

# Specimen Collection and Handling

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

At DLO, we understand how critical each specimen and test result can be in managing your patients' health. We take all possible care to maintain specimen integrity from the moment it is picked up through test completion. Specimens are picked up, packaged, tracked and delivered directly to the laboratory by our reliable, efficient Route Service Representatives (RSRs), thereby minimizing the need for follow-up, thus freeing time for your staff.

### About this section

This section will acquaint you with DLO's specimen handling processes.

Electronic resources for testing and specimen collection

- Quest Diagnostics Test Directory
- IntelliTest Manager™
- Virtual Test Guide on dlolab.com

Specimen Handling and Transport Overview

Blood Specimen Collection

Microbiology Specimen Collection

Cytology Specimen Collection

For additional assistance with test ordering,  
please contact **DLO's Customer Support  
Center at 800.891.2917, option 2.**

# Specimen Collection and Handling

## Quality results depend on quality specimens

Quality results begin with the manner in which specimens are collected and prepared for testing. With a comprehensive menu of more than 3,500 tests, DLO and Quest Diagnostics perform testing on a wide range of sample types. Properly collecting and preparing patient specimens ensures you get the results you need to care for your patients.

### Specimen Collection Requirements

Refer to the digital tools explained below for expanded instructions on patient preparation and laboratory specimen collection procedures for individual tests.

#### Test Directory

Information on all tests offered through DLO/Quest [questdiagnostics.com/testcenter](https://questdiagnostics.com/testcenter)

#### DLO's Virtual Test Guide

Complete test and specimen collection guide for frequently ordered and DLO specific tests [dlolab.com/virtual-test-guide](https://dlolab.com/virtual-test-guide) or [dlolab.com/vtg](https://dlolab.com/vtg)

#### Directory of Services

Testing and specimen collection information with helpful explanations for standard Quest policies and procedures [questdiagnostics.com/directoryofservices](https://questdiagnostics.com/directoryofservices)

#### Intellitest Manager™

Online tool to access new test information, test updates and changes [intellitestmanager.com](https://intellitestmanager.com)

#### Quanam™ Solutions

View specimen collection requirements at time of order processing

**Specimen requirements** include information such as specimen volume collection and transport containers as well as transport temperature.

**Adequate specimen volume** must be submitted for analysis. The volume listed is enough for initial analysis as well as for any confirmatory tests that must be performed. *If an inadequate specimen is submitted, we may not be able to perform the initial test or required confirmatory procedures.*

### Patient Preparation

Many tests require that the patient be prepared in some specific way to ensure useful results. Please refer to the digital tools previously explained or call Customer Services for clarification of any patient preparation that might be needed.

**A fasting specimen is preferred** for the majority of tests performed on serum, plasma, or whole blood. *Non-fasting specimens often contain fat particles that can interfere with many analytical procedures.*

### Supplies

**Specimen collection devices supplied by DLO are to be used only for the collection of specimens for processing by DLO.** Supplies are not to be used to store or dispose of biological materials, including sharp instruments, or for any activity not connected with the collection of specimens for processing by DLO.

**Specimens collected and/or transported in expired collection or transport devices may be rejected.** Routinely check to ensure your supplies are not outdated.

### Health and Safety Precautions

**Specimens should be handled in a safe manner and according to applicable legal requirements or guidance.** Information on safe specimen handling may be obtained from the US Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).

#### Additional Details and Instructions

- Specimen leakage or contamination of collection device
- Specimens should never be frozen in glass tubes
- No needles or other sharps in the package which could cause injury or pathogenic exposure

**DLO reserves the right to refuse to accept any transports that pose a safety hazard to its employees.**



# Quest Test Directory

## Improved access to Quest's latest testing information

Quest Diagnostics' Test Directory is a valuable resource available to providers and their staff for testing information. Links to the Test Directory can be found on the dlolab.com homepage, in the Tools and Resources for Providers, and throughout the Virtual Test Guide.

On your first visit to the Test Directory, select "Click Here" under "Ordering from a Quest Diagnostics affiliate" and then select DLO to save your service area. Any searches will now test information available for DLO.

## Quest's Test Directory provides comprehensive information for all tests available through DLO/Quest.

- Search engine dedicated to the Test Center
- DLO/Quest test name
- Test code(s)
- Billing CPT code(s)
- Additional testing or reflex criteria
- Methodology
- Limitations
- Reference ranges
- Clinical significance
- Link to FAQs, algorithms, test reference material or related articles
- Preferred and acceptable alternative specimens
- Links to related sections of questdiagnostics.com

# Intellitest Manager™

## Easily manage the test changes that are most important to you

**IntelliTest Manager** is a flexible online tool that provides best-in-class features for accessing new test information, test updates and changes based on specific account utilization. Clients can simply visit [intellitestmanager.com](http://intellitestmanager.com) and log in with their client number and 5-digit zip code.

