

HOME HEALTH/HOME INFUSION DROP OFF PROCEDURE 2022

The **PURPOSE** of this document is to provide the proper protocol for preparing and handling specimens dropped off at designated sites by Home Healthcare professionals.

The **SCOPE** of this document applies to all Home Healthcare professionals tasked with delivering specimens to designated drop off sites.

PROCEDURE

Prepare Specimens for Drop Off

- Complete Sonora Quest Laboratories requisition (**for STAT specimen(s) ONLY:** place STAT sticker on requisition AND mark STAT box).
- Fold completed requisition in half with patient information visible and place in document pouch of specimen transport bag.
- Label specimen(s) with patient's name AND at least one additional patient identifier and place in sealable specimen pouch of specimen transport bag.

Drop Off During Regular Business Hours

- During regular business hours specimens may be dropped off at any Sonora Quest Laboratories Patient Service Center (PSC) or laboratory testing facilities. It is recommended that specimens are dropped off at open PSC's to ensure integrity of specimen(s). For a complete listing of PSC's and hours of operation visit www.SonoraQuest.com.
- Alert Sonora Quest Laboratories' personnel that you are dropping off for a home health agency.
- Complete the Specimen Drop-Off Log.

AFTER-HOURS Drop Off

- Specimens may be dropped off at designated PSC, laboratory, or hospital locations after normal business hours, 7 days per week. A complete listing has been provided on the reverse side.
- Designated Patient Service Center locations will have lockboxes specifically for Home Health specimens.
- Contact Sonora Quest Laboratories' Courier Services at 602-685-5052 immediately AFTER placing specimen(s) in lockbox. The dispatcher will ask for the lockbox account number then provide the caller with a confirmation number.
- Ensure integrity of specimen(s) by dropping off at appropriate transport temperature (be aware that exterior lockbox temperatures may exceed ambient temperature during the summer months). Ice packs are available by calling our Warehouse at 602-685-5264.
- It is strongly recommended that **frozen or un-spun** specimens **not** be placed in a lockbox. Do not use a lockbox that is not designated as Home Health.

STAT Specimens

- Not all tests are available STAT. For a complete listing visit www.SonoraQuest.com.
- STAT specimens dropped off at an open facility must always be given directly to laboratory personnel and the Home Health Drop-off Log must be completed. Laboratory personnel will contact Courier Services for STAT pick-up.
- **STAT specimens dropped off at a designated Home Health lockbox must be called to Courier Services at 602-685-5052 IMMEDIATELY after placing specimen(s) in lockbox.**

NOTE: Critical results will be called upon completion. Sonora Quest Laboratories' Critical Value Reporting Policy is available at <https://www.sonoraquest.com/provider/provider-resources/laboratory-reference-materials/>.

CONTACT NUMBERS

Courier Services 602-685-5052 • Client Services 602-685-5050
Billing Services 602-685-5526 • Supplies 602-685-5264

**HOME HEALTH/HOME INFUSION
DROP OFF PROCEDURE
2022**

24/7 AND STAT DROP OFF LOCATIONS
(Always drop off at the **Main Lab** for each location)

Sonora Quest Laboratories

424 South 56th Street,
Suite 100
Phoenix, AZ 85034

Banner Baywood Medical Center

6644 E. Baywood Avenue
Mesa, AZ 85206

Banner Boswell Medical Center

10401 W. Thunderbird Blvd.
Sun City, AZ 85351

Banner Casa Grande Medical Center

1800 E. Florence Blvd.
Casa Grande, AZ 85122

Banner Del Webb Medical Center

14502 W. Meeker Blvd.
Sun City West, AZ 85375

Banner Desert Medical Center

1400 S. Dobson Road
Mesa, AZ 85202

Banner Estrella Medical Center

9201 W. Thomas Road
Phoenix, AZ 85037

**Banner University Medical Center
Phoenix**

1111 E. McDowell Road
Phoenix, AZ 85006

Banner Ironwood Medical Center

37000 N. Gantzel Road
San Tan Valley, AZ 85140

Banner Thunderbird

5555 W. Thunderbird Road
Glendale, AZ 85306

AFTER-HOURS PSC LOCKBOX LOCATIONS

**Note – It is strongly recommended that frozen or un-spun specimens not be placed in a lockbox.
Do not use a lockbox that is not designated as Home Health.**

(STAT specimens must be immediately called in to Courier Services at 602-685-5052**)**

Ahwatukee

15810 S. 45th St., #101
Phoenix, AZ 85048
480-704-0053

Anthem

3624 W Anthem Way, #C-114
Anthem, AZ 85086
623-551-2539

Chandler

2081 W. Frye Rd., #107
Chandler, AZ 85224
480-814-8066

Fountain Hills

13620 N. Saguaro Blvd.,
#150 Fountain Hills, AZ
85268
480-837-2152

Gilbert

3530 S Val Vista Dr., Suite
B206
Gilbert, AZ 85297
480-722-2738

Glendale

6320A W. Union Hills Dr.
Bldg. A, #160
Glendale, AZ 85308
623-376-7206

Peoria

5310 W. Thunderbird Rd., #200
Glendale, AZ 85306
602-863-4045

Peoria

13760 N. 93rd Ave., #107
Peoria, AZ 85381
623-972-3042

Peoria

7757 W. Deer Valley Rd., #265
Peoria, AZ 85382
623-362-3410

Phoenix (Maryvale)

4524 N. Maryvale Pkwy., #120
Phoenix, AZ 85031
623-846-8224

Phoenix (North)

20414 N. 27th Ave., #140
Phoenix, AZ 85027
623-587-6488

Phoenix (Northeast)

3805 E. Bell Road, #1500
Phoenix, AZ 85032
602-493-7133

San Tan Valley

37100 N. Gantzel Rd., #112
Queen Creek, AZ 85140
480-987-1545

Scottsdale

9445 E. Ironwood Sq. Dr. #110
Scottsdale, AZ 85258
480-391-3686

Sun City

10503 W. Thunderbird, #105
Sun City, AZ 85351
623-977-1013

Sun City West

14420 W. Meeker Blvd., Bldg. A,
#109
Sun City West, AZ 85375
623-546-9480

Sun Lakes

10450 E. Riggs Rd.,
#109
Sun Lakes, AZ 85248
480-895-0813

Tempe

2000 E. Southern Ave.,
#101
Tempe, AZ 85282
480-839-6638