

Keys to Successful Nursing Home Staff Testing Using the State-Supported Process

Congregate Care Unified Response Team

September 3, 2020

The Webinar Will Begin at 11:00am

Responsible RestartOhio



Webinar Goals

- Provide clarifying information about the state-supported process
- Provide information about common mistakes and how to fix them
- Provide tips and tricks to make testing run as smoothly as possible
- Answer questions about logistics and processes from nursing facilities

**THIS WEBINAR WILL NOT ADDRESS
THE USE OF POINT OF CARE DEVICES OR
THE RECENT CMS RULE (QSO 20-38)**

Director's Order for Testing Staff and Residents of Nursing Homes

- This action is being taken to protect residents and staff.
- The Order requires nursing homes to have employees and residents to be tested in accordance with ODH Guidelines.
- Nursing homes may be required to provide additional information.
- ODH has provided guidance to mitigate facility staffing shortages in the event staff who are positive are unable to work.
- This order takes into consideration and is intended to be consistent with resident rights.

State agency staff, the Ohio National Guard, and Hospital Zone Leadership are supporting nursing homes in meeting the requirements of the Order.

Meeting Requirements of the Order

- Facilities can meet requirements of the order to test by:
 - Participating in state-supported testing using the process described in this webinar, or
 - Conducting testing without state support
- Facilities should maintain a complete ongoing list of individual-level resident and staff COVID-19 test results for compliance purposes.
 - Upon ODH request, a compiled list of staff and resident individual-level data, de-identified, must be made immediately available spreadsheet format.

Beginning Retesting of Nursing Home Staff

- Effective **August 3, 2020** facilities were required to have staff retested at least once every other week.
- **Facilities testing without state support** should start testing every other week beginning between August 1-14.
- **Facilities participating in the state-supported process** will also start testing every other week in August. Due to roll out of schedule, some facilities may began this process through the end of August.

We Need Your Help!

- Lab turnaround time is impacted by the quality of:
 - Specimens
 - Packaging
 - Data – lab forms and the information they contain

***Time spent on poor quality specimens and data =
time taken away from running tests***

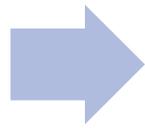
- Lab turnaround time is also highly dependent on labs receiving specimens according to the schedule
 - Labs plan to receive specimens per the schedule each day

Specimens received on non-scheduled days cause backlogs

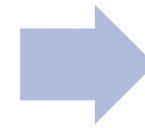
Keys to Success for Each Step



Scheduling, Supplies,
Communications



Specimen Collection,
Packaging, Pick-Up

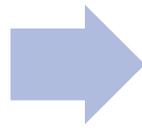


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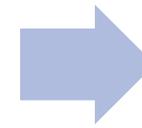
Scheduling

- **Look at and follow the schedule.**
 - Read “READ ME” tab and informational boxes at the top of the schedule
 - Look for your facility a number of ways: by name, license number, address
 - Carefully review test dates and assigned lab – **LABS AND DATES are subject to change with each new schedule**
 - Verify the number of test kits assigned to your facility is correct – if incorrect, email CCURT
- **Your “slots” at the labs are based on the number of kits and dates listed on the schedule.**
 - Your slot is only guaranteed for your assigned date and assigned lab
 - All other testing outside of this is the responsibility of the facility
 - Do not drop off on different date without permission of CCURT and/or the lab
 - Do not assume lab can be used for other purposes beyond state-supported / scheduled testing

Scheduling, Supplies,
Communications



Specimen Collection,
Packaging, Pick-Up



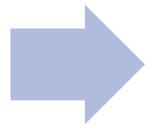
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Supplies

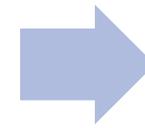
- **Currently, test kits sent are to be used for biweekly state-supported testing.**
- Number of test kits varies by lab being used:
 - **Quest: 1x kits** will be shipped directly to your facility prior to each round of testing.
 - **Mako: 1x kits** and FedEx packing supplies will be shipped directly to your facility prior to each round of testing
 - **All other labs: 3x kits** shipped directly to your facility for 3 rounds of biweekly testing (to last 6 weeks) at a time
- **New kits will automatically be sent to you.**
 - They may arrive the day before you are scheduled to collect specimens.
- **Please verify you received the correct number of kits** (1x or 3x) and associated supplies (biohazard bags, etc.). If you received fewer, contact the sender directly (Quest, Mako, CCURT).
- **You may receive different types of kits each time.**
 - Varying manufacturers, packages with two types of swabs, etc. All should contain a nasal swab (NP or AN) – use the nasal swab.
 - None require refrigeration BEFORE specimen collection. You will be alerted if this changes.