## Get the test update data you need in the format you want with IntelliTest Manager

### Features

- Filter by the utilization of multiple accounts
- Browse and perform keyword search across all updated tests
- Manage recipients of email notifications about lab updates
- Export information in the product-specific format specified by your EMR or LIS vendor
- Filter and browse tests by specific client utilization
- Customize the view by selecting and hiding data fields
- Sort information based on the following: new tests, CPT code, specimen requirements, transport temperature, specimen stability, reference range or methodology
- View test change documents online, 24/7
- See test update history with effective date range
- See detailed information for updated test(s), including specimen requirements and effective dates
- Export and download list of all updated tests to Excel and PDF
- Update notification available by email
- Interface mapping information provided, including LOINC
- See pricing messages for price matching due to test code changes
- Browse and print new test offerings

### For questions or support:

Email [intellitestmanager@questdiagnostics.com](mailto:intellitestmanager@questdiagnostics.com), call 1.800.697.9302, Option 1, then 6, or ask your DIO Account Executive



## Customize your view

Table of Contents | Test Details | View By Category

**Customize Your View: ON**

You have selected to not include the following fields:  
Additional Information, Always Message, Assay Category, CPT Codes, Clinical Significance, Instructions, LOINC Codes, Methodology, Performing Site, Pricing Message, Reference Range, Reject Criteria, Set-Up/Analytic Time, Specimen Requirements, Specimen Stability, Transport Temperature, Units Of Measure

Filter By Utilization

Account #

To filter by the utilization of multiple accounts, enter each account number separated with a comma (for example: 111,222,333) and click the FILTER button.

Export:

**Include Fields in Your View**  Check/Uncheck All

- Additional Information
- Always Message
- Assay Category
- Clinical Significance
- CPT Codes
- Instructions
- Interface Mapping (Result Codes)
- LOINC Codes
- Methodology
- Pricing Message
- Performing Site
- Reference Range
- Reject Criteria
- Set-Up/Analytic Time
- Specimen Requirements
- Specimen Stability
- Transport Temperature
- Units Of Measure

**Exclude Items from Your View**

- New Tests
- NY Tests

# Virtual Test Guide

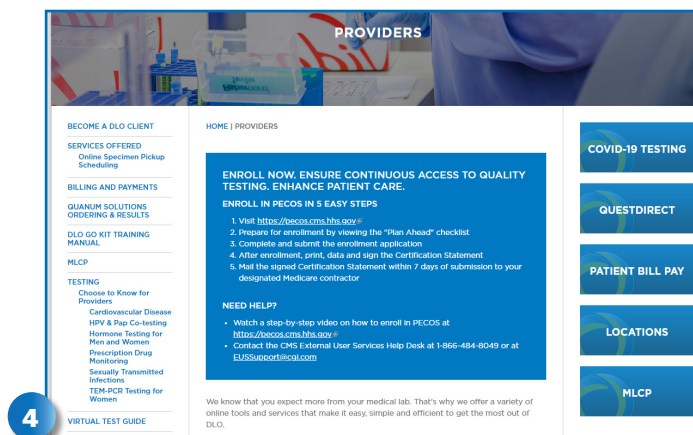
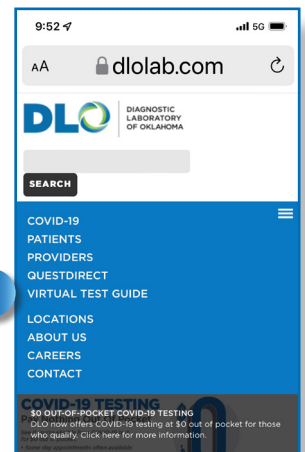
DLO's premium laboratory testing reference tool

An innovative online, no-cost solution to providing testing information with specimen guideline and visual collection guides for Oklahoma's healthcare providers.

DLO's Virtual Test Guide (VTG) on [dlolab.com](http://dlolab.com) features test information, specimen collection specifics and a visual collection guide for individually selected frequently-used tests and tests with a history of collection and/or submission difficulties. The Virtual Test Guide homepage can be accessed several different ways.

Easily accessed through your phone, tablet or computer at [dlolab.com/vtg](http://dlolab.com/vtg).

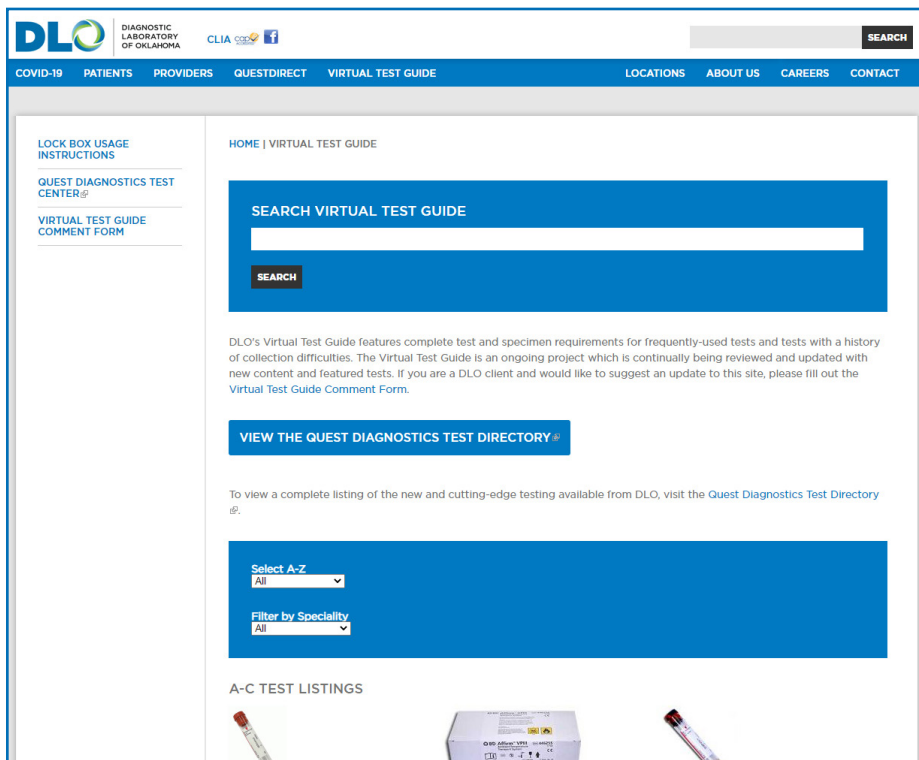
- 1 Drop-down menu under "Providers"
- 2 VTG links on [dlolab.com](http://dlolab.com) homepage
- 3 VTG button right navigation menu
- 4 Links throughout Providers section



