the details for all orders.)



4. To manage a specific order (including adding a test to an existing order), click the more icon ( ) on that order and select one of the available options. The options vary based on the order type, its current status, and when it was placed.



To export or print the order information for orders currently displayed, click the more icon ( ) in the upper-right of the page and select one of the available options.

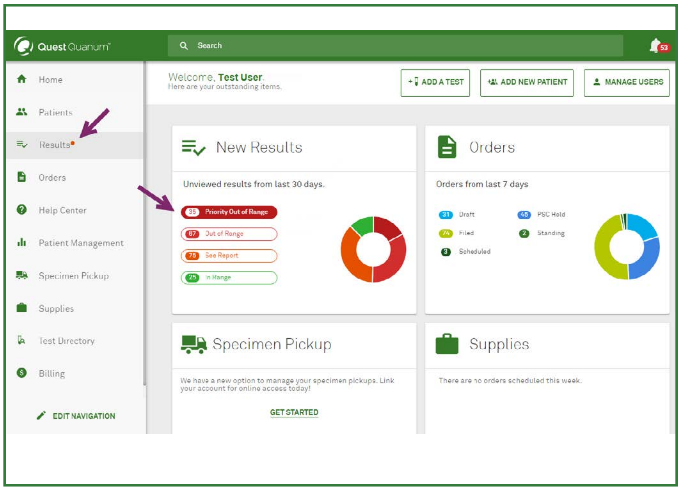


Viewing Lab Results

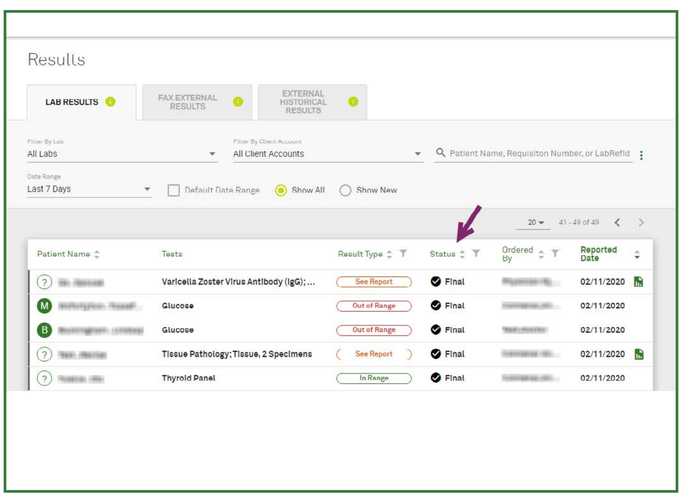
Viewing Lab Results Using Quanum® Lab Services Manager

Viewing Lab Results

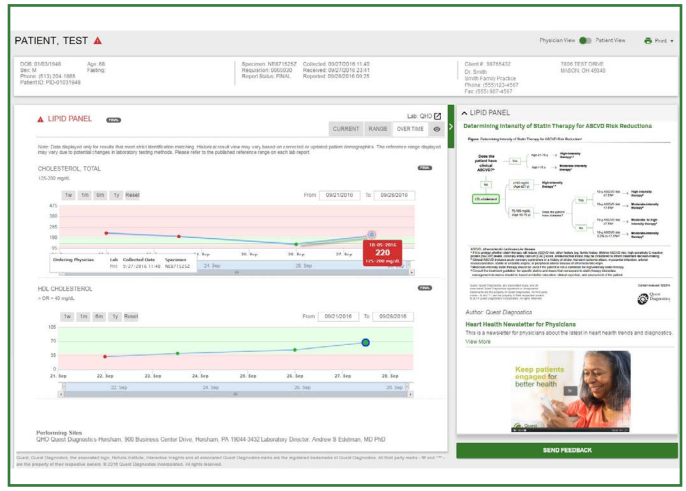
1. To view results for your organization, click *Results* or click the desired result type from the *New Results* module on the *Home* page.



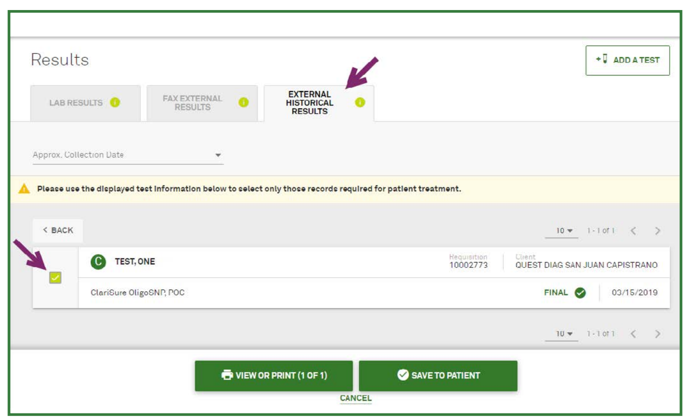
2. Based on your selection, the *Results* page either displays all results received for your organization within the default date range, or just results of the selected type. To filter the results shown, specify the desired search criteria at the top, or sort ( ) or filter ( ) on a specific column within the list of results.



