



**COVID-19
PATIENT TESTING PROCESS**

May 5, 2020

1. Verify the patient has a vehicle/transportation and cell phone. *Bicycle is not an acceptable form of transportation.*
2. Provider completes COVID-19 Order. The order can be in one of the following formats:
 - a. Pre-printed Quest Lab Requisition form specific to your office.
 - *If you do not have forms in your office, you can email rick.a.white@questdiagnostics.com and he will get you some.*
 - b. Printed lab order form from your EMR that includes all the required information.

Quest is now recommending that we stop using the general service center form so please discontinue use of the form previously provided by DPHN.

3. The following items must be on the forms:
 - a. Ordering provider information, including Quest account number if you are using and EMR printed form.
 - b. Patient information as complete as possible. **We MUST have patient's phone number, address, insurance and DOB.** It is highly recommended that you print and attach an EMR patient profile page also.
 - c. Priority Level must be written in the Comments/Clinical Information section so we know how to prioritize it. (See Attached)
4. Fax completed slips to 541-464-4455

Questions?

- a. 541-643-7953 or b.bright@brightpathweb.com with logistical questions
- b. 541-464-6550 with general questions

Notes:

- All test results will go to the ordering provider to follow-up with the patient on the clinical treatment.
- All patients will be called either the night before or the morning of the testing with a time and location.

Coronavirus (COVID-19)

Priority specimen handling program

The US Department of Health and Human Services (HHS) has provided guidelines for prioritizing COVID-19

testing for individuals. In accordance with HHS recommendations, Quest recently implemented a Priority Specimen Handling Program to expedite testing and turnaround time of results for COVID-19 patients. This program prioritizes COVID-19 patients at greatest risk according to the priority levels provided below.

PRIORITY 1 TESTING	PRIORITY 2 TESTING	PRIORITY 3 TESTING	NON-PRIORITY
<ul style="list-style-type: none"> • Hospitalized patients • Healthcare facility workers with symptoms* <p>Priority 1 Testing helps ensure optimal care options for all hospitalized patients, lessens the risk of healthcare-associated infections, and maintains the integrity of the US healthcare system.</p>	<ul style="list-style-type: none"> • Patients in long-term care facilities with symptoms • Patients over age 65 years with symptoms • Patients with underlying conditions with symptoms • First responders with symptoms <p>Priority 2 Testing helps ensure those at highest risk for complications of infection are rapidly identified and appropriately triaged.</p>	<ul style="list-style-type: none"> • Critical infrastructure workers with symptoms • Individuals who do not meet any of the above categories with symptoms • Healthcare facility workers and first responders • Individuals with mild symptoms in communities experiencing high numbers of COVID-19 hospitalizations <p>As resources allow, the testing of Priority 3 individuals involves those in the surrounding community of rapidly increasing hospital cases to decrease community spread, and ensure the health of essential workers.</p>	<ul style="list-style-type: none"> • Individuals without symptoms

* "Symptomatic" may be defined as 1) fever, measured as temperature > 100.0 °F, or subjective fever based on clinical judgment; and 2) respiratory symptoms, including cough, shortness of breath, and sore throat. Medical evaluation may be recommended for lower temperatures or other symptoms based on assessment by public health authorities.