# Virtual Test Guide

Gain complete test information in one location

Finding the information you need has never been easier.



**VTG Search Engine** is dedicated to search keywords, disease state, tests names, tests numbers and specimen collection devices within the guide.

**Tests are listed alphabetically** on the VTG homepage, according to test name.

**Filters allow tests to be sorted** according to specific specialties and/or alphabetic ranges

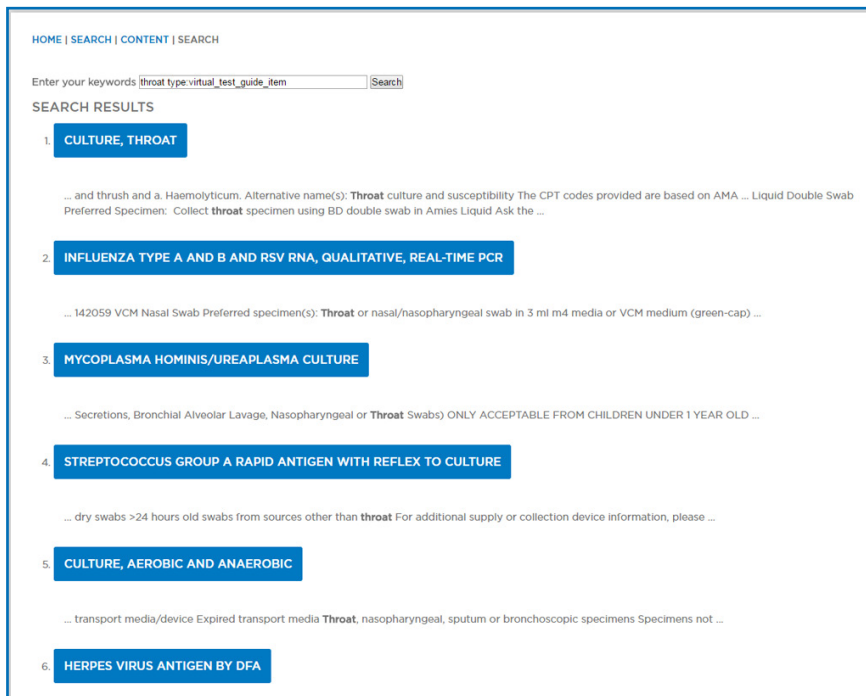
Specimens must be segregated according to temperature while being stored for transport. **Lock Box Usage instructions clarify** what is needed to protect the integrity of each specimen until pickup by a DLO RSR.

**Quest's Test Directory** contains information on all of the more than 3,500 tests available through DLO and Quest Diagnostics.

Can find a test? Have a comment you want to share? **Virtual Test Guide Comment Form** sends all submissions to DLO's VTG Team for review and response.

## Providing accurate results every time.

VTG search results will list all tests which contain any part of the submitted search criteria. The tests are listed according to the percentage of matching criteria.



# Virtual Test Guide

The only place to go for all your test information

The screenshot shows the DLO Virtual Test Guide interface. At the top, there is a navigation bar with links for COVID-19, PATIENTS, PROVIDERS, QUESTDIRECT, VIRTUAL TEST GUIDE, LOCATIONS, ABOUT US, CAREERS, and CONTACT. Below the navigation bar, the page title is 'HOME | CULTURE, THROAT'. The main content area is titled 'CULTURE, THROAT' and features an image of a double swab. Below the image, the following information is provided:

- Test code:** 394
- CPT code(s):** 87070
- Includes:** If culture is positive, identification will be performed at an additional charge (CPT code(s): 87077 or 87140 or 87143 or 87147 or 87149). Antibiotic susceptibilities are only performed when appropriate (CPT code(s): 87181 or 87184 or 87185 or 87186).
- Methodology:** Bacterial culture, Aerobic routine isolation and identification procedures; Antibiotic susceptibility testing (when appropriate)
- Limitations:** Test does not differentiate between patient with acute infection or an asymptomatic carrier.
- Clinical significance:** The significance of any isolate in pure or mixed culture must be assessed with respect to the source cultured, the organism's pathogenic potential, the possibility of colonization versus infection, and the number of other organisms recovered in the same culture. This test may be useful in the detection of agents of epiglottitis and thrush and a. Haemolyticum.
- Alternative name(s):** Throat culture and susceptibility

The CPT codes provided are based on AMA guidelines and are for informational purposes only. CPT coding is the sole responsibility of the billing party. Please direct any questions regarding coding to the Payor being billed.