Update your supply request using this [electronic survey](#)

Scheduling, Supplies,
Communications



Specimen Collection,
Packaging, Pick-Up

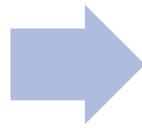


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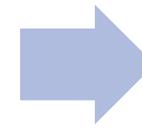
Scheduling & Supplies Tips

- **Look for your facility** on the schedule by name, license number, or address.
- **Follow the schedule.** What's listed on it is the same as information that could be provided by CCURT.
- **Check the number of kits** listed for your facility on the list to ensure we are sending sufficient supplies.
- **Have staff who receive mail/packages** be aware of potential arrival of testing supplies.
- **Watch for supplies sent by ODH to be delivered in reused boxes** (PPE – masks, gowns, etc.)

Scheduling, Supplies,
Communications



Specimen Collection,
Packaging, Pick-Up



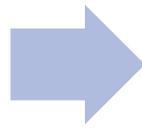
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Communications

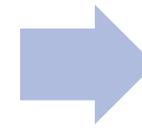
- **Before /when contacting CCURT@odh.ohio.gov, please:**
 - Read all FAQs and guidance before asking questions, and
 - Include your license number and name of your facility in your communication.
- **Outreach to labs:**
 - If you've waited more than 5-7 days from pick-up for results, or
 - To obtain permission to drop off.

Lab	Contact Info
OSU	CovidLabAdmin@osumc.edu
ODH	odhlabportal@odh.ohio.gov
UC Health	Narayan.Torke@UCHealth.com ; Lance.Cruvey@UCHealth.com
Dayton Children's	Julienicholsj@childrensdayton.org
Battelle	lab@battelle.org
Mako	JTucker@makomedical.com ; rnibert@makomedical.com
Quest	866-MyQuest

Scheduling, Supplies,
Communications



Specimen Collection,
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Resulting

Onboarding with Ohio Labs & Mako

- For facilities assigned to:
 - Ohio Department of Health Laboratory,
 - Ohio State University
 - Dayton Children's
 - UC Health
 - Mako
- Need to submit specimens with a form created through ODH's authenticated portal for specimen submission.
- Please contact odhlabportal@odh.ohio.gov if you have not already been onboarded into this authenticated portal.
- Instructions for portal use will be provided during the onboarding process.
- *Mako uses their own portal for resulting*



Complete fields and click **GENERATE** at the bottom of the page to create a PDF to submit with specimen.

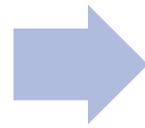
SARS-CoV-2 Specimen Submission Form

Approval required prior to submission to ODHL; Contact 614-995-5599
Fields marked with an asterisk (*) must be completed.

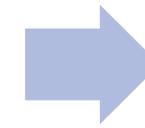
Patient Information

Patient Name	First* <input type="text"/>	MI <input type="text"/>	Last* <input type="text"/>	Date of Birth* <input type="text"/>
Address	<input type="text"/>			County <input type="text"/>
City	<input type="text"/>	State <input type="text"/>	Zip <input type="text"/>	Sex* <input type="checkbox"/> Female <input type="checkbox"/> Male
Race*	<input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> American Indian/Alaskan Native			Ethnicity* <input type="checkbox"/> Hispanic <input type="checkbox"/> Non-Hispanic
	Other <input type="text"/>			Chart or Patient ID# <input type="text"/>

Scheduling, Supplies,
Communications



Specimen Collection,
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Resulting

Onboarding with Quest

- Need to set up account number using ordering clinician NPI
- Will set up self-service access to Quest portal
- Quest is providing webinars at least weekly for Ohio Facilities
- Please contact CCURT@odh.ohio.gov if you are assigned to Quest and don't yet have an account.

