

Resolving Online STAR Issues

STAR (Specimen Triage and Recovery):

Issues that require additional information so that we can properly process your order. Many STAR issues can easily be resolved online, meaning no phone calls or hold times. Some STARs may still require you to contact us.

Examples of STAR issues you can resolve online:

- DOB
- Sex
- Test Selection
- Inhalant Region
- State Reporting
- COVID AOE Questions
- Name
- Race/Ethnicity
- Employer Info
- NY Patient Address
- ABN Advisory
- Phase
- Signature/Date

How to resolve your online STAR Issues:

1. Log into your myGDX account

2. From the my GDX Dashboard select the STARs button if you see you have highlighted notifications

3. Choose STAR issue to resolve

STAR Action Items

Item	Type	Created	Updated	Practitioner	Patient
STAR-356961	Please Contact Us	12/07/17	10/28/20	ROBERT SMITH, MD	B. Kliban
STAR-519935	DOB	11/06/20	11/13/20	ROBERT SMITH, MD	M. Drucker
STAR-521025	Signature/Date Test Selection	11/12/20	11/18/20	ROBERT SMITH, MD	G. Larson

Continued on next page

4. Fill in the necessary information

STAR-519935

RETURN TO LIST

i Order Details

Order: P0201040

Practitioner: ROBERT SMITH, MD

Patient: M. DRUCKER

Patient DOB:

Requisition:

Additional information is required to properly process your order.

Please confirm the patient's date of birth.

 (mm/dd/yyyy)

5. Click SEND to submit the information to Genova

SEND

6. After submitting, you can RETURN TO LIST if there are other STAR issues needing information



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