***Policies—Chilton Medical Center***

Chilton Medical Center Laboratory is directed by Yvonne Wu, M.D., and assisted by associate pathologists, the Laboratory Manager, clinical coordinators, and section Lead Technologists.

Laboratory testing is performed only at the request of a licensed health care provider.

**Animal Specimens**

We do not accept animal specimens for laboratory testing.

**Billing**

*M.D. office*—Chilton Medical Center will bill the patient directly if all pertinent information is received. To order registration forms, please call the 973-831-5024

*Patient*—If you submitted proof of insurance during your registration, your insurance company will receive a bill for laboratory services from Chilton Medical Center. You may be responsible for anything that your insurance company does not cover. Call your insurance company for information as to whether your outpatient blood tests can be performed at Chilton Medical Center.

**Cancellation of Tests**

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

**Compliance Policies**

Chilton Medical Center Laboratory is committed to compliance with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include, but are not limited to, the Centers for Medicare and Medicaid Services (CMS), the Food and Drug Administration (FDA), and the Department of Transportation (DOT). Chilton Medical Center develops, implements, and maintains policies, processes, and procedures throughout our organization, which are designed to meet relevant requirements. In addition, Chilton Medical Center Laboratory has a robust internal and external audit and assessment program to monitor ongoing compliance. It is Chilton Medical Center’s expectation that clients utilizing our services will ensure their compliance with patient confidentiality, diagnosis coding, anti- kick back statutes, professional courtesy, CPT coding, and other similar regulatory requirements.

**Confidentiality of Results**

Chilton Medical Center is committed to maintaining confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance for appropriate release of patient results, Chilton Medical Center Laboratory has adopted the following policies:

*Phone Inquiry Policy*—No results will be given over the phone except to a licensed health care provider. Doctor offices must submit a phone and/or fax number that is on file at Chilton Medical Center.

**We appreciate your assistance in helping Chilton Medical Center preserve patient confidentiality. Provision of appropriate identifiers will greatly assist in prompt and accurate response to result inquiries and reporting.**

**Continuous Quality Improvement**

Chilton Medical Center Laboratory is committed to quality. A core principle at Chilton is the continuous improvement of all processes and services that support the care.

We actively review and analyze data that is focused on recognizing and reducing variability in our processes, identifying systematic problems, and improving critical processes. The following are just a few of the key performance indicators used to monitor performance and customer satisfaction:

**•** Pre-analytic

— Order accuracy

— Specimen acceptability

— Specimen identification

**•** Analytic

— Turnaround time

— Proficiency testing

**•** Post-analytic

— Revised reports

— Critical value notification

— Test down/delay

**•** Customer Service

— Customer complaints

Chilton Medical Center welcomes the opportunity to improve processes and service to you. Please call 973-831-5204 with suggestions.

**Critical Results**

Critical high and low results are called to the physician as soon after test completion as possible. Please see “Critical Values” for a complete list of critical results.

**Courier Services**

Physician offices can be set up for routine specimen pickup or an on-call basis. For more information, call 973-831-5204.

**Disclosures of Results**

Under federal regulations, Chilton Medical Center is only authorized to release results to ordering physicians or other health care providers responsible for the individual patient’s care. Third parties requesting results are directed to Medical Center Information Management. Patients who wish a copy of their own results must present to Chilton Medical Center Medical Records with positive identification and sign a release form.

**Fee Changes**

Fees are subject to change without notification. Specific client fees are available by calling Chilton Medical Center Laboratory Inquiry at 973-831-5204.

**HIPAA Compliance**

Chilton Medical Center is fully committed to compliance with all privacy, security, and electronic transaction code requirements of the Health Insurance Portability and Accountability Act of

1996 (HIPAA). Although Chilton Medical Center cannot assure that individual clients will meet their own responsibilities under HIPAA, we are committed to sharing information and coordinating efforts toward that goal. All services provided by Chilton Medical Center that involve joint efforts will be done in a manner, which enables our clients to be HIPAA compliant.

