

Mail-to-Home Shipper Kits

for donor + post-transplant testing



Specialized Transplant Services shipper kit how-to

Receive expedited turnaround time, white-glove customer service, PSC access and more when you utilize STS testing codes

TEST CODE	ORDERING INSTRUCTIONS
Donor Mail-to-Home Test Code: 10697	Should be ordered alongside any donor test code for patient to take to PSC
Post-Transplant Mail-to-Home Test Code: 10696	Should be ordered alongside any post-transplant test code for patient to take to PSC

Tips for accessing the right STS tests

- Mail-to-Home Donor or Post-Transplant shipper kits should be ordered when providers are utilizing Quest PSCs for specimen collection
- Test Code 10697 or 10696 must be added to the testing order for the shipper kit to be shipped automatically
 - Ordering the testing alone will not ship the Mail-to-Home shipper kit to the patient
- Talk to your account support team to ensure you are ordering the correct test, as shipper kits cannot be ordered without Quest STS testing on the order

Examples

Order Donor West Nile 19412 + Donor Mail-to-Home 10697 =

A shipper kit with patient instructions and a hard copy of the order will be shipped to the patient. The Donor West Nile order will be sent electronically

Order Donor West Nile 19412 alone =

No shipper kit is shipped, but the Donor West Nile order is still valid

Order Mail-to-Home 10697 alone =

No shipper kit is shipped

Process remains the same for Post-Transplant shipper kit



For questions related to your transplant testing, please call **1.877.QDTransplant** or contact **QDTransplant@questdiagnostics.com**

A dedicated team member can assist you Monday - Saturday, 7AM-8PM EST. Closed Sunday.

Specialized Transplant Services Mail-to-Home Shipper Kit Process

Contents of shipper kit sent to patients:

- Green and white shipper kit (includes all materials required for the PSC staff)
- Patient instruction card
- Copy of patient's test requisition/order



*Sterile containers only provided for post-transplant shipper kit. Not required for donor testing menu.

step
1

Add Test Code 10697 (Donor Mail-to-Home) or 10696 (Post-Transplant Mail-to-Home) to STS testing orders to trigger a shipper kit to be mailed to the patient's home

- For standing orders, the order should be made at least 7 days prior to the first standing order

step
2

Shipper kit is automatically mailed to patient's home

- Shipper kits ordered before 10 AM CST will be shipped same day (1-day patient receipt)
- Shipper kits ordered after 10 AM CST will be shipped next day (2-day patient receipt)
- If shipment is delayed, the QD Transplant team will provide an e-mail notification to the patient

step
3

If the patient provides their e-mail address, they will be reminded to get tested 7 days after the shipper kit is received

- A second follow-up email reminder will be sent to patient 2 weeks after testing pack is received
- Follow-up phone call will take place 3 weeks after testing pack is received

step
4

Patients are instructed to bring the entire contents of the package they received to the PSC for their appointment

- If the patient encounters any questions at the PSC, the green and white shipper kit contains instructions for the phlebotomist

step
5

Sample processing will be expedited using the STS-White-Glove Service

- Mail-to-Home Post-transplant samples will be shipped to San Juan Capistrano, CA. Results will be available in <12 hours from receipt in the lab
- Mail-to-Home Donor samples will be shipped to Chantilly, VA. Results will be available in <24 hours from receipt in the lab

step
6

Results will be sent electronically through your existing interface or Quanam