As a leader in colorectal cancer screening, we know that every kit returned could be a life saved by early detection. Quest can now remind your patients to complete and return their InSure® ONE™ kits.

All ELECTRONIC orders for InSure ONE placed in Quanum™ Lab Services Manager or your EMR interface can benefit from text or email reminder messages.

- If the kit has not yet been returned, Quest will send a reminder to your patient at 7 days and again at 14 days.
- Additionally, if your office uses Quanum LSM to receive notifications, Quest informs you if the collection kit has not been returned at 25 days. This will help you to follow up with your patient directly.

How do I make sure my patient receives a reminder?

**Quanum LSM orders:**

- Submit your InSure ONE order as a standalone order, with no other clinical testing attached.
- A pop-up box will appear asking if the patient consents to receive a reminder.
- If the patient consents, simply click the patient’s preferred method of contact (text or email), and enter the appropriate information. After receiving the first reminder message, patients may opt out from future communication by replying “stop” to the text message or by clicking “unsubscribe” at the bottom of the email.
  
  If your patient does not wish to be reminded, click “Do not remind my patient.”

**EMR Interface orders:**

- Submit your InSure ONE order as a standalone order, with no other clinical testing attached.
- All patients with an email address attached to their order will automatically receive a reminder.
- When the first reminder email message is received, the patient may opt out from an additional reminder by clicking “unsubscribe” at the bottom of the email.
- If you do not want your patient to receive a reminder, remove the patient’s email address from the order prior to submitting.
How will my office be notified if my patients do not return their kits?

All customers using Quanum LSM will receive a notification at 25 days if the patient has not returned their kit.

How can Quest help my staff identify patients who may be eligible for InSure ONE testing?

- If you utilize Quanum LSM, a message will appear anytime you or your staff place an order for a patient aged 45 or older that states: “This patient is 45 or older and may be eligible for colorectal cancer screening. Please consider InSure ONE.” This message is intended to help identify patients who may benefit from colorectal cancer screening.

- If you don’t want to see these notifications in Quanum LSM, please contact your local Quest Account Executive or call 1.800.697.9302 and choose Options 1, then option 5. Please indicate you would like the InSure ONE banner message disabled and provide the practice name, and Quest account number.

When I order InSure ONE electronically in Quanum LSM or my EMR, the collection date autopopulates as the order date. Will this cause the InSure ONE order to TNP (test not performed)?

No, this dating will not cause an issue with the patient’s InSure ONE test as Quest specimen receiving will reference the date of collection provided by the patient on the test card, not the electronic order.

Patients should be instructed to return their test card via US Mail within 48 hours of collection to ensure stability is not exceeded.

Not using Quanum™? You can sign up for an account at TogetherSimpler.com or by contacting your Quest Diagnostics sales representative at 1.866.MyQuest (1.866.697.8378).

To order InSure® ONE™ (test code 11290) with the patient reminder program, use your EMR interface or Quanum™ Lab Services Manager. You can also learn more about InSure ONE at QuestReminder.com.