



QUEST DIAGNOSTICS ELECTRONIC CCF TRAINING GUIDE

CREATING A USER ID AND PASSWORD:

Once your account has been established with HIRE-SAFE and you have received your Quest Diagnostics Lab Account Number you will need to establish a User ID and Password. Copy and paste the following link into your Web Browser. (This will only be done once for the initial set up process).

<https://www.formfoxorder.com/LoginPageStep2.aspx?signup=1a1>.

You will be taken to the "Form Fox Website". Locate the Window "Sign Me Up" and enter your Login Name, First and Last Name, and Email Address. Select a Security Question and Answer, then click "Submit". You can also Check the Availability of your Login Name – If your Login name is not available suggestions will be made on the next available closest name match.

(Example: Johnsmith vs. Johnsmith01)

A screenshot of the "Sign Me Up" form on the FormFoxOrder.com website. The form is titled "Sign Me Up" and is part of a larger page with a header "SIMPLIFYING THE COLLECTION PROCESS". The form contains the following fields and elements:

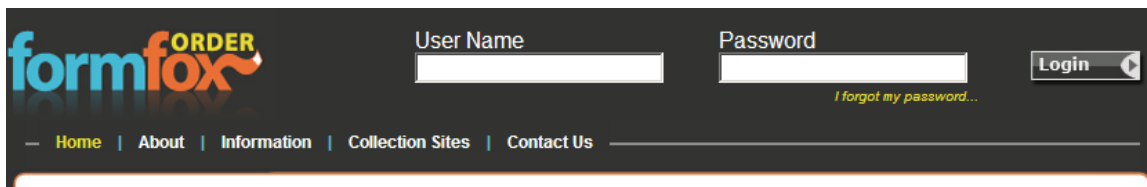
- A "Sign Me Up" button in the top right corner.
- A heading: "Please enter the following information to set up your FormFoxOrder.com account".
- A red asterisk note: "* All fields are required."
- Four input fields: "Login Name", "First Name", "Last Name", and "Email".
- A "Check Availability" button next to the "Login Name" field.
- A text prompt: "For Security purposes, please select and answer one of the following challenge questions:".
- A "Question:" dropdown menu with the selected option "What is your mothers birth city ?".
- An "Answer:" input field.
- A "Submit" button at the bottom left.

Once you have completed the above Sign Up form you will receive an auto response via email confirming your Login Name and a temporary password.

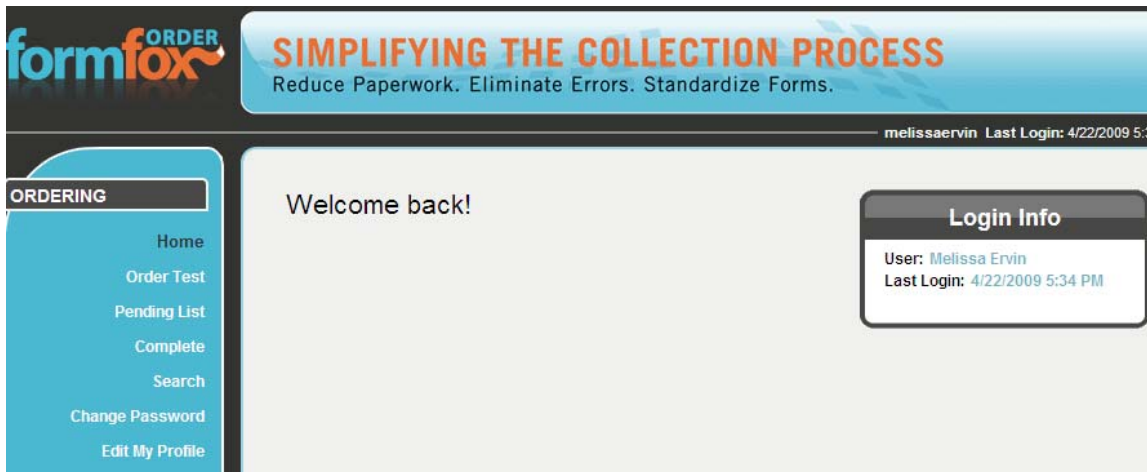
REGISTER AN APPLICANT FOR ELECTRONIC CCFS:

