Claim a Diagnostic Request

When you have the physical specimen at your location, but the Diagnostic Request (DR) is not appearing in your location's workspace, you can "claim" the diagnostic request from wherever it was routed to by using the "Claim DR" function. You can then perform the determination yourself.

Please note:

- Do not use "Claim DR" *unless* <u>you have the physical specimen in your</u> <u>possession</u>.
- "Claim DR" is necessary only when the DR is not appearing in your active workspace.
- "Claim DR" is available <u>only when a DR is in "Pending Specimen</u> <u>Receipt" status</u>. If another user has already indicated that they have received a physical specimen, or that they have accepted that specimen for ID, ARM will prevent anyone else from claiming it.

Steps:

- 1. Begin by locating the DR number on the specimen routing form.
- 2. Using the global search option, enter either the DR number, the Event ID, the Pest ID, or Exam ID number into the "Search events" box in the upper right corner of the workspace. Be sure that you enter the full number for the search, as partial entries may pull up multiple matches.
 - 3. Search results will appear, as shown below. Select the diagnostic request by clicking on the number in the Event/RA/DR ID column (second column from left). You can also reach the diagnostic request by clicking on the hyperlink in the Status column at the far right.

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Ē	10 v records per page								Filter	
Ľ	Item Type	Event/RA/DR ID	1 Shipment ID's	🕼 Pest ID	11 Exam Batch ID	11 Inspection Location	11 Current Location	11 Status		
ß	Diagnostic Request	PIS318020001-DR01	Multiple			Test PIS3 PPQ	Test PIS3 PPQ	Al Pending Speci	imen Receipt	
2	Item Type	Event/RA/DR ID	Shipment ID's	Pest ID	Exam Batch ID	Inspection Location	Current Location	Status		
•	Showing 1 to 1 of 1 entries							First	Previous 1 Next	La

4. You will be sent to the Determination Information page, where you will find the



- Claim DR
- 5. Click on _____. This specimen will now appear in your work queue, and you can process the diagnostic request, acknowledging receipt and accepting the specimen for ID:

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ß	1 Diagnostic Request										
D	DR ID: PIS318060003-DR02										
?	Pest ID:	Inspection Location: Test PIS3 PPQ			Inspection Date: 06/13/2018						
	Priority: Urgent	Current Location: Test PIS3 PPQ			DR Status: NS Pending Specimen Receipt						
	Acknowledge Receipt * Accept For ID *	Assigned to: Select.		~	Multi Taxa Present:						
	2 Determination			Host Infor	Host Information						
	Identification O Exception			WPM Present 1 DR Remarks:	Yes						
	Determination *	igave sp Agave sp. (PM)		^							
	Lepidoptera		~ Q	Destination: Virg Host Proximity:	irginia y: On						
	Determination Type: Final	Method * Morphotogical V		Host Part: Cratin	rt: Crating						
	Date Determined	# Retained for Collection									
	07/20/2018										

Problematic Scenarios

- If you have inadvertently claimed a diagnostic request (used "Claim DR") when *you do not have the specimen*, and **have not yet** marked "Specimen Received" or "Accept for ID", the person who actually has the physical specimen in their possession can claim it back using the steps above.
 - If you have inadvertently claimed a diagnostic request (used "Claim DR") and **have** marked "Specimen Received" or "Accept for ID", but you don't actually have the specimen, you will need to unmark those boxes before

the person who actually has the physical specimen can claim it using the steps described above.

• If an Area Identifier has routed a diagnostic request to a National Specialist, but the National Specialist is on vacation or out of the office, another National Specialist will have to claim the request.