



How to get your labs done at Quest Diagnostics (ESTABLISHED PATIENTS ONLY):

If you have an upcoming appointment to have lab tests done, you will need to visit one of the many specimen collection centers that are thoughtfully placed across the Houston area by Quest Diagnostics lab, which can be found by going to this web address:

<https://www.questdiagnostics.com/locations/search.html/77095/25/1>

They each have their own hours of operation, so pay attention to the times listed on their website (some are even open on Saturday). It is highly recommended that you make an appointment and do so well in advance of your desired date in order to get the timeslot you want. (On the Quest website, select "Continue as a guest" and select "All Other Tests" if it asks which tests you need.)

All of the lab test orders that you need will be electronically loaded into the Quest system prior to your arrival, so NO PAPERWORK IS NEEDED TO GO THERE (and no official referral is needed either). In almost every case, you will need to be fasting 8-12 hours for the tests Dr. Hillert wants you to have, so plan for that. (Lots of water is recommended, though--be well-hydrated.)

When you get to a Quest facility, you will need to sign in on a tablet computer.

***If you do not have an appointment, be sure to click on the button that says that you are a "Walk-in" so that they know to come out and look for you.

As a courtesy, we will send you a reminder text message the day prior to your scheduled Quest visit to help you keep your lab tests on track. It is at that time that orders are placed into the Quest system, so do not go to Quest before your planned date or they will not know what to do for you and will send you away.

PRO TIP: Please note that we have had a few instances when patients are told by Quest personnel that their orders are not in the system when they arrive for tests. There are generally two reasons this happens: (1) You went too early to Quest prior to receiving the text reminder, or (2) The clerk/tech at Quest is spelling your name differently than it should be--especially if there are spaces or punctuation in your name (such as "del Grande" or "Al-Sabbagh"). If they will look for slightly different ways to spell your name, they should be able to find you in their system. (You might want to help them with suggestions for this.)

This should go without saying, but problems will arise if you have a future appointment with Dr. Hillert to go over test results but don't go to Quest to have the tests done. *Please be timely about getting the Quest lab visit taken care of as planned in advance of your office visit* so that your appointment at Copperfield Family Medicine can take place on schedule. Failure to go to Quest is a very bad reason to cancel your appointment with us.

If you were given a paper lab slip/requisition while in the office, electronic orders **will not** be submitted for you, and much of the above does not apply to your situation.

Future patients who are not yet actively enrolled with us (have not ever been to Copperfield Family Medicine) cannot get lab tests ordered by our office until they are seen by Dr. Hillert. If you would like to become a patient, please call our office and make an appointment--we'd love to have you aboard.