After you have received your Login Name and Password you will need to copy and paste this link into your Internet Web Browser www.formfoxorder.com. Save this Internet Address into your “favorites” as this is the link you will utilize going forward to register a patient for Quest Diagnostics Electronic CCFs.

www.formfoxorder.com will bring you to the Web page shown below. Enter your User Name (Login Name) and the temporary password you received via email and click on the “Login” button.



After logging in you should see the below screen:



On the left hand side is your menu options. Click on the link titled “Change Password” and you will be able to choose your own personal password.

You must reset your password.

Please enter your Current Password

Password

Please enter your New Password

The password must be:

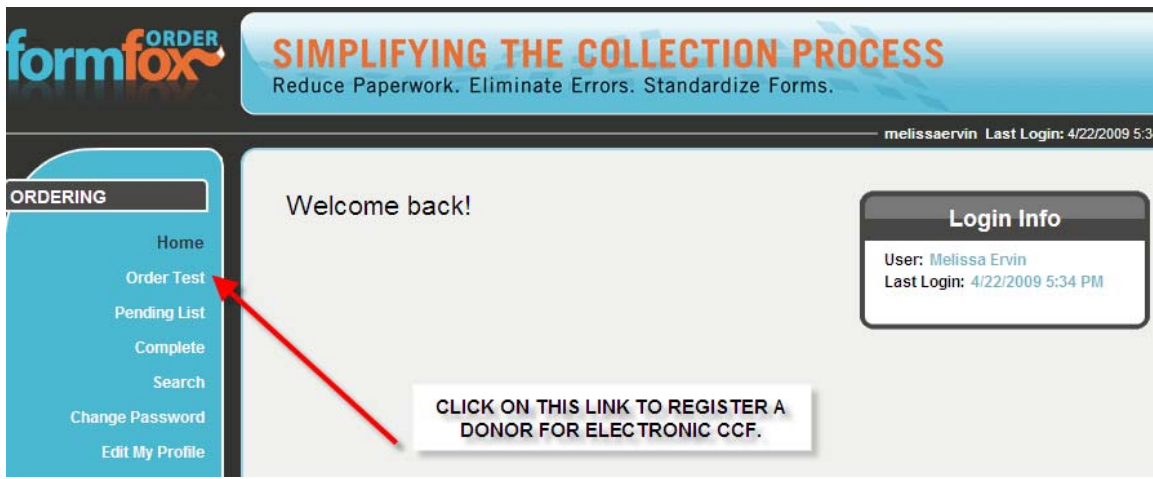
- 8 Characters Long
- Contain at least 1 letter and 1 number
- Cannot be the same as your last password
- Cannot be the same as your username

New Password

Confirm New Password

REGISTER A PATIENT (continued) - ORDER THE TEST:

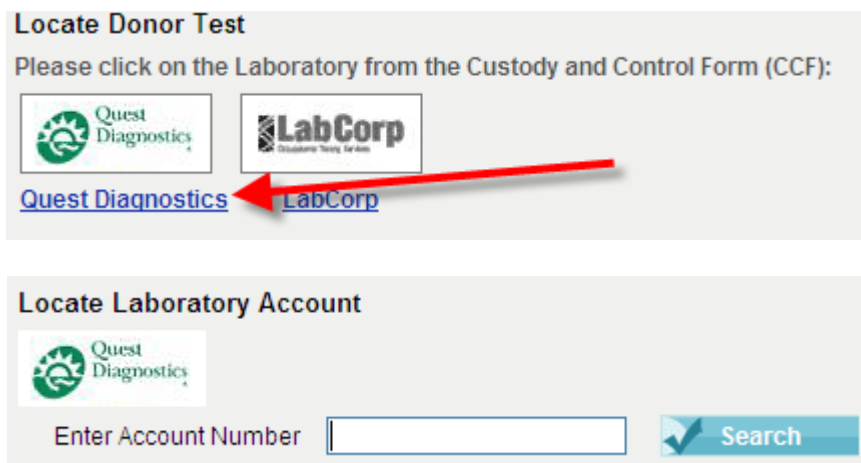
NOTE: You will not be able to go any further with registering a patient without your Quest Diagnostics Lab Account Number. If you are not sure of your Quest Diagnostics Lab Account Number please contact HIRE-SAFE (888) 792-4473.