**COLLECTION GUIDE:**  
**Supply:** 60104 Amies Liquid Double Swab  
**Preferred Specimen:** Collect throat specimen using BD double swab in Amies Liquid

The diagram shows a cross-section of a human mouth with a double swab inserted. Labels indicate the 'Swab' and 'Tonsil'. A text box states: 'Throat is swabbed in the area of the tonsils'.

1. Ask the patient to open their mouth and say "AH".
2. Gently depress the tongue with a tongue depressor.
3. Guide the swab over the tongue to the posterior pharynx.
4. Gently swab the mucosa behind the uvula and between the tonsillar pillars back and forth.
5. Remove the swab without touching the tongue, uvula, or lips.

**Transport container:** Double swabs in Amies liquid  
**Transport temperature:** Room temperature  
**Specimen stability:** Deliver to the microbiology lab as soon as possible.  
Room temperature: 2 days

**Reject criteria:**

- Expired transport device
- Frozen
- Request for anaerobic culture

For additional supply or collection device information, please contact DLO's Customer Service at (800) 891-2917, option 2.

The CPT codes provided are based on AMA guidelines and are for informational purposes only. CPT coding is the sole responsibility of the billing party. Please direct any questions regarding coding to the Payor being billed.

All information you need to make the best decision for your patients.

- DLO/ Quest test name
- Collection device(s) photo
- Test code(s)
- Billing CPT code(s)
- Additional testing or reflex criteria
- Methodology
- Limitations
- Reference ranges
- Clinical significance
- Link to FAQs, algorithms, test reference material or related articles
- Alternative test names
- Complete listing of the specimen(s) with collection device(s)

Easy to understand instructions and clinical explanations

- Collection device with DLO supply order number
- Additional test codes, when available
- Preferred specimen
- Collection instructions with illustrations, when available
- Specimen transport and storage
- Transport container
- Transport temperature
- Specimen stability
- Rejection criteria
- Specialties associated with test

Click any "Virtual Test Guide" link to return to the VTG homepage.

"HOME" link at the top of any page within dlolab.com will lead to the site's homepage.

Information on related tests or disease states not listed in the VTG can be found at the [Quest Diagnostics' Test Directory](#).

# Proper Blood Collection

## Quality testing starts with proper specimen preparation

Properly collecting and preparing patient blood specimens can minimize errors or inaccurate results and reduce test delays or cancellations. Common examples of inaccurate results and error messages include, but are not limited to:

- Falsely elevated potassiums
- Falsely decreased glucose
- Falsely elevated lactate dehydrogenase levels
- “Specimen received unspun” comment on reports
- “Quantity not sufficient” (e.g., QNS) comments on reports
- “Red Blood Cells present in specimen” comment on report

## Order of Draw

In order for a blood specimen to be appropriate for testing, it must be drawn in a specific order. The following “Order of Draw” procedure must be followed to ensure a suitable blood specimen is obtained and to avoid cross contamination of specimens with additives from a previous tube or container.



Blood Cultures	Citrate Tube	Separator Serum Tube	Heparin Tube	EDTA	Sodium Fluoride	Citrate ACD
Varies	Light Blue	Gel - Red/ Gray or Gold	Green, Tan	Lavender, Tan or Royal Blue	Gray	Yellow
Invert 8-10 times	Invert 3-4 times	No Gel - Red Gently Invert 5 times	Invert 8-10 times	Invert 8-10 times	Invert 8-10 times	Invert 8-10 times

- Allow the SST and red top serum tubes to clot for a minimum of 30 minutes, but no longer than 45 minutes, before centrifugation.
- Tubes should be allowed to clot in a vertical position (e.g., in a test tube rack) at room temperature unless otherwise noted.
- If your centrifuge is a swing bucket centrifuge, spin the SST and serum tubes for 15 minutes at 2,200 RPM.

**For serum or plasma specimens**, draw a sufficient volume of whole blood to obtain the required serum or plasma volume after centrifugation (approximately 2 ½ times more whole blood).

**For serum**, gently invert the tube eight times after filling; allow the blood to clot for at least 30 minutes in a vertical position and separate by centrifugation.

- 10 minutes for horizontal spin centrifuges
- 15 minutes for fixed head centrifuges

**For plasma and whole blood**, completely fill the tube to eliminate dilution from the anticoagulant or preservative; immediately mix the blood by gently and thoroughly inverting the tube ten times. Separate plasma by centrifugation. Transfer plasma to a plastic tube and label the tube as “plasma.”



# Proper Blood Collection



## Proper Phlebotomy Techniques

This chart shows the various tube tops used during the collection of DLO lab specimens, including the additive, number of inversions and order of draw.

