UVMHN Porter Medical Center Laboratory

115 Porter Drive

Middlebury, VT 05753

**SECTION 1**

**GENERAL INFORMATION**

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# TELEPHONE EXTENSION LISTINGS

|  |  |  |
| --- | --- | --- |
| UVMHN Porter Laboratory | 388-4747 or Ext. 4747 |  |
| Medical Director: | Vlada Alexeeva, MD | [CELL] (802) 399-4469 |
| Administrative Director: | Lia McFarline | 388-4717 or Ext. 4717 |
| Support Services Supervisor: | Liza Pellerin | 388-3417 or Ext. 3417 |
| Physician Office Coordinator: | Ashley LaBerge | 388-4761 or Ext. 4761 |
| QA/QI Coordinator: | Ashley LaBerge | 388-4761 or Ext. 4761 |
|  |  |  |
| LABORATORY SECTIONS |  |  |
| Blood Bank |  | 388-4361 or Ext. 4361 |
| Chemistry |  | 388-4249 or Ext. 4249 |
| Hematology |  | 388-4363 or Ext. 4363 |
| Urinalysis |  | 388-4361 or Ext. 4361 |
| Cytology |  | 802-847-5136 (UVM) |
| Microbiology |  | 388-4365 or Ext. 4365 |
| Pathology Hot Seat |  | 802-847-3795 (UVM) |
| Specimen Receiving |  | Ext. 4248 |
| Phlebotomy |  | Ext. 4385 |

# LICENSURE/ACCREDITATION

US Department of Health & Human Services (HHS) CLIA #47D0091900

College of American Pathologists (CAP), Lab Number: 11835-01

# INTRODUCTION

This guide describes the policies and procedures observed during the normal operation of the clinical laboratory. It provides information regarding the submission of test requests, laboratory capabilities and laboratory reports. Although we have attempted to make the guide as comprehensive as possible and practical, it is virtually impossible to cover all situations. We encourage you to contact the laboratory staff for answers to any questions not found in this guide. We also welcome all comments and suggestions that you might have regarding the operation of the laboratory.

# LABORATORY HOURS

Performance of Routine Tests:

7:00 a.m. to 9:00 p.m., Weekdays

7:00 a.m. to 3:00 p.m., Weekends and Holidays

Outpatient collection:

7:00 a.m. to 7:00 p.m., Weekdays

8:00 a.m. to 2:00 p.m., Saturdays

Inpatient Collection:

As needed but routine collections are 6:30 a.m., 10:00 a.m., 2:00 p.m., 4:00 p.m., and 6:00 p.m. daily

# CONSULTATION

Pathology services are contracted through UVMHN, Department of Pathology. A pathologist is always available for consultations. A pathologist is on site at UVMHN Porter Medical Center Laboratory on Thursday and is available via phone or beeper at other times. Call the UVMHN Porter Laboratory to obtain a pathology consult.

# REQUESTS FOR TESTING

A physician as defined in Medical Staff By-laws must authorize requests for laboratory testing. Limited health practitioners may utilize the laboratory under the supervision of a physician.

⌧ Tests may be added within 5 days of sample collection by phoning the laboratory. **The sample will be checked for sufficient quantity, stability of test(s) requested, and required storage before the test will be added.** You will need to fax an order with diagnosis code for the added test(s).

# REPEAT TESTING

Specimens are generally held 5 days after test completion. If laboratory results do not match the clinical condition, please call laboratory supervisor at 388-4717 to arrange repeat testing at no charge.

# STANDING ORDERS

For a Standing Order to be considered valid by UVMHN Porter Medical Center Laboratory, a written order must be on

file with the ordering physician or their designee’s signature. When initiating a standing order, please fill out a UVMHN Porter Laboratory Standing Order Request. If a standing order is phoned in to the lab or received via prescription pad, etc., a UVMHN Porter Laboratory Fax/Verbal Requisition will be completed with the information. The form will then be faxed back to the ordering physician to complete any missing information and for physician’s (or designee’s) signature. Once UVMHN Porter Laboratory receives this completed form, the order will be entered into the Standing Order system.

It is UVMHN Porter Medical Center Laboratory’s policy that standing orders be reviewed on at least an annual basis. Standing orders expire at the end of duration stated on original request and/or automatically expire one year from date of original request. As standing orders near their expiration date, the lab will send the ordering physician a reminder request asking for renewal, revision or cancellation of the current standing order. No renewal will be sent if patient has not had standing order testing collected by lab in the last 3 months prior to expiration of order.

# QUALITY ASSURANCE

We believe that the first assurance of quality is a qualified staff. The laboratory is fully staffed with board certified medical technologists and medical laboratory technicians, along with a highly skilled support staff of lab assistants. The laboratory is directed by a board certified pathologist and supervised by a team of experienced technologists. Our extensive quality control program includes proficiency testing of samples from the College of American Pathologists. College of American Pathologists (CAP) is the accrediting agency for the laboratory.