New Lab Order

P Test Patient
111 North Rd, Apt 2, Norristown, PA 19401

Patient ID: 2233445 | DOB: 01/01/2010 | Sex: M | 1 Order Cart

Lab: TMP - Quest Diagnostics - North Florida | Client: TMP90210-Tampa 90210 (TMP90210)

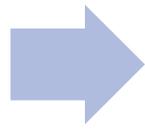
Recent-Practice: BRC Advantage(R), Rearrangements 91600 | CBC (includes Differential and Platele... 8399 | Dog Dander (e5) IgE 2605

Recent-Practice: Hairy leukoplakia K132 | Lobular carcinoma in situ of right bre... D0501 | Neoplasm of uncertain behavior of pit... D442

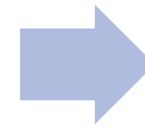
Tinea nigra 8361

SAVE AS DRAFT | SUBMIT ORDER

Scheduling, Supplies,
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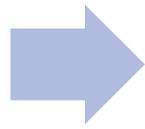


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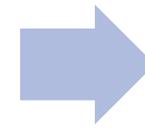
Lab Requisition Completion Requirements

- **Order forms must be completed electronically – ALL fields must be completed, including insurance.**
 - Handwritten forms will no longer be accepted – specimens will be rejected
 - Do not omit information – need first and last name, address, etc.
 - Form must match information on vials
- **Create new form for each round of tests, each person, to generate new barcode.**
 - Double-check the form before submitting – if you fill it out again for a mistake, it will create a duplicate rather than overwriting
 - ODH lab portal batch-upload process coming soon
- **Fill out forms ahead of reviewing the schedule at your own risk!**
 - Labs and testing date are subject to change.
 - Incorrect forms based on assumptions (vs. schedule) may be rejected.

Scheduling, Supplies,
Communications



Specimen Collection,
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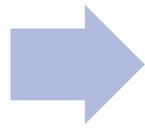


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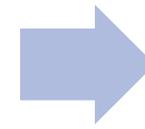
Be Prepared for Lab Questions

- **Labs often need to verify information:**
 - Discrepancy between info on forms and vials
 - Faxes not going through
- **Submitter information on ODH lab form** should be a point of contact who can be available to talk to the labs, even on weekends.
- **Point of contact should have information** about individuals tested available to answer questions regarding:
 - First Name
 - Last Name
 - DOB
 - Collection Date

Scheduling, Supplies,
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Resulting

Common Lab Requisition Mistakes

- Lack of first name
- Lack of DOB
- Lack of insurance information
- Lack of specimen type
- Illegible writing for any of the above
- Lack of collection date
- Incorrect collection date

SPECIMENS WILL BE REJECTED

****Approval required prior to submission to ODHL; Contact 614-995-5599****

Section 1: Patient Information

Patient Name* (Last, First, MI) [REDACTED]		Date of Birth* (mm/dd/year) [REDACTED] / 955	
Address [REDACTED] DR		County Hamilton	Patient Phone* Number [REDACTED]
City Cincinnati	State Ohio	Zip 45240	Chart or Patient ID#
Race* <input type="checkbox"/> White <input checked="" type="checkbox"/> Black / African American <input type="checkbox"/> American Indian / Alaskan Native		<input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian / Pacific Islander <input type="checkbox"/> Other:	Ethnicity* <input type="checkbox"/> Hispanic <input checked="" type="checkbox"/> Non-Hispanic
		Sex* <input checked="" type="checkbox"/> Female <input type="checkbox"/> Male	

Section 2: Submitter Information

Agency* Name [REDACTED]		Contact* Name [REDACTED]	
Address [REDACTED]		Secure Fax* Number [REDACTED]	
City [REDACTED]	State OH	Zip 45219	Phone* Number [REDACTED]

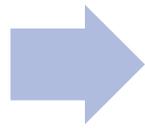
Section 3: Specimen Information (Complete all that apply)

Collection* Date 08/05/2020	Onset Date	ODH Outbreak#
	ODH Facility	

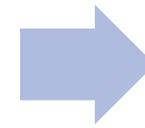
SPECIMENS WILL BE REJECTED

Specimen Barcode	*Insurance Information (if applicable)
v2.2.0	Name of Insured (Last, First, MI) <i>if not patient</i> N/A
	Social Security Number:
	Name of Insurance Company:
	Insurance ID Number <i>(if not SSN)</i> :
	Group ID Number:
	Name of Ordering Provider (Last, First) <i>if not same as Submitter Contact</i>

Scheduling, Supplies,
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Specimen Collection,
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Resulting

