

## Policies and Procedures

The following general policies and procedures are those Sentara Reference Laboratory management has found to provide the greatest benefit for all clients and patients. Although the list is not comprehensive, it does cover the most common interactions. Should you have questions or require more specific information, please contact Client Services at (757) 388-3621 or toll-free at (800) 822-0468.

### Client Code

Each Sentara Reference Laboratory client account is assigned a unique client code when established. To remain compliant with the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations concerning patient privacy, you will be asked to provide your client code to Client Services and your Marketing Representative when requesting patient information such as test results or patient procedure information. Please keep this number in a safe location easily accessible to authorized members of your staff.

### Patient Confidentiality

Sentara Reference Laboratory believes it is important that every effort be made to ensure patient confidentiality. Should you desire, you can assign an identification number to be used instead of a patient name so that only you and your staff know the identity of the patient. Additionally, if you do not want results to be sent via the established printer or fax setup for your office, mark through the client code on the test requisition and indicate a client code #4995. All results for this client code are delivered via courier in a sealed envelope. Sentara Reference Laboratory has a number of policies in place to protect patient confidentiality and the use of patient health information. Our laboratory staff is careful to release test results only to the ordering physician or appropriate client staff. When delivering results by telephone, we will ask you to provide your client code along with two unique patient identifiers such as date of birth and medical record number for verification before we release any patient information. If reports are not printed in the office, the courier delivers results by hand whenever possible. If a courier must leave reports in a lock box or under a door, they will be sealed in a confidential envelope before they are left. It is also important to ensure your fax machines and remote printers that receive results are placed away from patient areas and are accessed only by authorized personnel. Special procedures can be implemented if your specific circumstances dictate a greater degree of confidentiality. For special needs or requests, please call Client Services at (757) 388-3621 or toll-free at (800) 822-0468.

### Sales and Service Representatives

Sentara Laboratory Services employs a team of Sales and Service Representatives throughout greater Hampton Roads that are dedicated to providing physician clients with a high level of service. These representatives are assigned according to geographic territory and physician clients are encouraged to contact their appropriate representative should questions or need arise about any aspect of the diagnostic services provided by Sentara Laboratory Services.

If you would like to reach your Sales and Service staff, feel free to contact your representative with the contact information is provided below and on the next page.

#### Norfolk & Peninsula clients:

**Stephanie Dukes**, Sales Representative  
757/388-5208, via cell at 757/464-2739  
or email at SPDUKES@sentara.com

**Stacy Thomas**, Service Representative  
757/388-1990, via cell at 757/362-7121  
or email at SMTHOMAS@sentara.com

**Virginia Beach, Chesapeake, Suffolk, Portsmouth and NE N.C. clients:**

**Judy Caldwell**, Sales Representative  
757/388-1992, via cell at 757/613-6289  
or email at JSCALDWE@sentara.com

**Kelly Stevenson**, Service Representative  
757/388-8631, via cell at 757/660-4501  
or email at KASTEVEN@sentara.com

**Pat Mullin**, Sales Manager  
757/388-2074, via cell at 757/636-0990 or email at pjmul1@sentara.com

### **Courier Services**

Our trained and professional couriers are a vital link in the Sentara Reference Laboratory chain of diagnostic test services. Pickup times are scheduled and made in official Sentara Courier vehicles equipped with coolers for both wet and dry ice. Vehicles have 2-way radios for rapid response, should you need to call in STAT service, extra pickups or special requests. To arrange for routine or STAT specimen pickup, please call 757/ 965-0040 or toll-free at (866) 662-0546 to speak to our courier dispatcher.

In the event of dangerous weather conditions that force Sentara Reference Laboratory to suspend courier service, we will post a notice on the Courier Services telephone line at (757) 965-0040 or toll-free at (866) 662-0546. As an alternative to waiting for pickups to resume when weather permits, clients are also able to drop specimens at the nearest Sentara hospital should courier service be suspended.

**Note: Due to state and federal laws, couriers cannot transport office waste materials.**

### **Specimen Tracking**

Sentara Reference Laboratory utilizes a hand-held barcode activated computer specimen tracking system. This system allows accurate tracking of specimens from phlebotomy service and draw through pickup from physician office to processing and result(s). To allow accurate tracking of your specimens and prevent delays in processing, please be sure to fold each Sentara laboratory requisition in half horizontally with the tracking barcode and patient name and insurance information at the top of the requisition showing through the side pocket of the clear specimen bag. A photograph of a correctly packaged requisition is located in the Laboratory Requisitions chapter of this manual. To inquire about the status of a specimen, please have your client code, requisition number, patient name, as well as two unique patient identifiers such as date of birth and social security number available when calling Client Services at (757) 388-3621 and at (800) 822-0468.

### **Report Delivery**

Test reports are routinely delivered throughout the day by remote printer, auto fax, MDOOffice, or on the first daily courier run. Should you require additional copies, or suspect a report is missing, please call Client Services at (757) 388-3621 or at (800) 822-0468 with your client code, patient and testing information and a

copy will be faxed to you. If requested on the laboratory requisition and if a telephone/fax number is provided, Sentara Reference Laboratory will also deliver results via telephone to the appropriate personnel, or will fax results to another remote location. You may also access lab reports through MD Office, the physician web portal.