# REFERENCE LABORATORIES

The UVMHN Porter Medical Center Laboratory is equipped and staffed to provide on-site performance of many procedures. Requests for tests not performed at UVMHN Porter Medical Center Laboratory are transferred via private courier to reference laboratories recommended by the pathologist and approved by the medical staff and administration. Reference laboratories presently used are

* Vermont State Laboratory, Burlington, VT
* Vermont-New Hampshire Regional Blood Services Center, American Red Cross, Burlington, VT
* Laboratories in the Northeast Community Laboratory Alliance (NECLA) including: UVM of Vermont in Burlington, Vermont o Mayo Medical Laboratories in Rochester, Minnesota o Mayo New England in Andover, MA.
* Champlain Toxicology Lab, Plattsburgh, NY

# SUPPLIES

UVMHN Porter Medical Center provides specimen preservatives, transport media, blood collecting tubes, needles (butterflies not provided), and related supplies at no charge to physicians' offices using our services. Please contact the UVMHN Porter laboratory at 388-4747 for supplies or complete a UVMHN Porter Supply Order Form.

# COURIER

UVMHN Porter Medical Center operates a courier route south to Brandon and north to Vergennes and Bristol. Please contact UVMHN Porter laboratory at 388-4747 for more information.

# ORDERING PRIORITIES

When ordering laboratory work, it is essential to indicate the urgency. A test may be requested either **STAT or**

**ROUTINE**. When a test is requested **STAT**, the laboratory must be notified by telephone (Ext. 4747). Notification will assure that the test request will be given priority immediately upon arrival. Clearly mark on requisition the testing needed **STAT.**

# STAT TESTS

A STAT laboratory test is one that is necessary to select treatment in an acutely ill patient. Please remember that a STAT request is a medical emergency and the laboratory will interrupt whatever it is doing to expedite completion. The following list includes all tests performed on an emergency (STAT) basis. In certain special cases other tests may be emergencies; the test may be obtained by special arrangement with a pathologist. A pathologist is on call 24 hours a day and may be reached by calling the laboratory.

**Blood Bank**

ABO and Rh type Compatibility test

Cord blood evaluation Transfusion reaction workup

Type and screen with or without compatibility testing

**Coagulation Studies**

Fibrinogen D-Dimer, Sensitive Prothrombin time (PT)

Anti-Xa Partial thromboplastin time (PTT)

**Hematology**

CSF, cell count and differential CBC, auto/manual differential

Sedimentation rate Body fluid, cell count and differential

**Chemistry**

Acetaminophen Troponin Digoxin

Amylase Alcohol (Ethanol) Electrolytes

Bilirubin, total & direct BHB-Beta-hydroxybutyrate Magnesium

Calcium BNP Creatinine, serum or urine

Glucose (blood or CSF) CRP Lithium

Salicylate Protein, total (blood or CSF) BUN

ALT AST Lipase

CRP HCG, Beta (Quantitative) ECO2

Albumin ALP

**Blood Gases**

Venous blood gas Lactate Ionized calcium

**Microbiology/Serology**

MRSA PCR Influenza & RSV PCR

Strep A PCR Mono test for infectious mononucleosis

Preparation of Gram stained smears COVID-19 PCR

C. Difficile Toxin PCR Spinal fluid Gram stain

# PREPARING REQUISITIONS

General Instructions

Laboratory examinations of any type will be done only upon receipt of a properly completed, legible laboratory request form and a labeled specimen container when applicable. Requesters are responsible for the proper submission of request forms and specimens.

Completion of Requisition

A completed requisition that has been printed, typed or imprinted in a clear and legible manner with the following information, must accompany all test requests: ⌧ Patient's full name (last name written first)

* Patient's birth date
* Patient's gender
* Name of requesting physician/medical practitioner
* Signature of requesting physician/medical practitioner
* Specimen source
* Time and date of collection
* Clinical Diagnosis, narrative or ICD10 code
* Specific test(s) requested. Only standard names, and in rare instances, the most common standard

abbreviations are acceptable.

# CALL RESULTS

The following results are called:

Critical Values: Critical values will be called to the ordering physician as soon as the results are available. (See the Critical Values list Appendix A.)

Call or Fax Results Requests: If results need to be called or faxed to the provider, please check the appropriate box on the requisition and supply the phone number. These results will be called or faxed to the office as soon as possible after the completion of the testing.

# REFLEX TESTING

Reflex testing is testing performed as a result of initial test results, which are used to further identify significant diagnostic information required for appropriate patient care.