**Order of Draw and Number of Inversions are for specimens drawn in plastic tubes only.**

COLLECT IN THIS ORDER

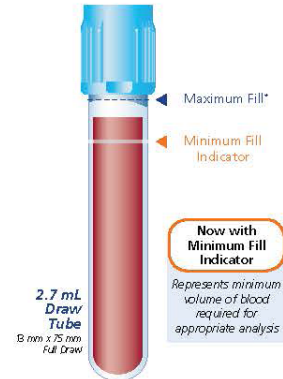
Stopper	Additive	Inversions
 Blood Cultures		8-10
 Light Blue	Citrate <b>Tube must be filled completely.</b> Note: When using a winged blood collection set for venipuncture and a coagulation (citrate) tube is the first specimen to be drawn, a discard tube should be drawn first. The discard tube must be used to fill the blood collection set tubing's "dead space" with blood, but the discard tube does not need to be completely filled. This important step will ensure maintenance of the proper blood-to additive ratio of the blood specimen.	3-4
 Red / Yellow	Gel, serum <i>Do not use gel tubes for toxicology or drug testing</i>	5
 Red	No gel, Serum Please visit DLO's Virtual Test Guide for instructions on proper collection and specimen processing procedure for Microtainers™.	5
 Green or Tan	Heparin	8
 Lavender or Tan	EDTA	8
 Royal Blue	EDTA	8
 Gray	Sodium Fluoride (Glucose)	8
<b>Tubes with other additives</b>		
 Pink	Citrate SCD <i>Last tube drawn</i>	

**Please properly fill and separate all specimens.**  
The information on this chart is valid as of November 17, 2021 and is subject to change without notice.  
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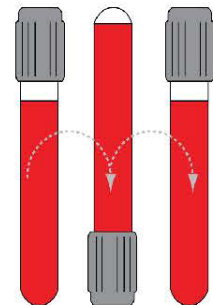
### BD Vacutainer® Plus Plastic Citrate Tube Draw Volume Guide

Sufficient volume achieved if blood drawn falls above minimum fill indicator. For blood transfer, do not fill above illustrated dashed maximum line.

Note: The quantity of blood drawn into evacuated tubes varies with altitude, ambient temperature, barometric pressure, tube age, venous pressure and filling technique.



\* According to CLSI guideline, Dec. 2003, Doc. H1-A5, Vol. 23, No. 33.



**Clot 30 minutes**  
Allow blood to clot for 30-45 minutes in a vertical position

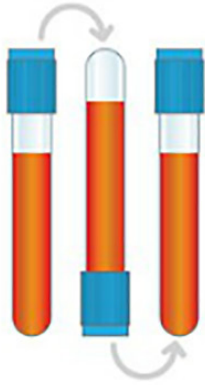
**Spin 10 minutes**  
Centrifuge at full speed (between 1100 & 1300g) for 10 minutes for swing-head units or 15 minutes for fixed angle units (balance tube in centrifuge).

**Fill Transport Vial**  
Using a pipet, move the serum to a clear transport vial. Label with Specimen Type and two patient identifiers.

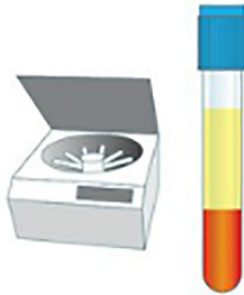
# Proper Blood Collection

## Coagulation Testing

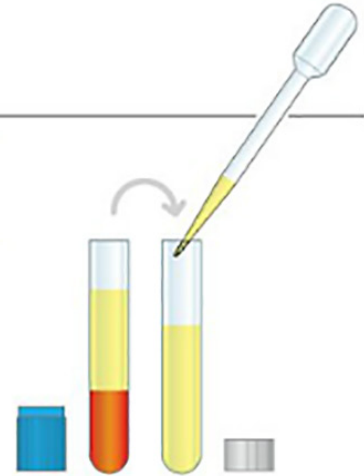
### Preparing Platelet - Poor Plasma for Coagulation Testing



Immediately after collection, mix specimen by gentle inversion. Complete processing within 60 minutes of collection.



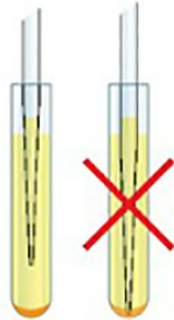
Centrifuge at 1500 x g for 15 minutes.



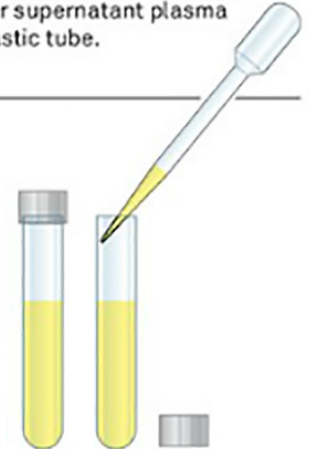
Using plastic Pasteur Pipettes, transfer supernatant plasma to a plastic tube.



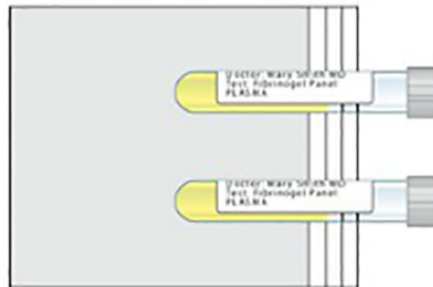
Cap and centrifuge supernatant plasma at 1500 x g for 15 minutes.



Remove supernatant plasma from second spin, being careful to not disturb the sediment at the bottom of the tube.



Transfer plasma to plastic storage tubes.



# Proper Blood Collection

## Factors That Compromise Specimens

### Specimen integrity is imperative to achieve quality test results.

Your care, skill, and knowledge when preparing the patient and specimen are essential to the provision of the highest quality standards for testing and services.

The following guidelines highlight the various factors that can compromise patient's specimens and assays.