Quest Lab Ordering Tips

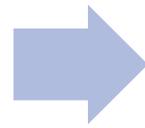
- **You must use Quantum (portal) – not manual requisitions.**
 - Quantum is only supported by Chrome, do not use Internet Explorer
- **Enter insurance information correctly.**
 - If Quantum drop-down list does not contain your insurer, type in “COM” to bring up a generic third-party payor, then select Commercial third party (administrator) for self-insured or commercial carrier
 - Incorrect information → facility will receive pesky “trailer letters” from Quest’s billing department asking for the correct information until the correct information is given.
 - Select “Patient Bill” if employee does not have insurance – employee will NOT be billed
- **When entering orders:**
 - Create a new order for each time you test – no “standing” orders in Quantum
 - Enter the collection date for each requisition
 - Enter a diagnosis code – see ICD-10 coding guidance
 - No code → facility will receive pesky “trailer letters” from Quest’s billing department asking for the correct information until the correct information is given.
- **Call 844.346.9580 with Quantum Questions.**

New Quest Requirements as of Sept 8

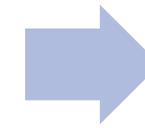
**Additional information required
on order entry for each patient
per federal requirements**

First test?	Yes No Not Given
Employed in Healthcare?	Yes No Not Given
Symptomatic?	Yes No Not Given
Date of Symptom Onset	MM/DD/YYYY Not Given
Hospitalized?	Yes No Not Given
ICU?	Yes No Not Given
Congregate care setting?	Yes No Not Given
Pregnant?	Yes No Not Given
Race	Asian Black or African American American Indian or Alaska Native Other Race Native Hawaiian or Other Pacific Islander White

Scheduling, Supplies,
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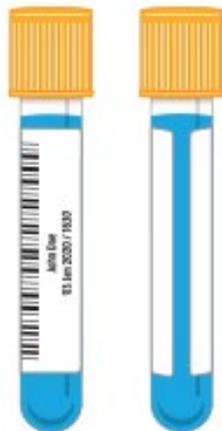


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Tips for Labeling Vials

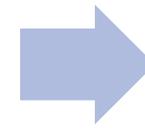
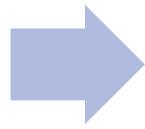
- Write or type clearly with FULL NAME and DATE OF BIRTH
- Check to make sure vial information matches lab for
- Ensure labels are attached nearly and correctly to vials

DO



DON'TS





Requirements for Packing Specimens

- **Close vials tightly and make sure they don't leak.**
 - If they leak, discard and collect a new specimen
- **Place only the specimen/vial inside the biohazard bag.**
 - Do not put paper, ice, water, etc. inside bag
- **Send original print-out of lab form with specimen.**
 - Copies of the print-out may contain unreadable QR codes and barcodes
- **Place paper lab requisition in OUTSIDE pocket of biohazard bag.**
 - If bag does not have pocket, please double-bag and place form between bags
- **When placing requisition in pocket, only fold ONCE.**
- **Place form in pocket / bag so the QR code (ODH lab form) or barcode (Quest form) faces out and is scannable.**

Quest Diagnostics Incorporated
 Report ID: [Redacted]
 Patient Information

Patient Name: [Redacted] Patient ID: [Redacted]	Date of Birth: [Redacted] Sex: [Redacted]	Referring Physician: [Redacted] Referring Physician ID: [Redacted]
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Additional Report Copies

Profile/Tests

Barcode 1: [Barcode]

Barcode 2: [Barcode]

Printed requisition

Quest Diagnostics Incorporated
 Report ID: [Redacted]
 Patient Information

Patient Name: [Redacted] Patient ID: [Redacted]	Date of Birth: [Redacted] Sex: [Redacted]	Referring Physician: [Redacted] Referring Physician ID: [Redacted]
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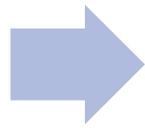
Additional Report Copies

Folded requisition option

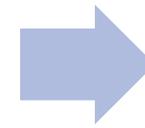


Requisition inserted in bag
Barcode on clear side

Scheduling, Supplies,
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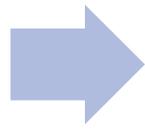


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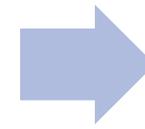
Storing Specimens

- **Store vials upright.**
- **All specimens *can* be refrigerated after collection, but only some *need* to be refrigerated.**
 - Kits supplied by / sent by ODH ***need*** to be refrigerated
- **Package all specimens for facility together in large zip bag(s). On outside of bag, include:**
 - Facility identification information
 - Number of total specimens in the bag
 - Collection date

Scheduling, Supplies,
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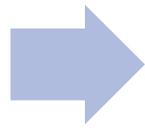


