

Outpatient Provider Office Collection Information COVID-19 (SARS-CoV-2) Resources

Provided by Spectrum Health Laboratory Services



Test Utilization

- [COVID-19 Information](#)

How to Order

In Epic, Epic Community Connect or Epic Care Link:

- LAB1230607 – COVID-19 PCR
- Please answer all Ask at Order Entry questions
- Make sure to mark the order as collected once you've collected the specimen
- Please direct questions to your Epic Trainer

In your EMR

- Order Alias 1230607
- 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](#)
- If billing patient/patient insurance – please include a copy of insurance or a face sheet

In MyHealth

- Patients may be directed to access [MyHealth](#) for online screening and test scheduling. Based on symptoms, the patient will be scheduled at the collection site available for the appropriate method.
- Collection site information can be found [here](#).

Supplies for Collection In Office

If you are a Spectrum Health location (SH/SHMG), please order supplies via Lawson.

- [Standard Tip ESwab](#) (450094)
- [Nasopharyngeal ESwab](#) (450093)
- Either swab type can be used for NP or nares collections, however, the nasopharyngeal ESwab (450093) has a smaller tip and is preferred for NP collections, while the standard tip ESwab (450094) is preferred for nares collections.

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](#)
 - 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

Patient Collection Options

- Nasopharyngeal (NP) swabs may be collected by clinical staff in your office (transport instructions below).
- Nares or nasal should be observed or collected by clinical staff in the office (transport instructions below).
- Spectrum Health Laboratory offers nasal self-collection observation at [select collection sites](#).
- Patients may be directed to access [MyHealth](#) for online screening and test scheduling. Based on symptoms, the patient will be scheduled at the sites available for the appropriate collection method.
- If you're interested in having your patient tested via nasopharyngeal swab and you **cannot** collect specimens in your office, you may also direct your patient to the screening hotline: [833.559.0659](tel:833.559.0659). Screening is required before COVID collection and testing can occur for the hotline.

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FOR OFFICE COLLECTION:

- [PPE Guidelines](#)
- Laboratory Specimen Collection: [COVID-19 Test Information](#)
 - [Nasopharyngeal Collection \(Download pdf\)](#)
 - ✓ Use Nasopharyngeal ESwab
 - [Nares/Nasal Collection \(Observed Self-Collection or Clinical Staff collection\)](#)
 - ✓ Use Standard Tip ESwab or UTM (if available)
- Not Acceptable Collection Supplies: Cotton swabs, Calcium alginate swabs, Wood shaft swabs

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 24-48 hours.

- Your patient may also receive their results in [MyHealth](#), 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](#).