Information for Providers:
Ordering Laboratory Work at Tufts University Health Service

Dear Doctor,

Your patient, ______________________________, a student at Tufts University, has requested laboratory testing at our lab for him/her. We will do this as a courtesy for our students. We do ask that you help us with the following guidelines.

Test Ordering:
1. Test orders, including exact test names and frequency, should be indicated on a prescription with the patient’s name and date of birth.
2. Diagnosis ICD 10 with CPT code must be included for billing purposes.
3. Standing orders for repeated labs will expire after 12 months, and we will request that you send another order if you wish to continue the standing orders.
4. Providers NPI Number is mandatory.

Communicating Test Results:
1. Ordering providers must supply us with a FAX number for their office, and a phone number which will reach the office or a covering provider both during the daytime and after hours. It is essential as Quest Laboratory will be contacting you directly. The ordering provider must take responsibility for notifying the student of all test results—both normal and abnormal.
2. Normal results will be faxed to the office of the ordering provider.
3. Abnormal results will be called to the office during regular daytime hours, or to the covering service after-hours. The results will also be faxed in the usual way.

Providers: If you need to communicate with Quest Diagnostics please contact them at 1-866-697-8378 (1-866-MYQUEST).

Provider’s name: ________________________________________________

Address: ________________________________________________________

Office Phone Number--Daytime: __________________________________

After Hours Phone Number (Nights): _______________________________

Office FAX number: _____________________________________________

Providers NPI Number____________________________________________

Students must provide a copy of their Insurance card, front and back.

Return this information to: Tufts University Health Service, Medford, MA 02155
FAX 617-627-3592