

Results and Reporting Overview

With DLO, you're good to **GO**

DLO offers on-time results that are easy to read and interpret.

- Out-of-range results are noted for staff, decreasing time spent on tracking abnormal results and freeing up time for more productive duties
- Enhanced reports can serve as an educational tool for patients, helping to improve compliance with testing and treatment regimens, ultimately improving clinical outcomes
- Delivery of lab results based on your needs; reports through Quanum, your EHR computer interface, or via fax.

About this section

This section will acquaint you with the DLO method of reporting patient lab results.

Reporting Results

Sample Clinical Reports

Clinical Expert Consultants

Clinical Report Delivery Policy

Reporting Results

Helping improve outcomes and manage health

Having quick access to information is necessary to help you make clinical decisions and take action for your patients. Our technology solutions can ensure you have the insights you need throughout your busy day.

DLO can provide lab results based on your needs. Reports can be provided through Quanum, your EHR computer interface, or via fax.

Request that DLO results be interfaced with your EHR

DLO makes EHR interfacing easy. Lab results are seamlessly integrated with all other relevant clinical information in a patient's electronic medical record, making it easier for you to provide your patients with the best possible care. Requesting an interface from your third party EHR to DLO is simple:

- Speak with your DLO Account Executive regarding setting up an interface.
- Technical assistance for interfaces is available by calling DLO's IT Support Help Desk at 800.697.9302.

Faxed results report

Receiving faxed results

- For faxed results, a signed agreement must be in place prior to release.

Please contact your Customer Solutions Specialist to get set up with faxed results.

DLO DIAGNOSTIC LABORATORY OF OKLAHOMA
Diagnostic Laboratory of Oklahoma
CLIENT SERVICES 800.891.2917

PATIENT INFORMATION
LASTNAME, FIRSTNAME
DOB: 01/01/1980 AGE: 30
GENDER: F
ID: 001
PHONE: 101-010-1010
Room: 010

REPORT STATUS FINAL
ORDERING PHYSICIAN
DR. DEFAULT
CLIENT INFORMATION
TESTFLAG1
LASTNAME, FIRSTNAME M.D.
FAMILY MEDICAL ASSOCIATES
ADDRESS OF THE CLIENT
OKLAHOMA CITY, OK 73114

SPECIMEN INFORMATION
SPECIMEN: KP003760P
REQUISITION: 0003951
LAB REF: 001
COLLECTED: 03/24/2010 08:00
RECEIVED: 03/24/2010 16:52
REPORTED: 03/24/2010 16:59

Test Name	Lab
PAIN MANAGEMENT PROFILE 2 W/ CONFIRMATION, URINE	QHO
Prescribed Drug 1	Methadone
Prescribed Drug 2	Propoxyphene

	In Range	Out of Range	Reference Range
Creatinine	36.0		> or = 20.0 mg/dL
pH	7.0		4.5-9.0
Oxidant	NEGATIVE		<200 mcg/mL

Test Ordered	Result	Cutoff	medMatch
Methadone	POSITIVE	<150 ng/mL	
EDDP	120 H	<100 ng/mL	
Methadone	NEGATIVE	<100 ng/mL	
Opiates	POSITIVE	<300 ng/mL	
Codeine	NEGATIVE	<100 ng/mL	
Morphine	NEGATIVE	<100 ng/mL	
Hydrocodone	150 H	<100 ng/mL	INCONSISTENT
Hydromorphone	NEGATIVE	<100 ng/mL	
Oxycodone	NEGATIVE	<100 ng/mL	
Propoxyphene	NEGATIVE	<300 ng/mL	INCONSISTENT

PERFORMING LABORATORY INFORMATION
QHO QUEST DIAGNOSTICS-HORSHAM, 900 BUSINESS CENTER DRIVE, HORSHAM, PA 19044, Laboratory Director: HERMAN KURWITZ, MD, PCAP
CLIA: 39D0204404

LIST OF RESULTS PRINTED IN THE OUT OF RANGE COLUMN:

Methadone	POSITIVE	<150 ng/mL
EDDP	120 H	<100 ng/mL
Propoxyphene	POSITIVE	<300 ng/mL
Hydrocodone	150 H	<100 ng/mL

