

Information Technology

With DLO, you're good to GO

DLO offers connectivity options to allow physicians and clinics to manage patient care through easy-to-use online tools, EHR interface options and Quanum™ Solutions.

About this section

This section will acquaint you with DLO's Information Technology capabilities, software and procedures
Pages include:

EHR/IT

dlolab.com

QuestConnect™

EHR/IT Compatibility

DLO understands the critical contribution information technology can make to the efficient operation of your practice. Through HTS (Healthcare Technology Solutions) we offer a variety of connectivity options that can help your lab run more smoothly and keep pace with today's rapidly changing medical and technology environment.

We have the right connectivity solution to support your facility with improved communication, faster turn-around times, less paperwork and, ultimately, improved quality and accuracy by eliminating manual entries. With connectivity solutions from DLO, you will enjoy these benefits:

- A complete analysis of your needs and a recommendation for the optimal system solution for your facility from a broad array of connectivity options, including:
 - Laboratory Information Systems (LIS) interfaces
 - Quanum™ Solutions
- System and data integration expertise, including experience with all leading LIS vendors to establish LIS interfaces quickly.
- Smooth implementation and support provided by dedicated staff of technology experts.
- Systems that support industry standard messaging and encoding protocols related to lab orders and results, including HL-7, which ensure full communications capabilities.
- Cumulative reporting to track test-specific results over time to better manage patient care.

EMR/LIS maintenance is the responsibility of the client. Training on how to order and manage an EMR/LIS are the responsibility of the vendor.

System Access

System access for Quanum is to be facilitated by the DLO Account representative. The account representative will obtain all necessary information for the request to be reviewed and approved by senior leadership. The DLO IT team will work together with the account rep and the client to obtain any necessary agreements as well as schedule installation of hardware and training if necessary.

Interface access is also requested by the account representative. The account representative will obtain information regarding the client's LIS/EMR vendor and software to ensure we are able to interface with their vendor. An internal approvals process is performed, agreements are obtained and the project is put in the Quest queue for an analyst to be assigned.

Superior Support

DLO will work with Quest to have an experienced implementation analyst assigned to the interface project. The Quest analyst will work with the DLO team, the LIS/EMR vendor team and the client to complete the Quest developed implementation plan in a timely manner. The implementation plan will include a Communication Test, a Functional Test Plan, and a Mapped Record test plan tailored to the specifications of the client's EMR. The interface will be considered "Live" when the client has approved and signed off on the completed test plan. Post go-live, the Quest Analyst will provide support for five days. After five days all support is transitioned to the DLO IT team where a local analyst will be able to assist in any troubleshooting necessary to resolve interface issues. The DLO IT team has 24/7 access to the Quest Connectivity Help Desk should the issue need to be escalated.

Information Technology Resources

DLO offers IT services and digital resources backed by the largest diagnostic medical laboratory in the United States.

DLO, through Quest, has standard reference laboratory interfaces with the majority of LIS allowing faster implementation of a bi-directional interface.

- Simplifies electronic test orders and results, improving test turnaround time
- Increases accuracy by eliminating manual entries
- dlolab.com provides healthcare providers and patients access testing information, billing and insurance portals and much more
- Providers can access clinical testing requirements and information resources, log-in for Quanum and billing, online supply ordering and a variety of tools to allow ease of use. Providers and support staff can access these tools and services by going to dlolab.com/providers.
- Patients can find Patient Service Center locations, access lab results through MyQuest™, gain information on insurance coverage and billing as well as research disease states and preventative measures.

DLO's website, dlolab.com, provides a wealth of information for medical professionals and administrative personnel, as well as patients. We encourage providers and support staff to take some time to familiarize themselves with the site. Training on all of DLO's digital resources is provided during the on-boarding process.

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- QuestDirect™
- Appointment Scheduling
- Quanam Login
- eInvoice™
- COVID-19
- Test Directory
- MLCP

COVID-19 Information

- Where to Get Tested
- Patient Information
- Provider Information

Patient Information

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- Patient Lab Results
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- Who is Quest Diagnostics
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 - Consultation Hotlines
 - ICD-10 and CPT 2021
 - ICD-10 and CPT 2020
 - ICD-10 and CPT 2019
 - Intellitest Manager™
 - Provider Forms
 - Priority Result Reporting Policy
 - Specimen Collection Charts
- HLA Lab

QuestDirect™

Virtual Test Guide

Locations

About Us

- Mission, Vision and Values
- Leadership Team
- Central Lab and Corporate Headquarters
- Community Involvement
- Accreditations
- Media Kit <https://www.dlolab.com/careers/benefits/my-health>
- News

Careers

- Job Search
- Job Descriptions
- Benefits
- Equal Opportunity Employer
- Workforce Diversity

Contact

DIAGNOSTIC LABORATORY OF OKLAHOMA

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MLCP

TESTING
Choose to Know for Providers

- Cardiovascular Disease
- HPV & Pap Co-testing
- Hormone Testing for Men and Women
- Prescription Drug Monitoring
- Sexually Transmitted Infections
- TEM-PCR Testing for Women

HOME | PROVIDERS

ENROLL NOW. ENSURE CONTINUOUS ACCESS TO QUALITY TESTING. ENHANCE PATIENT CARE.