Select "Order Test" from the Ordering menu on the left hand side of the screen.

Click on the Quest Diagnostics link and enter your Quest Diagnostics Lab Account Number.

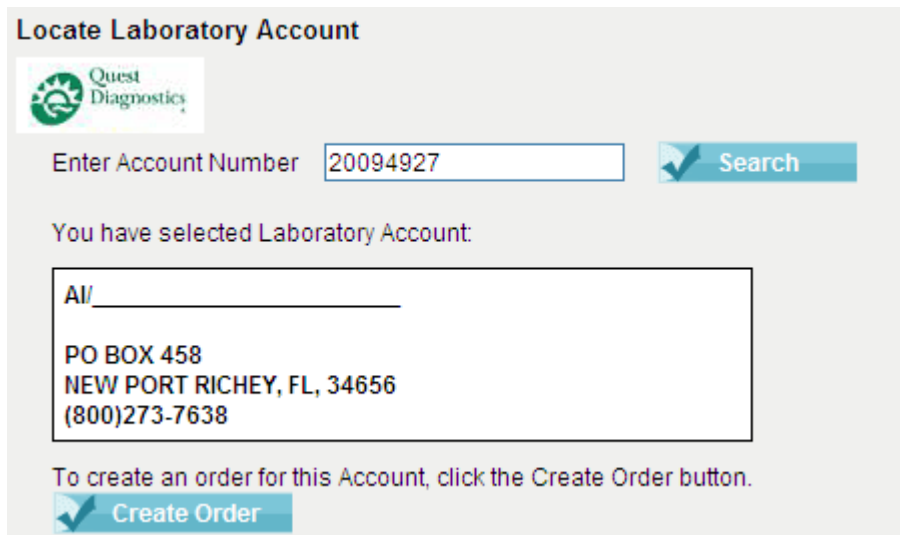
If you are not sure of your Quest Diagnostics Lab Account Number please contact HIRE-SAFE (888) 792-4473.




After you enter your account number click "Search"

ENTER QUEST DIAGNOSTICS LAB ACCOUNT NUMBER:

Note: The account number utilized below is a HIRE-SAFE house account number and is being utilized only as an example.



Locate Laboratory Account

 Quest Diagnostics

Enter Account Number

You have selected Laboratory Account:

All / _____

PO BOX 458
NEW PORT RICHEY, FL, 34656
(800)273-7638

To create an order for this Account, click the Create Order button.

Your company information should appear in the box shown above.

If this information is correct click the “Create Order” button.

If this information is incorrect re-enter your Account Number in the appropriate field and click “Search” again.

It is important to verify that your company information appears in the white box shown above. Double check to make sure the company name and address belongs to you. If you enter an incorrect account number it will delay receipt of your results.

COMPLETE THE DONOR INFORMATION ORDER FORM:

Enter all the donor information in the screen shown below. If multiple drug panels show in the “Drug Tests to be performed” window you will need to select the test you would like to order (5 panel, 9 panel, etc). Click on the panel you would like to select and it will appear as highlighted.

*Make sure once you select your panel you click on the “Submit” button.

