

# Key Features of Care360™



Did You Know?

October 2006

## Generic Requisitions

This feature enables clients to create a requisition in Care360 that can be sent to another lab. This can occur only when payer agreements exclude Quest Diagnostics as the performing lab. The added benefit of defining generic requisitions is that one system (Care360) can be used for all lab orders, simplifying the process and eliminating the guesswork related to payer/lab selection. For assistance setting up generic requisitions, please contact your Sales Representative.

**Step 1:** To enjoy this feature, your account number(s) must be enabled for generic requisitions. To have your account enabled, contact your sales representative and provide the following information: 1) The payer(s), 2) the laboratory(ies) testing will be directed to, and 3) your account number for the outside laboratory(ies).

Once Quest Diagnostics has enabled your account(s), the next step is to define the test codes that should appear on the generic requisition.

### Step 2: Test Code Setup

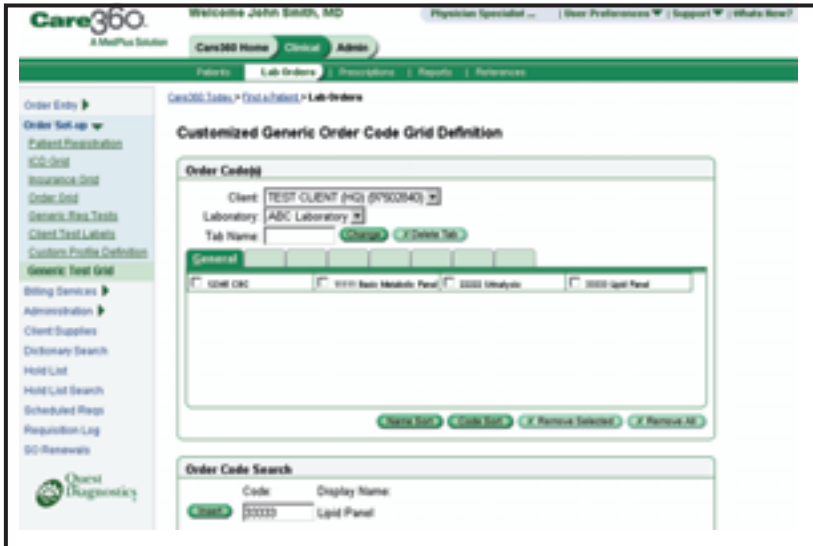
1. From the left-hand navigation pane, click **Order Set-Up > Generic Req Tests**. *The Generic Test Set-Up tab appears.*
2. At *Client*, click and select the client.
3. At *Laboratory*, click and select the laboratory. (Example: ABC Laboratory)
4. At *Test Code*, enter the test code. (Example: 12345)
5. At *Test Description*, enter a description of the test. (Example: CBC)
6. The *Status* defaults to "Active." *All active tests will display when ordering for this laboratory.*
7. Click the **Save** button to save the entry.

Continue entering all of the test codes that you plan to send to the defined laboratory. You can click on the Generic Test List tab for a listing of all of the defined test codes that you have entered. You can also stop and return to this step at any time.

For ease of ordering, many clients prefer to set up a **Generic Test Grid**, greatly enhancing the speed and efficiency of test ordering. The Generic Test Grid will enable you to define, edit, or delete order codes to create a favorites list of frequently ordered tests.



### Step 3: Define a Generic Test Grid



1. From the left-hand navigation pane, click **Order Set-Up > Generic Test Grid**. The *Customized Generic Order Code Grid Definition* screen appears.
2. At *Tab Name*, enter a name for the tab and click the **Change** button. (Example: Initial Exam).
3. Enter your “favorite” test codes (from those that were entered in Step 2 on page 1) in the “Order Code Search” section, and click **Insert** to insert them into the tab.  
**Note:** If you need to search for previously entered tests, a search box displays below the Insert button (not shown on the example at left).

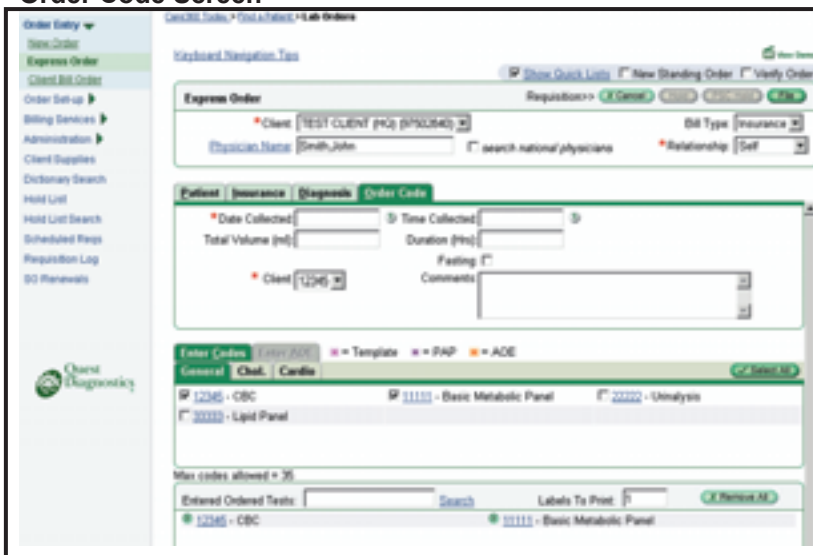
**Hint:** You may wish to enter ALL of the previously defined tests on one tab (such as “General”) and use the remaining seven tabs for “quick-pick” ordering (groups of tests that the physician typically orders together).

### Step 4: Ordering

Once generic carriers are defined, you no longer need to refer to paper payer lists or remember which payer must go to which lab!

- Retrieving a patient whose payer information contains a generic carrier (payer directing lab tests to a lab other than Quest Diagnostics), **or**
- Manually entering a generic carrier, **or**
- Selecting a generic carrier from the Payer List (or Insurance Grid, if previously added)  
**...will automatically generate a generic requisition.**

### Order Code Screen



In this example, the user is ordering tests for a patient whose insurance carrier is “XYZ Insurance,” a generic carrier.

After selecting “XYZ Insurance” (on the Insurance screen) or retrieving a patient previously defined with this carrier, the Order Code tabs automatically display the tests that were defined in Steps 1 and 2. Note that the Payer List is an alphabetical listing of all carriers. Generic carriers begin at the **end** of the list, and are displayed in **red**.

The user simply selects the appropriate test and files the requisition.

**Result:** A generic requisition prints, to be directed to the other laboratory.

Reports will come back to the client in the customary manner in which reports are received from that laboratory.