Sentara Reference Laboratory also offers select clients 4 Medica web-based software that enables clients to quickly and accurately order tests, automatically match insurance coverage and view results. If you are interested in using this software platform in your practice, please contact your Sales/Service Representative.

### STAT Testing

Sentara Reference Laboratory offers STAT testing 24 hours a day, seven days a week. Due to the extra costs associated with the pickup and processing of STATs, additional charges may be incurred with STAT testing. Turnaround time for STAT testing varies with each test, however most results are returned within 3-4 hours of receipt of the specimen in the laboratory. Results are initially reported over the telephone to the STAT results telephone number indicated on the requisition, with a printed report delivered within 24 hours. To request STAT specimen pickup, please call Courier Services at (757)965-0040 or at (866) 662-0546. A list of STAT test is included below.

#### Tests considered appropriate for STAT testing include:

#### Chemistry

Amylase  
BNP  
BUN  
Basic Metabolic Profile  
CKMB  
CO2  
Chloride  
Creatinine  
Electrolytes  
Ethanol  
Glucose  
Potassium  
Pregnancy  
Sodium  
Troponin  
Urinalysis

#### Hematology

Activated Partial Thromboplastin Time (APTT)  
Blood Smear for malaria  
CBC  
Fibrinogen  
Fluid Analysis and other fluid exam  
Monospot  
Platelet Count  
Prothrombin Time (PT)

#### Microbiology

Bacterial Latex Antigen (CSF)  
Blood Smear for parasites  
Gram Stain

India Ink  
KOH Prep  
Trichomonas Prep  
Rapid RSV Antigen  
Rapid Flu A&B Antigen  
Strep A Screen

#### Toxicology

Acetaminophen (Tylenol®)  
Digoxin  
Drug Screen, Urine  
Iron (fortified vitamin overdose)  
Phenobarbital  
Phenytoin (Dilantin®)  
Salicylate  
Theophylline

#### Cytology/Histology

Fine Needle Aspiration Cytology  
Frozen Section  
Contact the pathologist at the Sentara hospital where the cytology/histology procedure is performed as per the telephone numbers listed on page 5 of this manual. Approval for STAT tests not included on this list must be arranged by contacting Client Services at (757) 388-3621 or at (800) 822-0468. Please be sure to clearly mark STAT on the requisition to indicate you are requesting STAT testing as well as include the telephone number for results.

**Note: Due to the complexity of extensive testing procedures, some assays (e.g., bacteriology cultures) cannot be performed in a STAT manner.**

### **Pre-admission and Pre-operative Laboratory Testing**

Sentara Reference Laboratory's close association with Sentara hospitals (Norfolk General, Virginia Beach General, Leigh, Bayside/Princess Anne, Obici, Careplex, and Williamsburg Community), makes it convenient to have pre-admission and pre-operative laboratory work done for your patients. All pre-op testing should be performed at the facility where patients are to be admitted. For some hospital procedures, such as those involving tests by Transfusion Services, the patient must have pre-admit or pre-op lab work done at the same hospital he/she is having the procedure done to adhere to strict patient and specimen identification procedures. Because hospital procedures for handling pre-admit and pre-op results can differ, we recommend you call the admitting hospital if you have questions or need assistance.

**Note: It is important to indicate "Pre-admit" or "Pre-op" on the requisition form and to specify the hospital where the patient will be admitted.**

### **Specimen Retention**

Except for unstable specimens (e.g. those for cultures, CBCs, urinalysis and some chemistries), Sentara Reference Laboratory retains specimens for five days. If a test needs to be added to a specimen that is already in-house, or if a repeat assay is requested, please contact Client Services at (757) 388-3621 or at (800) 822-0468 as soon as possible. A written order is required for add-on testing. A copy of the original requisition submitted to the laboratory with the specimen with the additional testing requested clearly indicated is acceptable written documentation.

**Note: Add-on tests require written documentation within 30 days per Federal law (CLIA '88.)**

### **Repeat Studies**

Accuracy is a vital part of the service provided by Sentara Reference Laboratory. If in the opinion of the physician the laboratory result does not fit the clinical condition of the patient, repeat laboratory studies on in-house testing will be performed at no additional charge when notification is received within five days and analyte stability and specimen volume permit. To submit a repeat specimen, please mark the requisition "**Repeat – No Charge,**" and indicate why the test is being repeated, as well as the date and requisition number of the original specimen.

### **Ordering Supplies**

Sentara Reference Laboratory provides to our clients at no charge: containers, tubes, collection supplies, transfer tubes, and requisitions for specimens to be sent to Sentara laboratories. An initial supply of the items you need is provided once your account is established. A supply form, provided as part of your service start-up kit, will also be set up for your account by your Sales Representative prior to the beginning of laboratory service. A sample Supply Request Form is located in this guide. As restocking of Sentara laboratory supplies becomes necessary, simply fill out the supply form and fax it to the laboratory supply center at (757) 965-0044. Please do not submit supply orders to your courier.

