



Here for an improved transplant testing experience at **a leading medical center**

## Situation

Located in Boston, MA, this medical center serves patients throughout New England for transplant services across the continuum of care. In 2022, the growing transplant program completed almost 50 heart transplants and roughly 75 kidney transplants. “Our focus is working to expand access to care while taking a very patient-centered approach,” said the director of transplant.

## Opportunities

The transplant program identified a number of opportunities with regard to transplant testing:



Making testing more accessible and convenient for all patients while also ensuring no shared costs for living donors



Establishing EMR integration and bidirectional communication so all clinicians involved in a patient’s care have access to test results



Establishing consistency through the use of one reference lab and improving turnaround times

## Solution

To address these opportunities and improve its transplant testing program, the transplant center chose to work with Quest Advanced Specialized Transplant Services, a lab services provider that shares its patient-centered philosophy—supporting the program’s vision today and in the future.

# Results



## Expanding patient access to testing

Working with Quest has enabled the transplant center to expand access to testing, making it more convenient for patients to get their lab work done. Patient draws can now occur at one of Quest's many conveniently located patient service centers, and patients can access their results online. "I'm not sure I fully appreciated how difficult it is for some patients to travel into the city to have lab draws," said the director. "Now I see just how much easier access to testing can benefit patients."



## Integrating with EMR

Because Quest integrates with our EMR, all team members can see the same information simultaneously, making our work more efficient and improving patient care," reported the director. "It's been a game-changer."



## Enabling billing flexibility

The medical center's goals are to "never have a living donor receive a bill in error. By working with Quest, we're able to carve out a client bill account that patients can access nationally." Now, no matter where a donor is in the US, they're able to get their screening done at a Quest lab while avoiding erroneous bills.



## Improving turnaround times

Quest helped the transplant center's team to build targeted panels in their EMR, which means clinicians are ordering the right tests at the right time for the right patients. As a result, turnaround times have improved. According to the director, "Being able to track samples allows us to determine when we need to regroup to review a patient's set of labs."

## Customizable transplant offerings

Quest supports transplant programs for both pre- and post-transplant testing, with expansion into other areas underway. Our modular approach allows for flexibility to fit the unique needs of each program.

### For clinicians:

- Broad test menu
- Protocol-based testing per transplant type
- Expedited transport and processing
- Specimen tracking

### For patients:

- National patient service center footprint
- Patient engagement and outreach programs, including mobile phlebotomy
- Online access to results

### For health systems:

- EMR/LIS connectivity
- Dedicated customer service
- Guided onboarding
- Billing flexibility


**Here for you.**

Learn how we can customize a transplant testing offering to meet your program's needs. Contact your Quest representative or visit [QuestDiagnostics.com/Transplant](https://www.questdiagnostics.com/transplant).

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