### Hemolysis

Hemolysis occurs when the erythrocytes are ruptured and release their contents into the serum or plasma. The hemolyzed serum or plasma will look light pink to bright red. Hemolysis, even in small amounts, may alter test results markedly, particularly potassium and LDH. Grossly or moderately hemolyzed specimens may be rejected.

#### Causes of hemolysis include:

- Small needle used to collect specimen
- Difficult phlebotomy
- Placing red top tubes in the refrigerator without allowing 30 minutes at room temperature for complete clotting
- Vigorous shaking of specimens
- Storing specimens in excessive heat or in a refrigerator that is too cold

### Quantity Not Sufficient (QNS)

Each assay requires a minimum amount of specimen required to perform the test accurately. If we do not receive enough of a specimen to meet the minimum volume requirements, we will not perform the test. For serum or plasma specimens, please draw more than the amount requested in our specimen requirements (for example, 2 ½ times more than the requested volume). If you suspect a specimen will be QNS, list tests in order of priority.

### Lipemia

Excessive lipids in the blood produce a cloudy or milky specimen. Moderately to grossly lipemic specimens may invalidate many test results. Lipemic specimens may be the result of a recent meal prior to the blood collection. Follow the general rules of fasting before a blood specimen is obtained (e.g., the patient should have nothing to eat or drink, except water, for 8-12 hours prior to the draw).

### Hyperbilirubinemia

Icteric serum or plasma will appear dark to bright yellow. Icterus may affect some results. To ensure quality we may request another specimen be collected for analysis.

### Specimens collected with outdated supplies

Please check routinely to ensure that your supplies are not outdated. All specimens received in expired collection or transport tubes will be rejected by DIO.



# Specimen Handling and Transport

Quality testing starts with proper specimen preparation.

## Urine Collection

Urine collections require providing specific instructions to the patient. Clean catch patient instructions and 24-hour collection instructions are detailed in DIO's Virtual Test Guide and/or Quest Diagnostics Directory of Services. For 24-hour test collections, total urine volume must be included on both the laboratory order and the urine aliquot submitted for analysis.

## Tissue Collection

Ensure that tissue specimens are covered completely in 10% formalin. For further details about collection and preparation of tissue specimens, refer to the Virtual Test Guide, Quest Diagnostics digital Directory of Services or Test Directory.

## Collection (other)

Comprehensive collection procedures for trace elements, cultures, and toxicology specimens can be found in the Virtual Test Guide, digital Directory of Services or Test Directory.

## Labeling

Each specimen container must be labeled with appropriate patient identification in order to be tested. Specimens with missing patient identification will not be tested. If a significant discrepancy is noted with the patient information provided on the specimen and the laboratory order, your facility will be contacted for clarification. Specimens for HIV testing, blood bank (immunohematology) testing and other sensitive tests that are inconsistently labeled will not be tested.

## Storage

All specimens must be stored at the appropriate temperature prior to transport to the laboratory for testing. Refer to the Virtual Test Guide, Directory of Services or online Test Directory for information on specimen storage temperatures.

- Storage temperatures are defined as:
- Ambient/Room Temperature (15 - 30 degrees C)
- Refrigerated (2 - 10 degrees C)
- Frozen (-20 degrees C or colder)

## Minimum Volume Requirements

Test volumes listed in the Virtual Test Guide, Quest Diagnostics Directory of Services or online Test Directory allow for multiple test determinations. The minimum volume allows for a single test including instrument dead volume. Adequate specimen volume for each test requested should be submitted to DIO to avoid delays in processing and to expedite turnaround time. Prioritizing tests for low volume (short) specimens: Specimens with questionably small sample volumes can have the tests prioritized on the test order form. Minimum testing requirements are available by calling DIO customer services.

## Collection Supplies

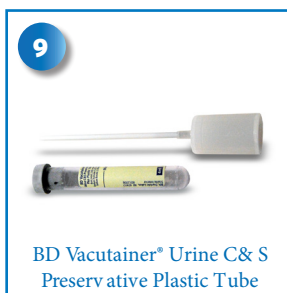
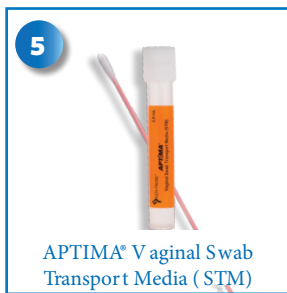
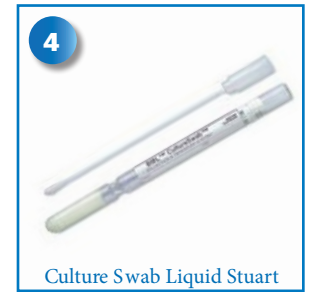
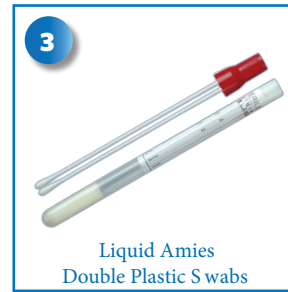
Specimens collected and/or transported in expired collection or transport devices will be rejected by DIO. Please routinely check to ensure your supplies are not out dated.

## Additional Details and Instructions

- Specimen collection and handling should always take place using Universal Precautions.
- Specimens should never be frozen in glass tubes.
- Needles or syringes should never be submitted to the laboratory.

# Specimen Handling and Transport

## Microbiology Collection Devices



The information on this chart is valid as of November 17, 2021 and is subject to change without notice.

