

## Knowing you're prepared, with a secondary lab interface system from Quest Diagnostics

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**Picture it:** your primary lab provider has an unexpected event like a fire, data breach, or transportation disruption, causing your laboratory information system (LIS) to go down. Now your lab team and clinicians must rely on paper- or phone-based ordering and reporting methods. The opportunity for errors increases, productivity lags, and turnaround time is slower, leading to clinician and patient dissatisfaction.

**While you may have a protocol in place for LIS downtime, incorporating a backup interface as part of that protocol could help you avoid a scenario like this.**

### Make a secondary interface system **part of your plan**

Quest Diagnostics can implement a reference lab interface with any LIS, making us a smart choice for your backup protocol. Our nationwide infrastructure includes an elaborate network of regional and esoteric labs and thousands of Patient Service Centers, enabling us to efficiently and effectively meet the diverse needs of your clinicians and patients.

With a Quest LIS interface as your secondary system, your lab also benefits from:

- **Streamlined processes**—simplified test ordering and send-outs and fast turnaround time
- **Easy integration**—integrates with every major LIS vendor and supports HL7 standard protocol
- **Superior support**—comes with an initial implementation analyst, as well as 24/7 Interface Helpdesk support



**Avoid unnecessary delays during unexpected downtime with a secondary lab interface system from Quest.**

## Support when you need it most, with **an interface you can trust**

Having a secondary lab interface in place can offer greater peace of mind. Quest makes it easy for you to implement this system, offering:

- Both discrete and non-discrete interfaces
- Easy connection to your standard LIS via a virtual private network (VPN) or web services
- The Get Connected program, our Six Sigma proprietary interface process that includes a complete validation of the interface functionality in the test system before going live
- Support that includes project initiation, interface validation, and interface implementation, as well as 24/7 Helpdesk support

## Guidelines **support the development** of downtime processes

In order to be accredited by the College of American Pathologists (CAP), labs must have approved, documented procedures that include a downtime process.<sup>1</sup>

Traditionally, labs have relied on manual procedures, including paper-, fax-, or phone-based reporting, during LIS downtime.<sup>2</sup> **These may be sufficient for brief-duration events, but they generally can't be supported for extended periods of time.** Moreover, a manual process can limit the availability of data and consume significant amounts of valuable time for both clinicians and lab professionals.<sup>2</sup> A secondary interface, like that offered by Quest, can help prevent or mitigate these challenges.



**Improve your downtime protocol** with an LIS backup. Contact your Quest Diagnostics sales representative for more information about our lab interfaces.

### References

1. College of American Pathologists. Laboratory accreditation manual, 2017 edition. <http://elss.cap.org/elss/ShowProperty?nodePath=/UCMCON/Contribution%20Folders/DctmContent/education/OnlineCourseContent/2017/LAP-TLTM/misc/lam.pdf>. Accessed May 28, 2019.
2. Oral B, Cullen RM, Diaz DL, et al. Downtime procedures for the 21st century: using a fully integrated health record for uninterrupted electronic reporting of laboratory results during laboratory information system downtimes. *Am J Clin Pathol*. 2015;143:100-104. Accessed April 19, 2019. doi: 10.1309/AJCPM007MNVGCEVT

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