Outpatient Provider Office Collection Information
COVID-19 (SARS-CoV-2) Resources
Provided by Spectrum Health Laboratory Services

Test Utilization

➢ COVID-19 Information Links to Spectrum Health Lab Blog-contains up to date information
➢ Nares vs Nasopharyngeal
➢ COVID-19 IgG Antibody

How to Order

In Epic, Epic Community Connect or Epic Care Link:
➢ LAB1230607 – COVID-19 PCR for a Nasopharyngeal or Nares Swab
➢ LAB1230623 – COVID-19 IgG Antibody for an antibody blood draw
➢ Please answer all Ask at Order Entry questions
➢ Please direct ordering questions to your Epic Trainer

In your EMR
➢ COVID-19 PCR order alias 1230607
➢ COVID-19 IgG Antibody order alias 1230623
➢ Please answer all Ask at Order Entry questions
➢ Questions should be directed to your EMR vendor or the Spectrum Health eShare team.

If you are unable to order electronically
➢ Please fill out a paper requisition: COVID-19 Requisition and fax to the Lab Orders Team at 616-774-7696 a day in advanced or alternatley, provide the patient with a copy of the order to bring with them to the collection site.
➢ To bill patient/patient insurance – the billing information section on the requisition must be completed.

In MyChart
➢ Patients may be directed to access MyChart for online screening and test scheduling. Based on symptoms, the patient will be scheduled at the collection site available for the appropriate method.
➢ If the patient has an existing order from a Spectrum Provider, the patient can still schedule through MyChart
➢ Collection site information can be found here.
➢ Pre-procedural screening cannot be scheduled through MyChart
➢ Results will not automatically go to a provider if they don’t receive results from Spectrum Health electronically.
   o In order to get results, the provider should instruct the patient to request their results get cc’d to the provider at the time of their collection.

Route Your Patients
➢ If you collect the specimen in your office, make sure you mark the specimen as collected in Epic or your EMR if interfaced
   o If not on Epic or an interfaced EMR, send a paper requisition with the specimen
➢ If the patient needs an observed nares test or an antibody blood draw outside of the office, direct them to an outpatient collection site
➢ If the patient needs a nasopharyngeal collection outside of the office, they need to call the COVID Hotline at 616-391-2380 to schedule their test.
   o Any COVID test can be scheduled through this number if they have an order in Epic already
   o Pick the appropriate language option, then choose option 3
Outpatient Provider Office Collection Information – COVID 19 Resources – Updated 7/31/2020

**Supplies for Collection In Office**

- Hours of Operation: 8am-8pm

**If you are a Spectrum Health location (SH/SHMG), please order supplies via Lawson.**
  - Saline Collection Kit 1mL or 3mL with Mini-Tip Swab (138868)
    - Can be used for adult or pediatric testing
  - Not acceptable COVID collection supplies: cotton swabs, calcium alginate swabs, wood shaft swabs
  - There are multiple COVID-19 specimen collection media available for testing. We realize that you may order a particular type of swab or media, however, be aware that we may change your order to a different type swab or media depending on availability. Please be assured that the swab or media you will be receiving can still be used for COVID-19 specimen collection.
  - As the demand for testing increases, the quantity of supplies delivered may vary from your original order depending on supply availability.

**If you are a non-Spectrum Health entity and have a routine Spectrum Health Laboratory courier**
  - Please fill out a supply form: **COVID Supply form**
    - While we strive for next day delivery, allow 3 – 5 business days for delivery

**If you do not have a courier route with Spectrum Health Laboratories, please fill out this form:**
  - **New Laboratory Client Form**
    - A Laboratory Representative will contact you to set up an account

**FOR OFFICE COLLECTION**

- PPE Guidelines
- Laboratory Specimen Collection: **COVID-19 Test Information**
  - Nasopharyngeal Collection *(Download pdf)*
  - Nares/Nasal Collection (Observed Self-Collection or Clinical Staff collection)

**Reminders:**
  - Make sure specimen is properly labeled with **2 patient identifiers**
  - Make sure label is placed correctly: **Label placement guide**
  - Immediately refrigerate specimen after collection and maintain at this temperature during transport to lab or pickup by courier.

**Transporting Instructions for Office Collections**

Cold packs/pouches should be used in a styrofoam, or similar type, cooler to transport priority transport bags containing specimens. It is imperative to keep specimen bags dry.

- **Courier Pick Up:** If you have a routine courier route set up, please wait for your courier to pick up specimens in your office or lockbox. Make sure lockbox is properly packed for refrigerated specimens.
- **Specimen Drop Off:** If you do not have a routine courier route set up, please drop off the specimen at the Spectrum Health Medical Center in Grand Rapids, MI (maintain refrigerated transport temp)
  - Instructions for specimen drop off

**Obtaining Results**

Results will be sent electronically or via fax to the information currently in our system, once the test has been completed and verified. This may take 48-72 hours. Antibody testing currently takes 3-5 days. As the demand for testing increases, turnaround time may be impacted.

- Your patient may also receive their results in **MyChart**, Spectrum Health’s patient portal.
- Further patient care, notifications and return to work orders should be completed by your practice.

**Other Resources**

- **Spectrum Health Lab Test Directory and Specimen Collection Guides**
- **COVID-19 IgG Antibody Serology Testing Information**
  - Collection Instructions
- **COVID-19 Testing Platforms with Fact Sheet for Providers and Patients**
➢ Spectrum Health COVID-19 Health Care Professional Resources (including PPE and Disinfection)
➢ Spectrum Health Laboratory News Blog (for the latest COVID testing information)
➢ CDC Official Coding Guidelines for COVID-19
➢ Spectrum Health Laboratory offers nasal self-collection observation at select collection sites. Patient must have a valid lab order.

For Additional Questions
➢ Call the Laboratory Call Center at 616-774-7721

COVID 19 PCR testing has been issued an emergency use authorization by the FDA. For more information about the test and its authorized use, please see FDA Emergency Use Authorizations.