# Cytology Specifications

## Comprehensive testing from one vial, one specimen

### Image-guided Pap with age-based screening protocols— DLO SMART Codes

SMART test codes are comprised of Imaged Pap testing with HPV and additional STI tests, appropriate for her age, based on professional guidelines.\*

Send in the specimen using either ThinPrep® or SurePath™, and provide the patient's date of birth

#### Image-guided Pap with age-based screening protocols

Test Offerings	ThinPrep	SurePath
Image-Guided Pap with Age-Based Screening Protocols	91384	91384
Image-Guided Pap with Age-Based Screening, Plus CT/NG	91385	91385
Image-Guided Pap with Age-Based Screening, Plus CT/NG/T rich	91386	91386

\*Ask your Quest Diagnostics representative, or visit [questdiagnostics.com/smartcodes](http://questdiagnostics.com/smartcodes), for a full explanation of the use of SMART Codes, as well as to see the most current professional cervical cancer and STI screening guidelines.

## Additional Testing Options

### Reflex and co-testing options for Pap and HPV (based on ACOG guidelines)

Cytology every 3 years for women 21-29; co-testing (Pap and HPV combined) for women 30-65	Test Offerings	ThinPrep	SurePath
		w/ Imaging	w/ Imaging
Age 21-29	Pap	58315	18810
	Pap (reflexes to HPV if ASCUS)	909 34	18811
	Pap (reflexes to HPV if ASCUS) and CT/NG <sup>1</sup>	91912	18817
Age 30-65	Pap	58315	18810
	Pap & HPV	909 33	18813
	Pap & HPV and CT/NG <sup>1</sup>	91339	18828
	Pap & HPV mRNA E6/E7, reflex HPV 16,18/45	91414	18829

CT/NG, C. trachomatis/N gonorrhoeae RNA

<sup>1</sup> For patients with risk factors for sexually transmitted infections.

### Out-of-the-vial tests

Test Offerings	ThinPrep	SurePath
CT	11361	11361
NG	11362	11362
CT/NG	11363	11363
Trichomonas vaginalis	905 21	905 21
HSV-1/2	9056 9	9056 9
HPV mRNA	9088 7	92203
HPV Genotypes 16, 18/45	91826	92392
HPV Reflex to Genotypes 16, 18/45	909 42	92211



# Specimen Handling and Transport

## Proper Specimen Identification

The College of American Pathologists (CAP), DLO's laboratory accrediting agency, requires that all specimens submitted for testing must have two patient identifiers located on the specimen container upon submission.

### Specimen labels

All specimens should be labeled at the time of collection with at least two patient identifiers that must also appear on the requisition.

**Examples of patient identifiers are as follows:**

The patient's name (full last name, then full first name or initial) or a unique ID code is always required.

The second patient identifier may be one of the following:

- Date of birth (month/date/year)
- Other unique patient identifier that is also on the test requisition, e.g., hospital or office ID code or file number
- DLO requisition number or specimen bar code label
- Other barcode labels can be used if the barcode matches the unique identifiers on the printed requisition (the barcode does not need to be human readable)

**NOTE:** Location-based identifiers are *NOT* acceptable, e.g., hospital room number or street address

Each specimen container must have a securely affixed label with the following information:

- the patient's name written exactly as it appears on the test requisition (e.g. Doe, Jane)
- a second patient identifier as noted above
- your account number
- date of collection

### Additional Instructions

**If the label is hand-written, use a ballpoint pen**—do not use a felt tip pen.

**If glass slides are submitted, use a pencil for labeling the frosted end** — two identifiers are preferred although patient's name alone is acceptable

If labeling a sample that is intended to be **frozen, secure the label with transparent tape.**

When using an **electronically-generated DLO test requisition, place the label lengthwise** on the tube.

When submitting a specimen in a container other than the tube used to draw the sample (e.g., transfer vials), **indicate specimen type on the label** (e.g., serum, plasma, urine, et c.).

When submitting specimens for **microbiological testing** (e.g., cultures, bacterial antigen, microscopic examination) **the nature and anatomic source of the sample and the specific organism(s) to be detected, if any, should be specified.**

Quantum will automatically print specimen labels with submitted orders.  
**Improper labeling of patient specimens may result in test cancellations.**

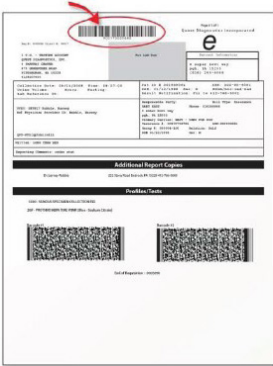
# Specimen Transport Preparation

## Information Regarding Requisition Folding

DLO is dedicated to delivering accurate results on-time, every time. Our goal is to be accountable for your patient's specimen from the time we pick it up until the time it is tested and resulted.

Specimen tracking is the tool that allows us to capture individual patient demographics for each specimen you entrust in our care.

By folding the requisition in a manner that allows us to scan the barcode, we are able to capture each patient's information. This allows us to track the status of our patient's specimen at any given time until the results are in your hands.



Print Requisition



Folded requisition option



Requisition inserted in sleeve outside the bag with barcode on clear side.