3. On the *Lab Results* tab, click a result to review the report content. For Interactive Insights reports, you can click *Current*, *Range*, or *Over Time* for a different view of the result data.



4. To search for a patient's results from orders placed by physicians not associated with your organization, click the *External Historical Results* tab. You can select one or more results to be viewed, printed, or saved to a patient within your organization.



To fax external results, use the *Fax External Results* tab.

For additional assistance with viewing results, please contact **Client/Customer Services**
Toll Free: 1.800.891.2917 (option 2)
Local:
DLOCSCLeads@questdiagnostics.com

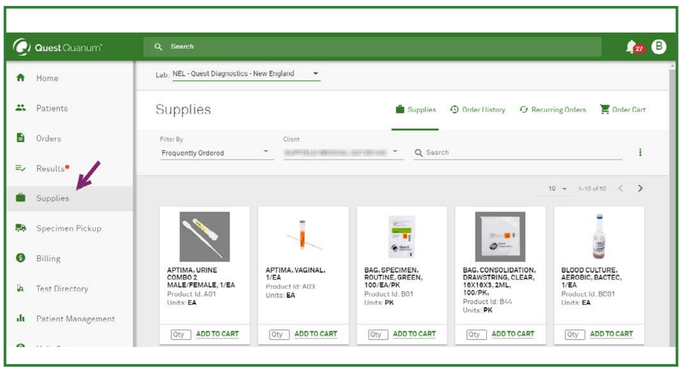
Ordering Supplies

Ordering Supplies Using Quanum® Lab Services Manager

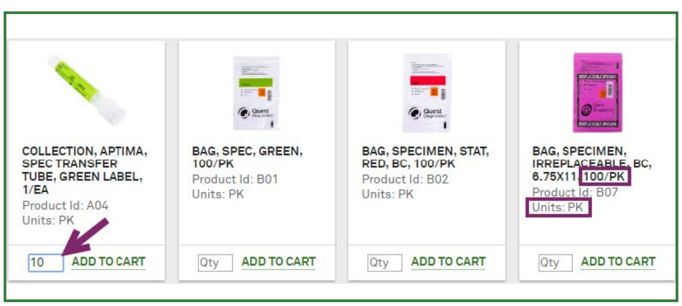
Ordering Supplies using Quanum®

1. Within Quanum Lab Services Manager, click *Supplies* in the left navigation pane. The most frequently ordered supplies for your default lab and client account appear.

Note: Supplies are to be used exclusively for tests performed by Quest Diagnostics or with Quest Diagnostics equipment.

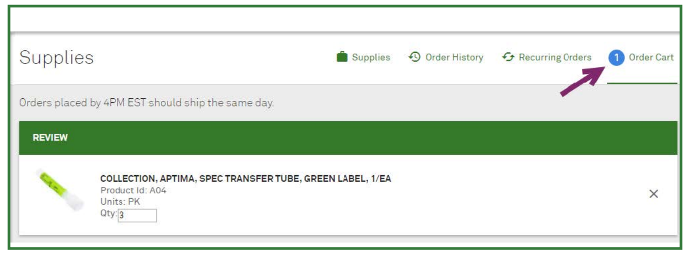


2. Locate the desired supplies in the list shown, or select a different Lab (if available), *Filter By* list, or *Client*, or type a few characters of the desired supply name or ID number in the Search field. When you find the desired item, type the requested quantity in the corresponding *Qty* box and click *Add* To Cart. (The quantity you can order may be restricted by your lab ordering history.)



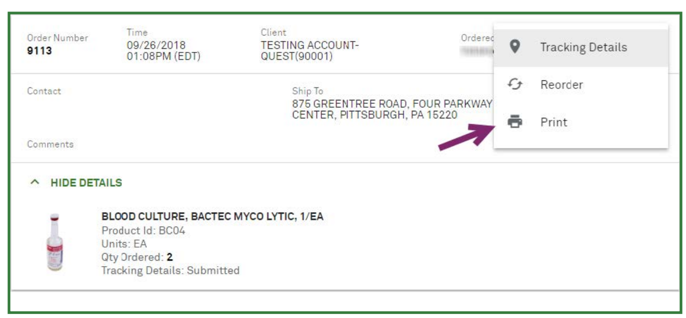
Tip: To avoid ordering too many or too few items, note the Units value for each (for example, a PK may include 1, 25, or 100 items).

3. To complete your order, click *Order Cart*, select the *Shipping Address*, and click *Place Order*.
Optionally, you can save the current order as a *Recurring Order*, enter a new *Shipping Address*, enter an *Email* to receive shipping updates, or type any comments to include with the order.



Tip: To view or update recurring orders that you saved previously, click *Recurring Orders*.

4. To view your orders from the past 30 days, click *Order History*. (To change the date range, select it from the *Orders placed* in list.) From the *Order History* page, you can also click the more icon (⋮) to track the shipping status of an order, quickly reorder the same items, or print order details.