ENROLL IN PECOS IN 5 EASY STEPS

1. Visit <https://pecos.cms.hhs.gov>
2. Prepare for enrollment by viewing the "Plan Ahead" checklist
3. Complete and submit the enrollment application
4. After enrollment, print, data and sign the Certification Statement
5. Mail the signed Certification Statement within 7 days of submission to your designated Medicare contractor

NEED HELP?

- Watch a step-by-step video on how to enroll in PECOS at <https://pecos.cms.hhs.gov>
- Contact the CMS External User Services Help Desk at 1-866-484-8049 or at EUSSupport@cgl.com

We know that you expect more from your medical lab. That's why we offer a variety of online tools and services that make it easy, simple and efficient to get the most out of

COVID-19 TESTING

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HOME | PROVIDERS | TESTING

VISIT THE QUEST DIAGNOSTICS TEST DIRECTORY

VIEW LAB AND DATABASE UPDATES THROUGH INTELLITEST MANAGER™

Through our joint-venture affiliation with Quest Diagnostics, DLO offers a variety of diagnostic lab tests. These tests include routine blood tests, anatomic pathology, and complex molecular and genetic testing. Some of these tests include:

- Allergy and Asthma
- Arthritis
- Autoimmune Diseases
- Autoimmune Diseases

COVID-19 TESTING

QUESTDIRECT

PATIENT BILL PAY

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DLO Go Kit 02/2022

Making it easier to take the right action for your patients and practice

Quest Diagnostics works hard to offer innovative solutions that help you make the best decisions for patient care. That's why we created QuestConnect, a convenient online tool that gives you the insights you need to take action for your patients.

Get connected to the lab tests that help inform your decision-making.

- Request test results
- Add or cancel tests
- Confirm/check the status of an order
- Find a test

Streamline workflow so you can stay focused on your patient's health.

- Order supplies
- Pay an invoice
- Update account information

Stay connect and in control

Inspired by and designed with your needs in mind, QuestConnect is simple and easy to use. To get you started, we included some basic instructions and a wallet card for future reference.

Whether you are the ordering physician or treating physician, questconnect.com provides you with the same great benefits.

How to use questconnect.com

Simple log in process

1. Enter client information
2. Client number
3. Main office phone number
4. Your name
5. Your role

Request test results

1. Select "Request a Test" from the left or middle navigation
2. Enter the patient's date of birth and last name.
3. Click "Search"
4. Select Appropriate record(s)
5. Click Submit

Add a test

1. Select "Add a Test" from the left or middle navigation
2. Enter the patient's date of birth and last name
3. Select a patient
4. Enter the test code
5. Click Submit

Cancel a test

1. Select "Cancel a Test" from the left or middle navigation
2. Enter the patient's date of birth and last name
3. Select the patient
4. Select the entire order or test code
5. Click Submit to cancel

Find a test

1. Select "Find a Test" from the left or middle navigation
2. Insert the test name or code, CPT or specialty using the left

Order supplies navigation

1. Select "Order Supplies" from the left or middle navigation
2. Choose an item and enter the quantity
3. Enter any special delivery instructions (optional)
4. Click Submit

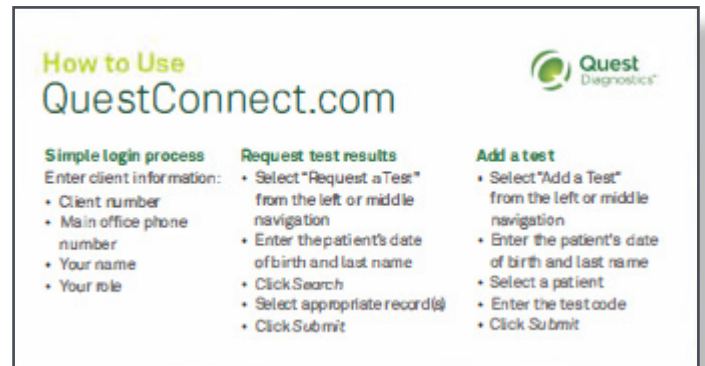
View order history

1. Select "Order Supplies/Order History" from the left navigation or "Track Order History" from the middle navigation
2. Click "Order History Tracking"

Update account information

1. Select "Update Account Information" from the left or middle navigation
2. Update your information
3. Click Submit

Reference Card



Please let your DLO Account Representative if you are interested in having an easy-to-use reference card.

Additional information can be found on questdiagnostics.com.

*Quantum Solutions meets all proposed Health Insurance Portability and Accountability Act (HIPAA) standards and protects patient information with 128-bit encryption and the services of Verisign™, an industry leader in system security verification.

