



QUALITY UPDATE

A monthly publication providing information and updates to CompuNet Clients
Mission: Improving the health of our community through excellence in medical laboratory services.

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Quality Patient Results Series Specimen Collection and Handling Resources

by Lisa Barnhart, Quality Assurance

As your lab of choice, CompuNet is dedicated to providing our clients with the resources necessary to help assure your patient's laboratory results truly reflect the clinical condition of the patient. Complete collection guidelines for specimen type, handling, and transport/storage temperature can be referenced in the Directory of Services available on line at www.compunetlab.com. Please contact your account representative for a 2007/2008 DOS hard copy pocket size edition or for collection reference materials to meet special testing needs. Our client services department representatives (937-297-8260) are also available to answer your specimen requirement questions. The Quality Update publications include articles about specimen requirements for new tests and any changes in specimen requirements for currently offered tests. Previous issues of the Quality Update can be viewed on the CompuNet web site listed above. Look for additional "Quality Patient Results" articles, in upcoming issues of the Quality Update. The articles will give examples of valuable phlebotomy techniques, patient identification best practices, and specimen handling processes that provide the best quality specimens to help assure dependable patient results. If you would like to see an article about a specific specimen collection and/or handling question, please forward those to lisa.m.barnhart@questdiagnostics.com so that we can address your question in an article.

Frozen Specimens in Lockboxes

by: Ron Mosbarger – Transportation Manager

I would like to personally thank you for using CompuNet for your laboratory services. I would also like to provide you with some helpful hints about how to maintain specimen integrity when placing frozen specimens in our lock boxes.

- Use a CompuNet Frozen Specimen Transport Container (as shown in picture),
- Freeze the transport container for 18 to 24 hours before use,
- Always make sure the specimen is frozen before it goes into the transport container.
- Place the frozen specimen in a zip-lock bag along with your completed requisition before it goes into the frozen transport container,
- Open the frozen transport container and place the frozen specimen in the center of the transport container with the requisition and the rest of the zip-lock bag hanging out of the container,
- Snap shut the container with the specimen inside and the requisition outside – making sure it completely snaps together (as shown in picture),
- Your courier will remove the specimen from the container, put it on dry ice, and return the container to you,
- Call the dispatcher at 937-297-8262 if you need additional frozen transport containers.

Please free to call me directly at 937-297-8207 if you have questions about this procedure or any other Transportation issue.



Use of Virology Bags

Just a reminder to our clients regarding the Virology Specimens. **Viral specimens should be placed in a bag labeled “Virology Specimen”.** This will ensure the courier transports the specimen in a refrigerated container. Viruses require refrigerated temperature to ensure their viability. Place other specimens in regular plastic bags.

Our couriers depend upon you to properly identify what needs to be transported at what temperatures. Thank you for your attention to this matter, as CompuNet continually strives to provide excellent service and quality to our clients.

If questions, call: Virology Laboratory
937-297-8338.

Anthem Medicaid Update

Effective September 1, Anthem Partnership Plan will no longer serve Medicaid patients in Ohio. The Aged, Blind or Disabled (ABD) program's final date of operation is August 31, 2008. The Covered Families and Children (CFC) program terminated earlier this year.

Electronic ordering systems, such as Care360, may still contain the Anthem Partnership Plan billing information from previous office visits. Please update your systems with the patients' new insurance coverage the next time they have laboratory services.

We recommend that you verify insurance coverage at each office visit. Nearly 20% of the insurance claims CompuNet files for Medicaid members are returned, stating the patient has no coverage or that we have submitted claims to the incorrect Medicaid plan. Checking coverage at each visit will help your office avoid costly rework, as well as help us provide quality billing services to your patients.

Feel free to contact our reimbursement department any time you have questions about CompuNet's in-network status with health plans. You can reach Cindy Alexander at 937-297-8253 or at Cindy.F.Mack@QuestDiagnostics.com.

Linking Laboratory Results with your EMR (Electronic Medical Record)

Did you know that approximately 60 to 70 percent of the clinical data this is deposited into an EMR comes from the laboratory? Thus it's important for the laboratory and the client to partner together to maximize the benefit of the information.

CompuNet has successfully implemented many EMR interfaces. While each one is a little different there are some common factors that may help you in your selection and implementation process.

- Knowing where you are and understanding the current processes prepares you for the EMR installation.
- Offices are often surprised at how much the ERM changes the workflow. Everyone is impacted, including physicians, staff and patients
- A major workflow change involves ordering lab requests. Traditionally completing a lab request is a function that is performed by the nurse or other office staff. With most EMR's this is moved to the physician level.
- Implementing an EMR is very time intensive for both the staff and physicians. Allow for additional staffing during this process if possible.
- Realize that connectivity changes will occur with the laboratory and any other clinical systems that you currently interact with. Allow adequate time to setup and thoroughly test these systems.
- Think how this change will affect your staff – utilizing some simple change management tools to help prepare and move through the implementation will provide a better outcome.

Contact your CompuNet Sales Representative when you are considering an EMR solution. The sooner we are involved the quicker we can get the process started and help you reach your goals.

Care360 Easy Order

Care360 is changing! A number of users have already seen the newest version of our order entry system, Care360 'Easy Order.' This version of Care360 has truly streamlined the data entry process, with just two screens to navigate between. Most of our Patient Services personnel have begun using this product and have already experienced the benefits – quicker, simpler order entry! Screenshots are below - If you have questions, please contact your Marketing Representative for more information.

The screenshot displays the 'Patient Information' section of the Care360 Easy Order system. The interface includes a navigation menu on the left with options like Home, Order Entry, Order Set-up, Results, PSC Website, Administration, Query Tool, Dictionary Search, Model List, Model List Search, Scheduled Items, Registration Log, Contact Us, and OutLogout. The main content area is divided into several sections: 'ORDER DETAILS' with a 'Standing Order' dropdown, 'PATIENT INFORMATION' with search fields for SSN and DOB, and 'BILLING INFORMATION' with fields for insurance type (MEDICARE), insurance number, and group number. The patient's name 'Fours, Some' and address '444 Elm St, Dayton, OH 45424' are visible. A 'Comments' section is at the bottom.

Page one includes all the patient demographics and insurance information.

The screenshot displays the 'Diagnosis' and 'Order Codes' sections of the Care360 Easy Order system. The 'DIAGNOSIS' section has a search field and a message 'No Diagnosis grids are defined'. The 'ORDER CODES' section includes a search field, a 'Print Specimen Requirements' button, and a table for 'ICD Diagnosis Codes' and 'Profile/Tests'. The table has columns for 'ICD Diagnosis Codes' and 'Profile/Tests', with a 'Remove All' button. The patient's name 'FOURS, SOME' and address '444 Elm St, Dayton, OH 45424' are visible at the top. The 'Lab Reference ID' is 'BCH079' and the 'Notification' is 'Normal'. A 'Specimen Not Collected' checkbox is also present.

Diagnosis codes and tests are included on the second page of Easy Order Entry.