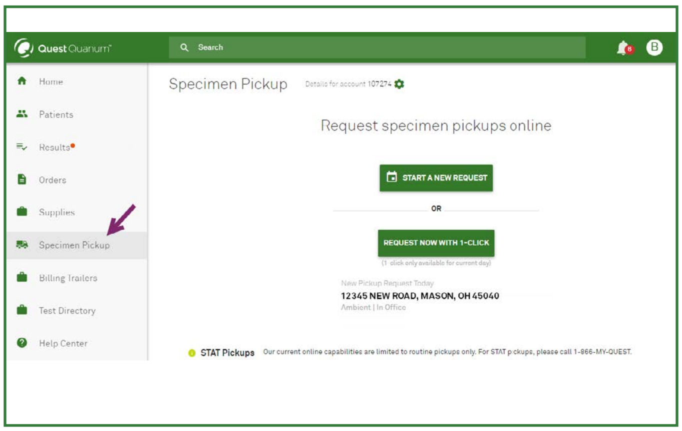


Online Specimen Pickup

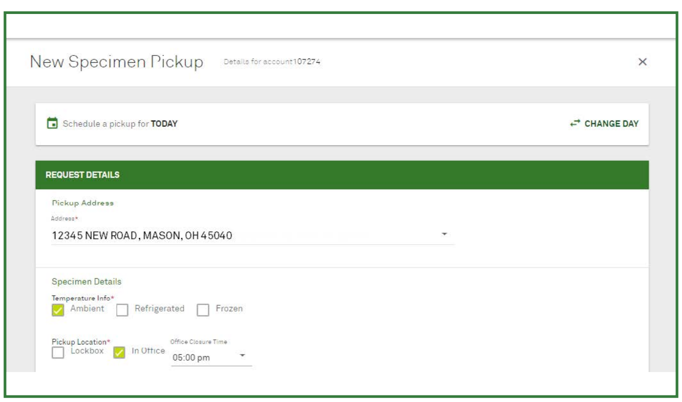
Scheduling a Specimen Pickup Using Quanum® Lab Services Manager

Online Specimen Pickup using Quanum®

1. Within Quanum Lab Services Manager, click *Specimen Pickup* in the left navigation pane.
   From the *Specimen Pickup* page you can create a new ad hoc pickup request, submit a 1-Click request (if defined), or access the current pickup schedule for your account.

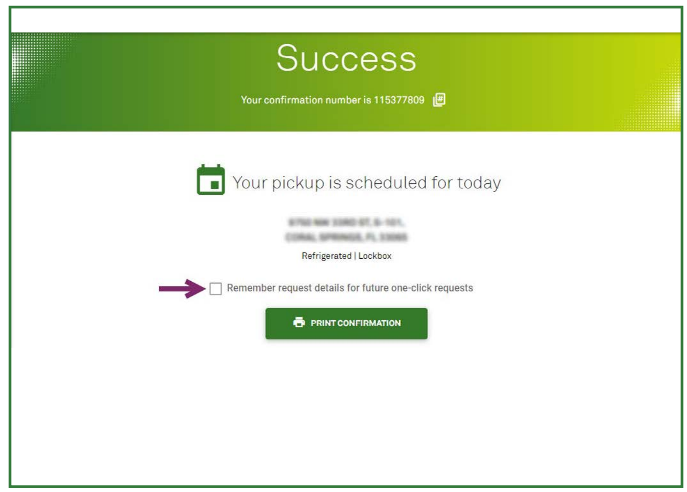


2. To create a new pickup request, click *Start a New Request*. On the *New Specimen Pickup* page, select the desired pickup details and click Submit.

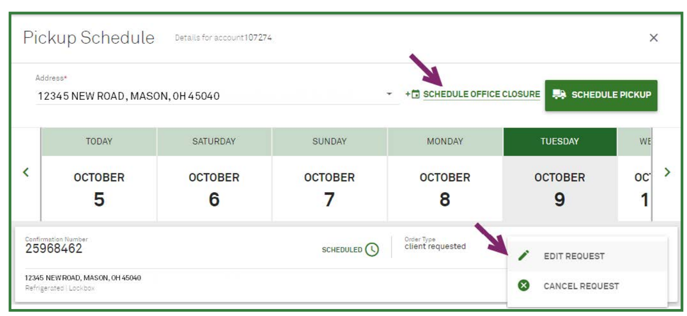


Tip: If the *Indicate Pickup Time* option is available, click and select the time before or after which the pickup should occur.

3. To save the current request for future ordering with a 1-click request (from the *Specimen Pickup* page), select the *Remember request details for future one-click requests* check box, and confirm the details.



4. To access your pickup schedule, click *View & Modify Schedule* on the *Specimen Pickup* page.
   You can view scheduled pickups (by day), edit or cancel pickup requests, or schedule an office closure (which automatically cancels regularly-scheduled pickups).



For additional assistance with specimen pickup, please contact **Client/Customer Services**
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Local:
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