

COVID-19 Lab Order SOP

Testing with UT Physicians (lab slip and appointment required)

1. If the patient meets the current testing criteria on <https://www.readyharris.org/Get-Tested>, the physician will order COVID-19 test on the billing sheet.
2. An MA will create a lab slip, print it out, write at the top of the lab slip "send to UT pathology."
3. The MA will hand the lab slip to the front office, informing them that it's for COVID-19 testing. **DO NOT PLACE IN THE "TO BE PROCESSED" SCAN TRAY**
4. The front office will scan the lab slip into the patient documents and assign it to "Referrals, UTP."
5. The front office will then call the UTP Referral line at 713-486-5224, to let them know a lab slip was sent.
6. The UTP referral coordinator will contact the parents to schedule the testing appointment.
7. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, and photo ID ready. They will need to stay in their car for testing.
8. The MA will create an action and set the due date for 4 days out.
9. When the action is due, the MA will log into UT Pathology to see if results are available.
10. If results are available, the MA will print them out and give them to the front office to scan and assign to the ordering physician. If the results are not available, the MA will set the action due date out another day.
11. The ordering physician will receive the lab results through their D jelly bean in ECW.

Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance. Accepts all major insurances and Medicaid except TCHIP, Tx Star and T-START KIDS. Only schedules a week in advance. No age limitations or requirements.

Test with Memorial Hermann Urgent Care (lab slip and appointment required)

1. If the patient meets the current testing criteria on <https://www.readyharris.org/Get-Tested>, the physician will order COVID-19 test on the billing sheet, or if a parent calls and would like to use Memorial Hermann Urgent Care to have patient tested for any reason.
2. An MA will create a lab slip, print it out and have the front office email the lab slip to the parents along with the instructions on how to schedule an appointment through Memorial Hermann Urgent Care clockwise scheduling. The parent will schedule the appointment for the patient through the clockwise scheduling.
3. Test results will be returned to the ordering physician and will be available within our Quest accounts. The patient can also receive their test results by logging into their Everyday Well Account, or by visiting <https://myquest.questdiagnostics.com/web/home>
4. Specimen Collection Age Limits:
 - 0-6 months: West University Urgent Care only
 - 6 months and older: All Urgent Care Clinics

There is no charge at the time of the specimen collection, however, cash pay patients will receive a bill from Quest and commercial patients will receive a bill for any portion not paid by their insurance.