**Hours of Operation**

Chilton Medical Center Laboratory is staffed 24 hours a day, 7 days a week. Outpatients may have specimens taken in the Access center:

**•** Monday through Friday, 6:00 a.m. to 8 p.m.

**•** Saturday from 7 a.m. to 3:00 p.m.

All routine laboratory requests are performed 24 hours daily. Exceptions are special chemistry studies, special hematology studies, histopathology/cytology, and referred testing.

Results are sent to the ordering physician, however, a patient can pick up their own test results during the Access hours of operation. Proper identification is required.

**Informed Consent Certification**

Submission of an order for any tests contained in this catalog constitutes certification to Chilton Medical Center by ordering physician that: (1) ordering physician has obtained “Informed Consent” of subject patient as required by any applicable state or federal laws with respect to each test ordered; and (2) ordering physician has obtained from subject patient authorization permitting Chilton Medical Center to report results of each test ordered directly to ordering physician.

Chilton Medical Center Laboratory, on occasion, forwards a specimen to an outside reference laboratory. State law where such reference laboratory is located may require written informed consent for certain tests. Chilton Medical Center will request that ordering physician pursue and provide such consent. Test results may be delayed or denied if consent is not provided. Any costs incurred will remain the obligation of patient.

**Parallel Testing**

Parallel testing may be appropriate in some cases to reestablish patient baseline results when converting to a new methodology at Chilton Medical Center. Call Chilton Medical Center Laboratory Manager at 973-831-5181 for further information.

**Proficiency Testing**

We are a Joint Commission (TJC)-accredited, Clinical Laboratory Improvement Amendments (CLIA)-licensed facility that voluntarily participates in many diverse interlaboratory and internal proficiency testing and quality monitoring programs.

Interlaboratory proficiency testing includes participation in programs conducted by College of American Pathologists (CAP), API, and Wisconsin State Laboratory of Hygiene

We conduct internal assessments to ensure the accuracy and reliability of patient testing when interlaboratory comparison is not available or additional quality monitoring is desired.

**Phlebotomy Rounds**

Phlebotomists are sent to IMCU, CICU, 4W, 4 E, 5W, 3 Ortho, 2E at 5 a.m., 10 a.m., 1 p.m., 3 p.m., 6 p.m., and 9 p.m. Collection labels should be placed in the label pocket prior to rounds to ensure the blood will be drawn. If a specimen must be drawn between rounds, or if there is a STAT, please call 973-831-5204.

**Radioactive Specimens**

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at Chilton Medical Center for background radioactivity. This radioactivity may invalidate the results of radioimmunoassays (RIA).

**Referral of Tests to Another Laboratory**

Laboratory tests not performed at Chilton Medical Center Laboratory are referred to an approved outside laboratory. The name of the laboratory performing the test is indicated on the test report. Laboratory tests will be referred to laboratories other than those approved at the request of the ordering physician with the approval of a pathologist.

If specimens are drawn at Chilton Medical Center, a phlebotomy fee will be applied. Prices for these tests are subject to change without notification, at the discretion of the referred to laboratory.

Chilton Medical Center Laboratory has chosen Mayo Medical Laboratories to provide reference laboratory services, clinical and medical consultation. We consider them to be our partner as we develop strategies to maintain an efficient, systematic continuum of care for the patient.

**Reflex Testing**

Chilton Medical Center identifies tests that reflex when medically appropriate. In many cases, Chilton Medical Center Laboratory offers components of reflex tests individually as well as together. The reflex test will be charged.

**Reportable Disease**

Chilton Medical Center endeavors to comply with laboratory reporting requirements for each county and the State Health Department regarding reportable diseases. We report electronically via the State Communicable Disease Reporting and Surveillance System. If you need further information, please do not hesitate to call Chilton Medical Center at 973-831-5204.

**Specimen Identification Policy**

Chilton Medical Center’s policy states that all specimens received for testing must be correctly and adequately labeled to assure positive identification. Specimens must have **2** person-specific identifiers on the patient label. Acceptable forms of ID are, the patient name (first and last), Medical Record number and Date of Birth. Specimens submitted to Blood Bank for transfusion, must also be labeled with the Patient Medical Record Number. Specimens are considered mislabeled when there is a mismatch between the person-specific identifiers on the specimen and information accompanying the specimen (eg, additional paperwork). When insufficient or inconsistent identification is submitted, Chilton Medical Center will recommend that a new specimen be obtained. Specimens that are considered to be irreplaceable may be accepted if the person who obtained the specimen signs a responsibility form.

