CompuNet
CLINICAL LABORATORIES

Frequently Asked Questions

I have collected a routine specimen (blood or non-blood). What do I do next?

- Place a lab order according to your facility procedures.
  - If using the Atlas portal to place orders, follow the instructions in the **Atlas User Guide** (see *Nurse Collect Order – Urine/Stool Culture* section).
- Print the lab requisition.
- Place the specimen with requisition in a bag and put the bag in the CompuNet lock box.
- Call **855-932-5966** for specimen pick-up.

I have collected a STAT specimen. What do I do next?

- Place a lab order according to your facility procedures.
  - If using the Atlas portal to place orders, follow the instructions in the Atlas User Guide (see STAT Lab Order section).
- Print the lab requisition.
- Place the specimen with requisition in a bag and put the bag in the CompuNet lock box.
- Call **855-932-5966** for a specimen pick up.
- Notify the dispatcher you need a **STAT pick-up**.

I need the CompuNet phlebotomist to collect a STAT specimen. What do I do next?

STAT Collection services are available to clients with a STAT collection agreement. Please note, collection is only available Monday - Friday from 9 a.m. - 5 p.m. for STAT eligible tests. Please see STAT TEST MENU.

- Place a lab order according to your facility procedures.
  - If using the Atlas portal to place orders, follow the instructions in the **Atlas User Guide** (see STAT Lab Order section).
- Print the lab requisition.
- Call **855-932-5966** and request a **STAT Collection**.
- Have requisition ready for phlebotomist.

How do I request additional testing on a specimen already collected?

- Call CompuNet Client Services at **855-932-5966,** Option 1.
- State your request to the representative. Be sure to have the proper diagnosis code readily available.
- Most add-on requests can be honored up to 24 hours from the time of collection.

Where can I find more information about a CompuNet test?

- Go to the CompuNet website → compunetlab.com.
- Hover over the **Providers** tab.
- Click on **Test Directory**.
- Enter the name of the test in the search field.

Our lab collection supplies are running low. How do I order more?

- Please keep 7 days of inventory for lab supplies.
- Go to compunetlab.com > Providers > Order Lab Supplies.
    - If you have not ordered supplies with CompuNet before, click **Supply Portal Registration** to register for an account. Once you have completed registration, you will receive a Welcome email within 1-3 days.
    - If you have ordered supplies through CompuNet previously, click **Supply Portal Ordering**.
- Please allow 5-7 business days for the delivery of supplies.

Our facility utilizes the Atlas portal for lab orders. A new patient has been admitted. What do I need to do?

- To enter lab orders, the patient must be registered in the Atlas portal. Refer to the Atlas User Guide (see Quick Reg section) to register the patient.
- Send the Patient Demographic Face Sheet, which includes the patient insurance information, to CCLClientBillWeb@compunetlab.com.
    - Be sure to indicate your facility name in the subject line.

Our facility utilizes the Atlas portal. I am locked out of my account. What do I do?

- Notify your site leadership – they will have the capability to reset your password.

What is CompuNet's policy if the phlebotomist is unable to obtain the bloodwork?

- If the phlebotomist attempts to obtain a blood sample on the original scheduled draw date and is unsuccessful, then the phlebotomist will notify a nurse at the facility of the situation. The order will be held for attempt on the next scheduled draw date.
- If the phlebotomist is unable to obtain a blood sample on the second attempt, then the phlebotomist will notify a nurse at the facility of situation. The phlebotomist must offer the nurse the following:
    - Option 1: Send another CompuNet phlebotomist to attempt collection (same day)
    - Option 2: Cancel the order

What is CompuNet's policy if the patient refuses to be collected?

- If the phlebotomist attempts to obtain a blood sample on the original scheduled draw date and the patient refuses, then the phlebotomist will notify a nurse at the facility of the situation. The order will be held for attempt on the next scheduled draw date.
- If the patient refuses collection after 2 additional days, then the phlebotomist will notify a nurse at the facility of the situation. The order will be cancelled.

What is CompuNet's policy for uncooperative patients?

- The phlebotomist will seek the assistance of a nursing staff member.
- If a nursing staff member is unavailable to actively assist the collection process or the patient remains uncooperative, then the order will be handled as a refusal. An attempt to collect the order will be made for 2 more days before the order is cancelled.