ENTER ORDER INFORMATION

Employer AL PO BOX 458 NEW PORT RICHEY, FL 34656 Phone#: (800)273-7638 Fax#: (727)807-2190	MRO BENJAMN GERSON, M.D. UNIVERSITY SERVICES 10551 DECATUR RD STE 200 PHILADELPHIA, PA 19154 Phone#: (800)624-3784 Fax#: (215)637-6998
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Fields marked with an asterisk * are required fields.

* Donor SSN <input type="text"/>	* Date of Birth: (MM/DD/YYYY) <input type="text"/>	* Donor Last Name <input type="text"/>
* Donor First Name <input type="text"/>	Donor Middle Initial <input type="text"/>	
* Donor Evening Phone No. (10 digits or 'np' only) <input type="text"/>	* Donor Daytime Phone No. (10 digits or 'np' only) <input type="text"/>	

* Reason For Test:

* Requested Specimen Collection: Split Single Observed

* Drug Tests to be performed:
 You may select from the list and/or enter the test to be performed.

(To select multiple items for "Drug Test to be performed" hold the ctrl key down while selecting an addition item)

SAP 5-50 W/NIT (35105N)
 SAP 9-50 PLUS (37042N)

Or Enter Test Here

Find a Collection Site:

Find a Collection Site:

Quest Diagnostics Bonita Springs - DUQ
 9550 Bonita Beach Rd
 Unit 107
 Bonita Springs, FL 34135
 Phone: (239)444-1916 Fax: (239)444-1918

Order Expiration Date: (MM/DD/YYYY)

* Override allowed? Yes No

Preferred Scheduled Date and Time: (MM/DD/YYYY HH:MM Military)

Time Zone

Order Comments:

Confirm above information and press Next button

FINDING A QUEST COLLECTION FACILITY IN YOUR AREA:

On the screen above (also shown below) you can find a Quest Patient Service Center in your area. Select the state where your patient is located and click the “Find” button.

Find a Collection Site:

You will be brought to the “Vendor Search” page shown below. Click on the “Q” which will bring up Quest Patient Service Centers in your area. Scroll down for a full list of clinics, look for your city or zip code. Click on the link for the Quest collection facility you will like to use and it will bring up the Quest site information (including address and contact phone number).

Vendor Search

A D F H L O **Q**

Vendor Name	Address1	Address2	Phone	City	State	Zip
Quest Diagnostics Bonita Springs - DUQ	9550 Bonita Beach Rd	Unit 107	2394441916	Bonita Springs	FL	34135
Quest Diagnostics Bradenton - SBT	701 Manatee Avenue West	Ste 102	9417483392	Bradenton	FL	34205
Quest Diagnostics Brooksville - SRH	7007 Nightwalker Rd		3525971062	Brooksville	FL	34613
Quest Diagnostics Charlotte Harbor - JWV	4161 Tamiami Trl		9416240632	Charlotte Harbor	FL	33952
Quest Diagnostics Clearwater - GW	1219 Cleveland St		7274613449	Clearwater	FL	33755
Quest Diagnostics Clermont - TBS	245 Citrus Tower Blvd		3522434711	Clermont	FL	34711

Once you have completed filling out the patient information click the “Next” button to receive your registration information.

COMPLETING THE ORDER:

After you click the “Next” button you will be shown the screen below with all patient information filled in. If you need to make any changes click the “Edit Information” button. If all information is correct click the “Place Order” button.

ENTER ORDER INFORMATION

Please review your Order information at this time.

