

LABORATORY SERVICES DIRECTORY

UVMHN Porter Medical Center Laboratory
115 Porter Drive
Middlebury, VT 05753

SECTION 1 GENERAL INFORMATION

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LABORATORY SERVICES DIRECTORY

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
Lab Operations Supervisor:	Shay Hornidge	Ext. 4243
Support Services Supervisor:	Liza Pellerin	388-3417 or Ext. 3417
QA/QI/POCT Coordinator:	Neal Fletcher	388-4761 or Ext. 4761
POC/Quality Assistant:	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.

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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:

Routine 5:00 a.m. collections and as requested by ordering providers

CONSULTATION

Pathology services are contracted through UVMHN, Department of Pathology. A pathologist is always available for consultations. A pathologist is on site at least once a month and their schedule is known in advance. A pathologist 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 on by placing an order electronically or sending an order via fax. A courtesy phone call to the lab is appreciated, but not required. **The sample will be checked for sufficient quantity, stability of test(s) requested, and required storage before the test will be added.** The add-on order will need to have an associated diagnosis code.

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 or electronic order must be on file with the ordering physician or their designee's signature. 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.

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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 University of Vermont Medical Center in Burlington, Vermont ◦ Mayo Medical Laboratories in Rochester, Minnesota ◦ 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 802-388-4747 for supplies or complete a UVMHN Porter Supply Order Form and fax to 802-388-8838.

COURIER

UVMHN Porter Medical Center operates a courier route south to Brandon and north to Vergennes and Bristol. Please contact UVMHN Porter laboratory at 802-388-4747 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**.

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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/Rh Type	Cord Blood Evaluation	Type and Screen	Compatibility Test
Transfusion Reaction Workup			
COAGULATION STUDIES			
Fibrinogen	Prothrombin time (PT)	D-Dimer	Anti-Xa
Partial Thromboplastin Time (PTT)			
HEMATOLOGY			
CSF, cell count & differential	CBC, auto/manual diff	Sedimentation Rate	Body fluid, cell count & diff
CHEMISTRY			
Acetaminophen	Troponin	Digoxin	Amylase
Alcohol (Ethanol)	Electrolytes	Magnesium	Bilirubin, total & direct
BHB – betahydroxybuterate	Calcium	BNP	Creatinine, serum or urine
Glucose (blood or CSF)	CRP	Lithium	Salicylate
Protein, total (blood or CSF)	BUN	ALT	AST
HCG, beta (quantitative)	Lipase	ECO2	Albumin
ALP			
BLOOD GASES			
Venous blood gas	Lactate	Ionized calcium	Carboxyhemoglobin
MICROBIOLOGY/SEROLOGY			
COVID-19/Influenza/RSV PCR	MRSA PCR	Strep A PCR	Gram Stain Smears Prep
Mono for infectious mononucleosis	COVID-19 PCR	CSF Gram Stain	C. Difficile Toxin PCR

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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)

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 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.

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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
Lyme Antibody	Positive or Equivocal IgG or IgM result	Western Blot Testing @ Mayo Reference Laboratory	86617
Triglyceride	>400 mg/dL	ALDL	83721
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 UA Cascade to Culture	Clarity is cloudy or turbid, glucose 3+, positive protein, blood, nitrite or leukocyte esterase	Urine microscopic	81003 changed to 81001
Urinalysis ordered as UA Cascade to Culture	>/= 10 WBCs on microscopic	Urine Culture	81003 changed to 81001 & 87088

RESULTS REPORTING

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. 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. The LIS will auto fax and send to providers immediately upon verification. Results will also enter patient's MyChart as soon as verified.

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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.

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.