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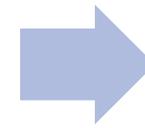
Common Storage Mistakes

- Specimen not closed and leaking
- Specimen not in a biohazard bag
- Requisition form in the biohazard bag with a leaking specimen
- Specimen not labeled
- Specimen labeled with name and no DOB
- Specimen labeled with part of the name (only last name) and no DOB
- Delayed delivery from date of collection
- Specimen not on ice when delivered

Scheduling, Supplies,
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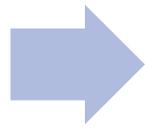


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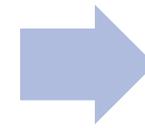
Collection & Storage Tips

- **Do not fill out lab forms until you review the schedule.**
- **Begin specimen collection no more than 24 hours** before your pick-up date.
- **Continue collection of specimens until the ONG arrives** for pick up – this may help get a few more collected.
- **Store specimens that need to be refrigerated** in refrigerators or in coolers with ice packs

Scheduling, Supplies,
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Specimen Collection,
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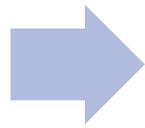


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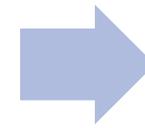
Specimen Pick-Up

- **Pick-up is automatically scheduled.**
 - **Do not** reach out to schedule pick-up
 - **Please do** reach out if the ONG does not arrive by 5 PM
- **ONG will arrive between 8 AM and 5 PM on scheduled pick-up date.**
 - We cannot provide a narrower window
 - ONG will call prior to pick-up
- **Be prepared to:**
 - Deliver specimens directly to ONG vehicle
 - Ensure specimens are placed upright in cooler with ice packs
 - Tell the ONG how many specimens you are giving them
- **DO NOT DROP OFF SPECIMENS TO LABS OUTSIDE OF THE SCHEDULE.**
 - If you'd like to self-drop your specimens **PER THE SCHEDULE** please contact CCURT so we can cancel your ONG pick-up

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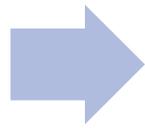
Resulting

Staff Who Miss Collection Dates

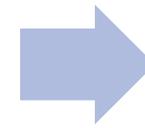
- **Facility is responsible for assuring staff are swabbed before working.**
- **Facility is responsible for getting specimens tested at a lab.**
 - Your state lab assignment only guarantees lab access on your assigned dates.
 - You may reach out to labs to see if they can take specimens outside of the schedule.

DO NOT DROP OFF SPECIMENS TO LABS OUTSIDE OF THE SCHEDULE OR WITHOUT LAB/CCURT PERMISSION

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Specimen Collection,
Packaging, Pick-Up

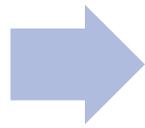


Resulting

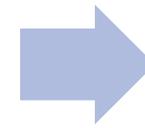
Pick-Up and Delivery Tips

- **Be prepared to interact with the ONG:**
 - Please wear a mask.
 - You can ask the ONG to show ID.
- **If you schedule a pick-up with Quest,** please let CCURT know so we can tell the ONG to take you off their schedule.
- **Do not drop off specimens:**
 - At your state-assigned lab outside of state-assigned date.
 - At non-approved Quest locations (doctor's offices, random Quest lock-boxes, etc.).
- **Seek additional lab relationships** for staff who miss your state-assigned testing date.

Scheduling, Supplies,
Communications



Specimen Collection,
Packaging, Pick-Up



Resulting

Obtaining Access to Results

- **Ohio labs** mostly send results via secure fax.
 - Some will require the facility to verify that its secure fax is HIPAA compliant.
- **Quest results** available through Quanium.
- **Mako results** available through Mako portal.
- **If you have not received results in 5-7 days following pick-up**, please contact your assigned lab directly

Lab	Contact Info
OSU	CovidLabAdmin@osumc.edu
ODH	odhlabportal@odh.ohio.gov
UC Health	Narayan.Torke@UCHealth.com ; Lance.Cruvey@UCHealth.com
Dayton Children's	Julienicholsj@childrensdayton.org
Battelle	lab@battelle.org
Mako	JTucker@makomedical.com ; rnibert@makomedical.com
Quest	866-MyQuest

Questions?

Responsible RestartOhio



 **Ohio** | Department of Health

 **MIKE DEWINE**
GOVERNOR OF OHIO

Resources

- [Ohio's Testing in Nursing Homes Website](#)
- [www.coronavirus.ohio.gov](#)



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