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## SAVE TIME with online pickup scheduling from DLO

[dloblab.com/pickup](http://dloblab.com/pickup)



### Introducing online pickup, a new service from DLO

We know you're busy. That's why we now offer convenient online scheduling for specimen pickups. It's part of our commitment to creating new and better ways to support you in the important work of caring for patients.

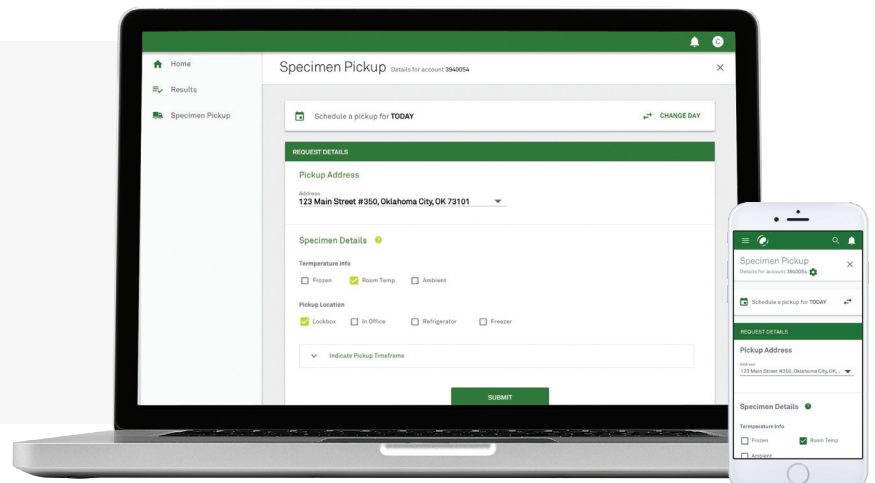
**Just click, enter, and click. DONE. ✓**

Scheduling a Diagnostic Laboratory of Oklahoma (DLO) specimen pickup may now be done online through our **Quantum™ for Healthcare Professionals** website. Simply **go online** to [dloblab.com/pickup](http://dloblab.com/pickup) to log in, **enter** specimen details, **schedule** the pickup, and **submit**. That's all it takes. You'll receive confirmation, and a DLO courier will pick up your specimen(s).

### [dloblab.com/pickup](http://dloblab.com/pickup)—quick and convenient

No more phone calls or waiting to speak with the right person. Online pickup is easy to use and available anytime to fit into your workflow and help you streamline operations.

- **Simple** 4-click ordering
- **Schedule**, modify, or cancel a request electronically
- **Receive confirmation** that the pickup was successfully scheduled
- **Available 24/7**—no need to wait for a dispatcher during peak call times
- **Available** from your PC, tablet, or smartphone
- **1-click option** for frequently requested pickups





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# Ready to try online pickup? It's easy.

[dlolab.com/pickup](http://dlolab.com/pickup)

## Signing up for online pickup is a simple, 1-time process:

- 1 Go to [dlolab.com/pickup](http://dlolab.com/pickup), click the "Log In" button and log in.\*
- 2 On the next screen select **SPECIMEN PICKUP**.
- 3 Follow the instructions to enter your dispatch account information and to confirm pickup address.†
- 4 Click **SUBMIT** to confirm—you're ready to schedule your first pickup!

\* You can log in to the site using your existing Quanam/Care360 credentials or follow the steps on the screen to verify your Quest Diagnostics account. If you're having trouble logging in, call 1.800.891.2917 for support.  
† Please note: DLO cannot pick up from P.O. box addresses.

## Have a frequent pickup need? Try 1-click.

**Online pickup** gives you the option to save your pickup order information, so you can save even more time. Just choose the **1-click option**, enter the information, and you're always just 1 click away from more efficient scheduling.

At DLO, our goal is to help you simplify practice operations so you have more time to focus on enhancing the patient experiences that can lead to healthier outcomes.

If you need assistance, have DLO lock box questions, or want to contact DLO Logistics directly to schedule a specimen pickup, call **1.800.891.2917, option 3.**



For questions about Quanam for Healthcare Professionals or Online Specimen Pickup, contact the DLO client services at 1.800.891.2917.



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800.891.2917 • [dlolab.com](http://dlolab.com)

# Lock Box Usage Instructions

Help to ensure proper specimen transport!

**Ambient, refrigerated, and frozen specimens MUST be segregated.**

If you need additional lock box capacity to allow for complete segregation. **Call 1.800.891.2917, Option 3**, to notify DLO if you need additional lock box capacity to properly store specimens.

## Ambient

Place ambient specimens farthest away from any cold packs.

If there are specimen tubes requiring different temperature states within a single patient sample collection, place each specimen tube in a separate specimen bag with a copy of the ordering requisition. This will facilitate those tubes being placed in the correct areas of the lock box.

**DO NOT put ambient specimens on top of refrigerated specimens.**

## Refrigerated

When placing a refrigerated specimen inside the lock box, use a cold pack and place refrigerated specimen directly on the cold pack either by:

- 1) rubber banding specimen to the cold pack
- 2) placing specimen in separate bag with the cold pack

**DO NOT put refrigerated specimens in the frozen tote bag.**

## Frozen

Frozen specimens should be placed inside a frozen tote container to allow them to remain frozen while in the lock box. Make sure the specimen is completely frozen before placing it inside the frozen container.

Remember to take the frozen tote out of the lock box in the morning to refreeze the gel-packs before reusing. Freeze only the gel packs, not the entire tote.



