

## Patient Service Center collection & shipping

### Step 1: Order management

Patient should have a Quest post-transplant or donor-related kit. If patient has no kit or kit is not complete, use stock specimen tubes or back-up kit.

- Non-standard PSCs need to change lab and select the nearest QLS lab
- SINGLE ACCESSION the order
- Add the draw fee 3259
- Process the samples
- Place the tubes back in the FedEx® shipper box
- Ship same day via FedEx; enter FedEx tracking number in Quanium before scheduling pickup
- Post-transplant & donor-related tests cannot be ordered on same requisition with other clinical tests
- Automatically split the req with trigger code 39949 (Spec'd Transplant Svcs, Donor) or trigger code 39950 (Spec'd Transplant Svcs, PTXPLNT)
- Follow the Quanium prompts for split orders
- Place copy of Quanium requisition form in kit with specimens

### Step 2: Collection & processing

- Only draw the specimen tube(s) based on tests ordered
- Process specimens as indicated by Quanium. SHIP REFRIGERATED: use a gel pack as indicated for transport temperature
- If shipping is delayed
  - Refrigerate specimens overnight, follow hand-off process
  - Notify the Concierge team at QDTransplant@QuestDiagnostic.com (preferred) or 1.877.738.7267
  - The next day, repackage in Specialized Transplant Services box
  - Enter the FedEx tracking number in Quanium internal comments. Call FedEx (1.800.463.3339) immediately to schedule pickup

### Step 3: Specimen packaging & shipping

- Place cooled gel pack flat inside the Uline insulated envelope
- Place labeled tubes in sleeves of absorbent pouch; place flat in biohazard bag
- Roll up biohazard bag around tubes; place in Uline insulated envelope
- Seal insulated envelope (press-and-seal closure and adhesive strip). Place in Transplant Services box
- Close Specialized Transplant Services box; tabs should be snug
- Place Specialized Transplant Services box in FedEx ClinPak
- Enter FedEx tracking number in internal comments in Quanium
- For pickup, call FedEx (1.800.463.3339) prior to same-day deadline—before 2:00 PM, may be earlier

## Kit Components



- 1- Specialized Transplant Services transport box
- 1- Uline insulated envelope
- 2- 6x9 Biohazard specimen bag
- 2- EDTA lavender-top tube
- 1- Red top tube
- 1- Serum separator tube
- 1- Specimen container, sterile (excluded from donor kit)
- 1- 6-bay absorbent pouch
- 1- 6x6 absorbent sheet (excluded from donor kit)
- 1- Koolit gel pack
- 1- FedEx UN3373 Clinical Pak, large
- 1- Kit instruction card

# Client collection & shipping instructions

## Step 1: Blood collection

- Check expiration date, verify enclosed tubes have not expired.  
*Note: specific collections may require more/fewer tubes than provided*
- Collect blood by venipuncture. Centrifuge prior to shipping; separate serum or plasma where necessary
- Label all tubes with 2 identifiers (eg, patient name, DOB)
- Document collection date and time on test request form
- Remove gel pack from shipper; refrigerate or freeze prior to packaging/transport
- Check specimen transport temperatures in the Quest Test Directory for each test
- Refrigerate specimens prior to shipping

## Step 2: Specimen packing

Ensure only donor or post-transplant orders and specimens are packaged in the shipment

- Place cooled gel pack flat inside of Uline insulated envelope
- Place labeled tubes in sleeves of absorbent pouch; place flat in biohazard bag
- Fold test request form; insert in outer pouch of biohazard bag
- Roll the biohazard bag around tubes; place in Uline envelope
- Seal insulated envelope (press-and-seal closure & adhesive strip). Place in Specialized Transplant Services box
- Close Specialized Transplant Services box; tabs should be snug

## Step 3: Shipping

- Place Specialized Transplant Services box in FedEx Express Clinical Pak
- Call FedEx (1.800.463.3339) prior to pickup deadline—generally before 2:00 PM, may be earlier. Make note of FedEx tracking number
- If too late for same-day pickup, contact Quest Advanced Specialized Transplant Services at 1.877.QDTRANSPLANT (1.877.738.7267) for special processing instructions

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**Quest Advanced**  
Specialized  
Transplant Services