

# Neway Labs/Quest Diagnostics

## Frequently Asked Questions

### **SETUP**

**Q:** How do I get support from Neway after the launch?

**A:** Representatives from Neway will be available to answer questions via email at [support@newayllc.com](mailto:support@newayllc.com) or phone at +1(888)204-5060 during the following hours:

- 6AM-6PM Pacific Time Mon-Fri
- 6AM-12PM Pacific Time Saturday
- Close Sunday

**Q:** I missed the trainings, can I access a recording?

**A:** Recordings of training sessions can be found [here](#).

**Q:** Is there anyone at NKC I can ask for help?

**A:** Yes, each clinic has a designated superuser that can assist with questions. Find a list of superusers [here](#).

**Q:** What do we do with the old centrifuges?

**A:** Tag all old centrifuges with a [Return Request Form](#) and place in the PD storeroom. Distro will pick them up and bring them back to the warehouse for return.

**Q:** What are the standard settings for the centrifuges and how can I program them to these settings?

**A:** The following settings should be used for all centrifuges:

RPMS: 3300

Time/Duration: 15 minutes

Brake: 6

For more information about the centrifuge setup, please consult [documentation](#) on K-NET.

**Q:** How will Northwest Kidney Centers track quality?

**A:** We will utilize our SAS system to track any lab issues that fall outside the standard such as lab results that are higher/lower than expected and timeframes that are longer than expected.

### **PATIENT LABS**

**Q:** Will all the labs already entered in Ascend be transferred to Neway?

**A:** No, but they will remain in Clarity. We will also continue to have view-only access to Ascend until July 1<sup>st</sup>.

**Q:** How do patients view their lab results?

**A:** There is no change to how patients can view their lab results online. They will continue to view their labs in the MyNWKidney patient portal.

**Q:** What changes will patients see in this change?

**A:** The change in laboratory services should be seamless to patients. The only difference they will see is that the results are coming from Neway/Quest Diagnostics instead of Ascend.

## **STAFF LABS**

**Q:** Will employee labs also be managed by Neway/Quest?

**A:** Yes, employee labs for Hepatitis B and TB will now be managed through Neway/Quest. Drug testing for new hires will still be done through LabCorp.

**Q:** What changes will staff see?

**A:** Effective June 10, 2024, all new employee labs will be drawn at a Quest Diagnostics location prior to their first date of employment at Northwest Kidney Centers . \*\* Due to limitations in Quest locations in Port Angeles area- these labs will be drawn by designee at Port Angeles Kidney Center after start date and sent out with regular lab pick up.\*\*

- All lab orders will be entered into the Neway portal.
- All mandatory lab draws will be coordinated with new employee by Employee Health.
- Lab results will be obtained by Employee Health
- Lab results will be uploaded in K-Health when employee populates into the internal system.
- Lab results as well as next steps will be communicated via email to new employee as well as their respective managers.
- Two-step TB skin testing will be eliminated and replaced with a QuantiFERON lab draw. QuantiFERON will be drawn at time of scheduled lab draw.
- All ongoing employee labs will be ordered in Neway portal by their manager or designee and drawn at Quest Diagnostic facilities.