The Office of Inspector General has issued guidelines regarding reflex testing for laboratories. These guidelines state that the laboratory must disclose to physicians which tests are subject to reflex and allow the physician to decline reflex testing if it is not medically necessary. It is the laboratory policy to list tests subject to reflex on the requisitions and to allow physicians the opportunity to decline the reflex if they believe it is not medically necessary. All reflex testing is reviewed and approved by our laboratory pathologist on an annual basis. All of our clients will be notified of changes in our reflex policy. The current list of tests performed at UVMHN Porter Laboratory and subject to reflex are listed below.

It is the policy of UVMHN Porter Medical Center Laboratory to perform reflex tests automatically when the following conditions are met:

1. Test(s) listed in the following chart and
2. The initial test result meets the criteria listed in the chart for prompting a reflex test.

**UVMHN PORTER MEDICAL CENTER LABORATORY TESTS SUBJECT TO REFLEX**

**Some tests are referred to reference laboratories**

* For reflex testing information for test performed at UVM check their website at: www.uvm.org
* For reflex testing information for test performed at MAYO check their website at: www.mayomedicallaboratories.com

UVMHN Porter Medical Center Laboratory bills for the reflex tests it performs using the CPT code listed in the following chart. The option of declining reflex testing is done by writing in the name of the test in the box on the front (bottom, right) of the laboratory requisition. The tests subject to reflex testing are also listed on the back of the UVMHN Porter Laboratory Requisition.

|  |  |  |  |
| --- | --- | --- | --- |
| **Initial Test** | **Reflex Criteria** | **Reflex Test(s)** | **Additional CPT Billed** |
| Fluid Cell Count | > 5 WBC's present | Differential | 89051 |
| HIV Antibody | Positive by EIA | HIV by Western blot | 86689 |
| Thyroid Cascade | TSH is done first. If outside normal range, a free T4 is ordered. If free T4 is not elevated and the TSH is <0.10 µ/ml a Total T3 is performed. | Free T4 Total T3 | 84436  84480 |
| Urinalysis ordered as Routine UA | Positive protein, blood, nitrite or leukocyte esterase | Urine microscopic | 81003 changed to 81001 |
| Urinalysis order as If UA  Positive, do Culture (UAPOS) | Positive Leukocyte Esterase or Nitrate or positive protein or  blood on dipstick **and** 4 or more WBC/HPF | Urine Culture | 81003 changed to 81001 &  87088 |

# RESULTS REPORTING

Individual patient reports are printed at least once daily (more frequently to certain accounts) and distributed by courier, fax, or mail. Each patient report includes patient's name, date of birth, sex, UVMHN Porter medical record number, location code, clinician and the date the report was printed. With each test, the date/time collected will print along with the normal ranges for the tests requested. A result that is outside the normal range may be flagged with an "H" or "L". Copies to other physicians or clinics will be done if fax number or complete address of physician/clinic is specified on requisition.

Any report containing results indicating the presence of a serious infectious disease (for example, HIV, tuberculosis, HCV) will be communicated to the ordering physician within a day of receipt via fax or printer.

# CUMULATIVE REPORTS

Cumulative reports are printed and delivered via courier or mailbox for all patients discharged from the Medical Center as determined by the Medical Center information system (HIS). A cumulative report covers the testing collected during the admitted stay at UVMHN Porter and is printed when all testing is completed. A report is sent to the Admitting, Attending, and Primary Care providers as documented on the Discharge report issued by the HIS. Primary Care providers not on staff will not receive reports.

# BILLING

UVMHN Porter Medical Center can bill Provider Office; Medicare; Medicaid; Patient; or Patient's Insurance

Current legislation requires laboratories to bill Medicare and Medicaid DIRECTLY for clinical laboratory tests performed for physician offices, clinics, and skilled nursing facilities. If you have questions about bills, please call PMC Patient Billing Business Office (802) 388-4729 and Pathology “Part B” Component (802) 847-8000

* To bill **Medicare/Medicaid** you MUST provide the following information:

Patient Name and Sex Patient Date of Birth (DOB)

Insured Name Medicare or Medicaid Number

Diagnosis (ICD9) Medicaid State and Effective Dates

* To bill **Insurance/Patient Billing** you MUST provide the following information by fully completing the highlighted areas of the laboratory requisition, and **have the patient sign where indicated on the requisition**.

Patient Name Patient Sex

Patient Date of Birth (DOB) Patient Address

Patient Phone Number Insurance Company Name

Diagnosis (ICD10) Insurance Group and Policy Numbers

* Federal regulations also REQUIRE that pathologists submit separate bills for their interpretation of certain tests (Cytology, Cytogenetics, and Surgical Pathology). These tests require all the information listed above under patient billing.

# BILLING FOR MICROBIOLOGY

The price of a microbiology test includes processing of the sample, inoculation of the sample to media, incubation of the media and visual observation during the incubation period. Additional billing may be incurred for identification of pathogens. There is an additional charge for susceptibility testing, if that is indicated. The identification and susceptibility tests are associated with specific CPT billing codes and are not included as part of the price listed in the fee schedule.