Employer A/V PO BOX 458 NEW PORT RICHEY, FL 34656 Phone#: (800)273-7638 Fax#: (727)807-2190	MRO BENJAMIN GERSON, M.D. UNIVERSITY SERVICES 10551 DECATUR RD STE 200 PHILADELPHIA, PA 19154 Phone#: (800)624-3784 Fax#: (215)637-6998			
Donor ID: 123456789	Date of Birth: 8/31/1980	Donor First Name: Cathy	Donor Middle Initial: M	Donor Last Name: Test
Donor Home Phone: 8003585385	Donor Work Phone: 8003585385	Location:		
Reason For Test: PRE-EMPLOYMENT - 1	Requested Specimen Collection: Single	Drug Tests to be performed: (35105N) SAP 5-50 W/NIT		
Order Expiration Date: 4/24/2009	Order Preferred Scheduled Date and Time:	Override allowed: No		
Order Comments:				
Collection Site: Quest Diagnostics Bonita Springs - DUQ 9550 Bonita Beach Rd Unit 107 Bonita Springs, FL 34135 Phone: (239)444-1916 Fax: (239)444-1918				
If the information is not correct, click the Edit Information button: <input checked="" type="button" value="Edit Information"/>				
If you would like to proceed with placing your Order, click Place Order button <input checked="" type="button" value="Place order"/>				
<input type="button" value="Cancel"/>				

A pop up window will ask you “Are you sure?”. This will give you one last opportunity to make any changes to the patient information.

COMPLETING THE ORDER (continued):

After you click “Yes” to the question “Are you sure”, you will receive the Order Confirmation screen shown below.

You can enter the patient’s email address in the “Donor Email Address” field and they will be provided with a copy of the Order Confirmation Information via email.

Additionally you can click the “Print Form” button to print out a copy of the Order Confirmation Information sheet for your records. When you have completed both steps click the “Finish” button.

ORDER CONFIRMATION

Your order has been placed. Please choose from the following options to notify the donor.

Print authorization form and give to donor Print Form

Email authorization form to donor

Donor Email Address Email Form

Finish

IMPORTANT: You will want to instruct your patient to print out a copy of their Order Confirmation Information sheet and bring it with them to the Collection Facility. Although it is not needed it will assist in making the collection process smoother. *Also as a reminder the patient will need one form of photo I.D.*

This completes the process and you have successfully registered your patient with Quest Diagnostics Electronic CCFS. This information is saved in the Quest Diagnostics database and can be pulled up at the collection facility when your patient goes in for testing with a copy of his/ her Order Confirmation Sheet.

After you click the “Finish” button you will be sent to the screen below titled “Pending List”. At this time, if you realize you have made a mistake, you can click the check box in the “Cancel Order” column and click the submit button to delete this entry. (Shown below)

Pending List

You are viewing a list of your pending tests. You can sort the list by clicking on the column headers. To filter the list status from the drop down. Clicking on the Donor Name link will bring up the pending test detail page.

Filter By

Cancel Order	Donor Name	Donor ID	Preferred Scheduled Date/Time	Account#	Account Name	DotTest
<input checked="" type="checkbox"/>	Test, Cathy	*****6789		20094927	AI/ _____	

Submit

HOW TO CHECK YOUR PENDING REGISTRATIONS:

Login to www.formfoxorder.com using your Login Name and Password. If you are already in an active session you can reach this screen by clicking the “HOME” link on the ordering menu shown below.

To view your list of registered patients click on the “Pending List” from the ordering menu shown below.



This will bring up the list of pending patients that you have recently registered. You can check the status of the patient in the “Status” Column shown below. Additionally you can click on the “Donor Name” column to go back to the Order Entry/ Donor Information Sheet for this patient.

Pending List

You are viewing a list of your pending tests. You can sort the list by clicking on the column headers. To filter the list by status, select a status from the drop down. Clicking on the Donor Name link will bring up the pending test detail page.

Filter By

Cancel Order	Donor Name	Donor ID	Preferred Scheduled Date/Time	Account#	Account Name	DotTest	Status	Collector
<input type="checkbox"/>	Test, Cathy	*****6789		20094927	All _____		Pending	

Status Legend

- “Pending” means the donor has not shown up to the collection facility yet.
- “Collected” means the donor has shown up to the collection facility and the specimen has been collected.
- “Completed” means the collection process has been completed and the specimen is scheduled to be shipped, or has already been shipped, to the laboratory for testing.