Blood Bank specimens for transfusion must be labeled with the

Blood Bank armband in accordance to policy. **No exceptions.**

**Specimen Rejection**

All tests are unique in their testing requirements. To avoid specimen rejection or delayed turnaround times, please check the “Specimen Required” field within each test. You will be notified of rejected or problem specimens upon receipt, if the following conditions are noted:

**•** Hemolysis/lipemia

**•** Wrong specimen type (plasma, serum, whole blood, etc.)

**•** Specimen volume

**•** Lack of patient/specimen identification

**•** Specimen container (metal-free, separation gel, appropriate preservative, etc.)

**•** Transport medium

**•** Temperature (ambient, frozen, refrigerated)

**•** Collected in expired tube/container

**Specimen Volume**

Refer to the “Specimen Required” field within each test for specimen requirements and patient preparation information.

All blood collection tubes should be filled at least 3/4 full or to fill line. Tubes used for coagulation studies (light blue-top tubes) must be filled to fill line. Blood specimens that show hemolysis are to be redrawn.

Every effort should be made to minimize the volume of blood drawn. Infants and small children should have venous specimen

collection only when capillary specimens are inappropriate for the needed test.

All urines will be transferred into the appropriate urine VACUTAINER® with patient label prior to sending to Chilton Medical Center Laboratory. (See illustration in “Urine Collection” in “Special Instructions.”

Chilton Medical Center makes every possible effort to successfully test your patient’s specimen. If you have concerns about submitting a specimen for testing, please call Chilton Medical Center Laboratory Inquiry at 973-831-5008. Our staff will discuss the test and specimen you have available. While in some cases specimens are obviously inadequate for desired test, in other cases, testing can be performed using alternative techniques.

**Supplies**

Shipping boxes, specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. Supplies can be requested by calling 973-831-5298.

**Test Requests**

Tests ordered with routine status for morning rounds must be entered in the Medical Center Information System (HIS) order entry module by 4 a.m. If additional requests are made the morning of collection, the test(s) should be ordered as urgent with a specified time. Tests not available on the HIS screens must be ordered on a “Laboratory Misc. Request Form” (CH Graphics Arts #110-10 401). Labels are printed on the Care Centers.

Priority “STAT” requests designated by a physician order must be ordered through HIS as “STAT.” Priority laboratory services are available to all patients if medically indicated.

Tests are ordered in the HIS Order Entry Module under the categories of Laboratory, Microbiology, or Blood Bank. If a test is not listed in Order Entry, a “Laboratory Misc. Request Form” (CH Graphics Arts #110-10 401) must be completed. After a test is ordered in HIS, any special instructions will print.

**Test Result Callbacks**

Results will be phoned to a physician’s office when requested. Please indicate this on the prescription. Test results will be available to view on the HIS as soon as they are completed.

**Time-Sensitive Specimens (STATs)**

Please call Chilton Medical Center Laboratory Inquiry at 973-831-5204 prior to sending a specimen for testing of a time-sensitive nature. Relay the following information: patient name, location, and contact person. Time and type of testing is required.

**Turnaround Time (TAT)**

We are committed to providing the most expedient TAT possible to improve diagnosis and treatment. We consider laboratory services as part of the patient care continuum wherein the needs of the patient are paramount. In that context, we strive to fulfill our service obligations. Our history of service and our quality metrics will document our ability to deliver on all areas of service including TAT. **If turnaround time can not be accomplished in an isolated case, the laboratory will notify the Nursing Unit. If the problem is wide spread (instrument down etc.) the laboratory will notify the Nursing Office or Nursing Supervisor.**

Chilton Medical Center defines TAT as the analytical test time required. Each testing department monitors TAT continuously. For information on TAT for individual tests, please see the test listing in the “Alphabetical Test Listings.”

**Unlisted Tests**

New procedures are developed throughout the year, therefore, some tests are not listed in this catalog. For information about unlisted tests, call 973-831-5045, or visit us online at: chiltonhealth.org

**Unsatisfactory Analytic Results**

If Chilton Medical Center is unable to obtain a satisfactory analytic result, there is no charge.