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* you have the physical specimen in your possession.**
> - **"Claim DR" is necessary only when the DR is not appearing in your active workspace.**
> - **"Claim DR" is available only when a DR is in "Pending Specimen Receipt" status. 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.
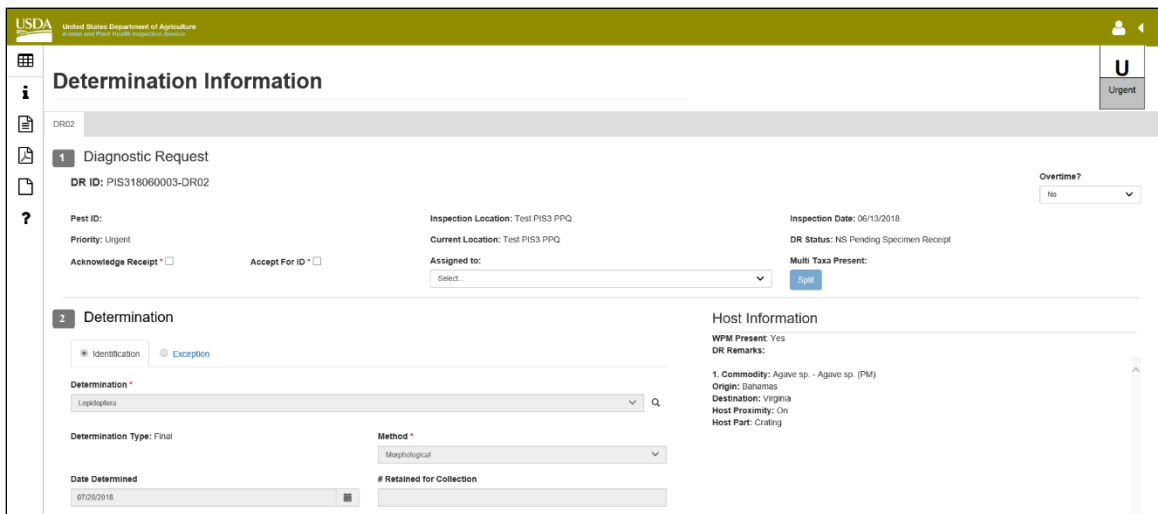
4. **You will be sent to the Determination Information page, where you will find the** **button.**
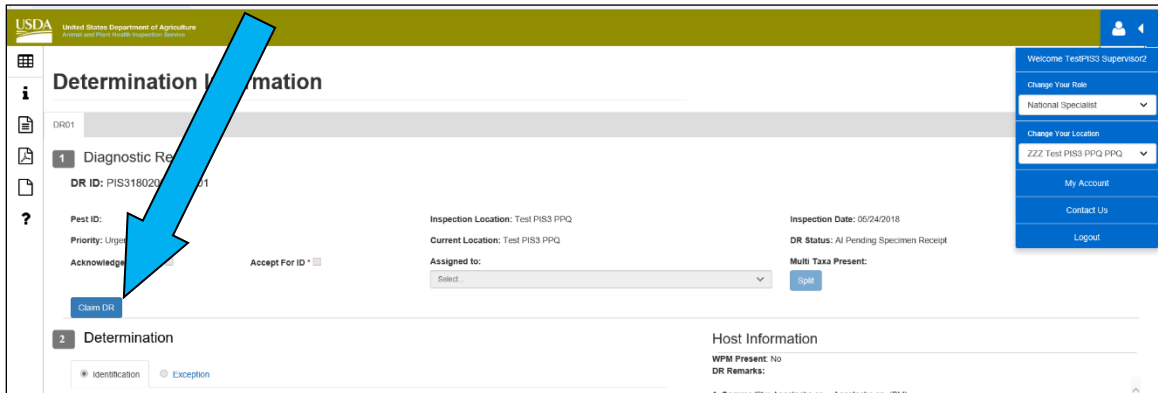
5. **Click on** **. This specimen will now appear in your work queue, and you can process the diagnostic request, acknowledging receipt and accepting the specimen for ID:**

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.
  - o 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.