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Quanum results report

Requisition Number: 0000069 Date: 11/04/05 12:00 AM Status: Final/Abnormal
Account Number: 97502841 Accession Number: MR052310T
Patient name: DOE, JOHN

GLYCOMARK (R) Lab: AMD Result Value: 6.1 Ref. Range: Result Date: 11/05/05 01:35 PM Units: ug/ml Abnormal

HEMOGLOBIN A1c Lab: MI Result Value: 7.3 Ref. Range: See Note. Result Date: 11/05/05 01:35 PM Units: % of total Hgb Abnormal H
Reference Range: NON-DIABETIC: <6.0%

Patient Demographics Information
Guest Diagnostics Nichols Institute-Charlity VA 14225 Newbrook Dr Charlity VA 20151-2228 Laboratory Director: Kenneth Sisco M.D.
MI Guest Diagnostics-Miami 10200 Commerce Pkwy Miramar FL 33025-3938

Annotations Tasks Messages
Add Annotation

Legend

Quanum™ Solutions enhances patient care through advanced reporting options.

- Monitor chronic conditions with test-specific or condition-specific views of testing and medication histories
- Customize reports with the information that is relevant to what you're looking for

For more on the unique and exclusive Quanum features designed to help clinics increase the efficiency of their practices and to enhance quality of care, ask your DLO representative.

Clinical Experts

Consult with our medical specialists

Gain access to more than 600 medical and scientific experts for consultation when needed

Sometimes you have questions about a patient case that may be triggered by an unusual testing need or result. Sometimes you may need insight beyond a specific finding. Get answers quickly from our team of more than 600 specialists so you can expedite care. DLO connects you with both quick answers to your questions and with specialist/academic level support for more challenging cases.

Call the right helpline below and connect to the first available expert most qualified to answer your question.

- 1.866.MYQUEST (1.866.697.8378) for the next available M.D. or Ph.D.
- 1.866.GENE.INFO (1.866.436.3463) for the next available board-certified medical geneticist or lab-based genetic counselor. If calling from outside the U.S. call 678.406.1198.
- 1.877.40.RXTOX (1.877.407.9869) for the next available toxicology specialist

Clinical Report Delivery

Test Reporting Notification

Routine test result reporting times vary, depending upon the nature of the test, the analytical time required for the procedure and the method of reporting. Reports are delivered electronically, by facsimile, or U.S. mail.

The provider who requests a test is responsible for providing 24-hour reliable contact information for STAT and priority reporting. The person notified should be the ordering provider or his/her authorized representative as permitted or required by state and federal law, and has the responsibility of interpreting the result in the context of the patient's clinical condition and can take immediate action, if needed. If the person notified is not qualified to make these decisions, he/she has the responsibility to communicate the information to a qualified person immediately.

- STAT test results will be reported for tests that have been ordered as STAT by the client and are offered as a STAT test by DLO.
- STAT test results are not called to the client unless the results of the STAT test is in the critical range.
- DLO will use reasonable efforts to promptly communicate critical STAT test results at any hour of the day, seven days/week.

All communications that involve patient information, including test results, will only be initiated on a need-to-know basis and will follow local and federal regulations that protect patient confidentiality.

Priority Result Reporting

This section details how DLO laboratories notify a physician or other clinical personnel responsible for patient care, prior to the regularly scheduled delivery of results when results of tests on the Priority Result Report list are outside of defined ranges. The verbal result reporting described in this section is in addition to the regular reporting procedure for all DLO test results (such as printed reports delivered by mail).

Priority-1

Test results include, but are not limited to, results considered "critical" according to the Clinical Laboratory Amendment of 1988 (CLIA; CFR 493.1109f) and the College of American Pathologists (CAP) Laboratory Inspection Program and so designated by the Chief Laboratory Officer or designee. Since test results cannot be fully interpreted without knowledge of the patient's current clinical condition and treatment, we will use reasonable efforts to promptly communicate Priority-1 results at any hour of the day, seven days/week so that the healthcare provider can determine the clinical implications and possible need for immediate intervention.

Priority-2

Test results are those that may require attention prior to the receipt of routine laboratory reports. We will use reasonable efforts to promptly communicate these results the same day (up to 7 p.m.) or the next morning (after 9 a.m.), seven days/week. For facilities which are known to us as a nursing home or hospital, we will use reasonable efforts to promptly communicate these results at any hour of the day, seven days/week.

