**For Sendout Staff Personnel**

**Tip Sheets:**

[Acceptable Heavy Metal Testing Tube Types](https://jdos.blob.core.windows.net/banner/HeavyMetalTestingTubeTypes.pdf)

[How to order Flexi for QNI](https://jdos.blob.core.windows.net/banner/FLEXI_How_To.pdf)

[How to order testing in Quanum](https://jdos.blob.core.windows.net/banner/How_to_Order_Testing_Quanum.pdf)

[Esoteric Referral Test Ordering](https://jdos.blob.core.windows.net/northcoloradomedicalcenternoco/Esoteric_Referral_Test_Ordering.pdf)

**The recommended cascade of laboratories is:**

* 1. Check the JDOS first, if the test is listed as an orderable test then use the orderable test.

                                                    a.     If the test is listed as a QNI flexi test then order a QNI flexi test, and enter the ESOTCOM information in the accession notes.

* 1. If the test is not in the JDOS then click on the link for the Quest Test menu.

                                                    a.     If you find the appropriate test then order a QNI flexi test as outlined in the SOP, and remember to enter the ESOTCOM information in the accession notes.

                                                  b.     If you cannot find the test in the Quest Test menu then check the following reference labs (these are listed in order of priority).

* + - 1. ARUP - <https://www.aruplab.com/>
      2. Children’s - <https://labtestdirsearch.childrenscolorado.org/Search>
      3. University – UCHSC <https://www.testmenu.com/universityhospital>
      4. National Jewish - <https://www.nationaljewish.org/for-professionals/diagnostic-testing/adx/diagnostic-testing>
      5. Mayo - <https://www.mayomedicallaboratories.com/index.html?logout=true>
* If testing is found in any of these test menus then an ESOT will need to be ordered.  Testing information will need to be entered in the accession notes as outlined in the SOP.
  1. If all else fails, and you need assistance please feel free to call the business office at 970-810-6400.

**Contact Information:**

|  |  |
| --- | --- |
| LSA Database Request Group (requests for database changes  )  [LSADatabaseRequestGroup@bannerhealth.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=eZRG5lGtxsa3I0ORC2kTmvlNlhaytEnGzRQIz4zTcWscCjkyteLVCA..&URL=mailto%3aLSADatabaseRequestGroup%40bannerhealth.com) | SQL Customer Systems-SQL (Quanum user set up) [SQLCustomerSystems@sonoraquest.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=IChyNTAvAdAHCmsV97HkQgE5IHsX6R6vKBQiV1AIWZocCjkyteLVCA..&URL=mailto%3aSQLCustomerSystems%40sonoraquest.com) |
| JDOS Request Group (updates to the JDOS) [LSAJDOSMaintenanceGroup@sonoraquest.com](mailto:LSAJDOSMaintenanceGroup@sonoraquest.com)  CDM Distribution Group (requests for pricing/CDM changes)  [LSACDMMaintenanceGroup@bannerhealth.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=tdDjBDsJ8kuprJzAxoLxNudXRmywvzktldUy-rHrqfscCjkyteLVCA..&URL=mailto%3aLSACDMMaintenanceGroup%40bannerhealth.com) | SQL Client Services (for tests in question, rejections, result issues, ordering, spec. requirements etc)  602-685-5050 option #3  or 602-685-5090  To escalate an issue please email:  [SQLClientServices-Management@bannerhealth.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=gmPvt2_W4gEfY1_3seviuvNvWRXKR4nG0waThCfa-Q0cCjkyteLVCA..&URL=mailto%3aSQLClientServices-Management%40bannerhealth.com) |
| IT Cerner Lab Support (Cerner application/ label printer issues)  [LSAITLABSupport@bannerhealth.com](mailto:LSAITLABSupport@bannerhealth.com) | SQL Specimen Management (Sonora Quest specimen management issues only)  Rob Serrano (Days/Evening): 602-685-5676  Margarita Padilla: (Days): 602-685-5178  Vanessa Klein (Evening): 602-685- 5821  Ashley Apodaca (Nights): 602-685-5754 |
| QNI Customer Service Team (Quest Diagnostics, general questions – SJC, San Juan Capistrano) [HSSTeamWest@questdiagnostics.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=glaVP8Fwm74U1exIa5hHPGvWlxqlUV4uu7O-ENUPpb4cCjkyteLVCA..&URL=mailto%3aHSSTeamWest%40questdiagnostics.com)  QNI Billing Questions (invoice/billing issues, pricing)  Susanna Sisilyan  1-800-421-7110 ext. 4304  [Susanna.X.Sisilyan@questdiagnostics.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=h2AP0LMJp8yFlNQjKcC7GjgKvxBQIjLL0UR-Qw3l900cCjkyteLVCA..&URL=mailto%3aSusanna.X.Sisilyan%40questdiagnostics.com)  QNI Supply Order Issues  800-697-9302 | Contact Juanita and/or Donna for the following:  Referral testing questions, process workflows, requests to  bring in/change referral testing, assistance with training/job aides, troubleshooting routing, transfers or accession issues, KDrive access for sendouts folder, and any other miscellaneous tasks that involves referral testing, processing or phlebotomy. NOTE: If you have questions for specimens that have left your facility you need to contact the respective laboratory (see Sonora Quest or Quest Diagnostics contact info)  [Juanita.Aguirre-Varela@sonoraquest.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=JH4E8bY_EY_fWYT-CYCD9GCmeaFTyU9CG1Who05gZ4QcCjkyteLVCA..&URL=mailto%3aJuanita.Aguirre-Varela%40sonoraquest.com)  [Donna.whitley@sonoraquest.com](https://bhmail.bannerhealth.com/owa/redir.aspx?C=1P6I3Vukwpxyiao4NwO3ZfpuOSlg29qo3nuN1F19xS4cCjkyteLVCA..&URL=mailto%3aDonna.whitley%40sonoraquest.com) |