Be sure your Supply Request form is completed with your client code, client name and address including floor, suite or unit numbers, contact person name, date of order and telephone number. The supplies you request will be delivered to you by your courier as soon as possible, usually the next business day, however, please allow 48 hours for supply delivery. If your supplies do not arrive within 48 hours, please contact Courier Services at (757) 965-0040. If you did not receive all of your requested items, please check your receipt for backorder information. Supply ordering is monitored each month and compared to utilization as part of Sentara Reference Laboratory's compliance policy. Sentara

Reference Laboratory supplies should only be used for specimens being sent to Sentara for testing. Requested quantities of supplies can be reduced or withheld if supply order does not coincide with test ordering history. If you do not receive the quantity of supplies you requested and your receipt does not indicate items are on backorder, your supply request may have been reduced or withheld due to compliance concerns. Please call Courier Services at (757) 965-0040 or toll-free at (866) 662-0546 if you have questions about our compliance policy or supply concerns. A sample copy of the current supply order form is provided on page 18.

# Sample Supply Request form



600 Gresham Drive  
Norfolk, VA 23507  
Tel: 757/965-0040

## Supply Request Form

**Fax Supply Order to:**  
**757/965-0044**

48 Hour Delivery Time

Client Code: \_\_\_\_\_

Client Name and Address \_\_\_\_\_

Contact Person \_\_\_\_\_ Date \_\_\_\_\_ Phone \_\_\_\_\_

TUBES				DRAW SUPPLIES			
Item #	Qty	Unit	Description	Item #	Qty	Unit	Description
1	___	Each	Red SST Gel (8.5 ml.)	21	___	Bx/48	Needles 21 g 1-in
2	___	Each	Yellow Top	22	___	Bx/48	Needles 22 g 1-in
3	___	Each	Plain Red Top	23	___	25/pack	Vacutainer Holder
4a	___	Each	Lavender Top (3.0 ml)	24	___	Each	Biohazard Needle Box small
5	___	Each	Light Blue Top	25	___	Each	Tourniquets
6	___	Each	Pink Top				
124	___	Each	Lt. Green PST <small>(Plasma Separator Tube) Lithium Heparin</small>				
CYTOLOGY, HISTOLOGY & CYTOGENETICS				URINE CONTAINERS			
Item #	Qty	Unit	Description	Item #	Qty	Unit	Description
7	___	Each	Cytology Fixative container (Cytolyt)	26	___	Each	Sterile Urine Cups
10	___	25/box	Cardboard Slide Folders	27	___	Each	24° Urine Container
12	___	Bottle	Spray Fixative	28	___	Each	24° Urine w/HCL
11 A	___	Each	Thin Prep (liquid Pap) brush/spatula	28a	___	Each	Urine Drug Screen Kit
11 B	___	Each	Thin Prep (liquid Pap) broom				
9	___	25/box	Conventional Pap slide kit	MICRO & VIROLOGY			
13	___	10/pack	Cyto Brushes	Item #	Qty	Unit	Description
8 A	___	Each	Formalin Containers 20ml	29	___	Each	Urine Culture Kit
8 B	___	Each	Formalin Containers 60ml	30	___	Each	C & S Urine Tubes
125	___	Each	Amniotic Fluid Specimen Kit	111	___	Each	Aptima Unisex Probe for GC/CHLAM
REQUISITIONS, FORMS & PRINTER SUPPLIES				112	___	Each	Aptima Urine Collection Kit for GC/CHLAM
Item #	Qty	Unit	Description	33	___	Each	Culture Swabs
40	___	Each	ABN forms	34	___	Each	Viral Transport Media (VTM)
15	___	Each	SVBGH Histo Requisition (pink)	36 A	___	Each	Blood Culture Bottles Aerobic
16	___	Each	Pap/Cyto/Histo Requisition	36 B	___	Each	Blood Culture Bottles Anaerobic
16 A	___	Each	General Reference	37	___	Each	Anaerobic Collection swab
16 B	___	Each	Women's Health Requisition	104	___	Each	Nasopharyngeal Swab (RSV & Rapid Flu)
16F	___	Each	Nursing Home Requisition	56	___	Each	Stool Hats
16C	___	Each	Chain of Custody Requisition	MISCELLANEOUS			
17	___	Each	Telephone Report Pad	Item #	Qty	Unit	Description
18	___	Each	Supply Request Forms	39	___	100/pkg	Specimen Bags
100a	___	500/ream	Laser report paper	42	___	Each	Lock box (doorhanger)
101	___	Box	Flashlink/Okidata printer toner	43	___	Each	Lock box (milk box)
114	___	250/ream	4Medica Requisition Paper	<b>Additional Supplies/ Comments:</b>			
115	___	Box	4Medica/HP printer toner #53a	_____			
117	___	Box	4Medica/HP printer toner #49a	_____			
119	___	Each	Okidata B420 printer toner	_____			

Order filled by: \_\_\_\_\_ Date: \_\_\_\_\_

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