

A black and white photograph of laboratory glassware, including graduated cylinders and a flask, serving as the background for the text.

**2010
Guide to
Laboratory
Services**

**Sentara
Reference
Laboratory**

Sentara Laboratory Services
600 Gresham Drive
Norfolk, VA 23507

www.sentara.com/lab
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Introduction

The online *Guide to Sentara Reference Laboratory Services* features the laboratory procedures and services available in our laboratories and Patient Service Centers. It is designed to provide you with the information necessary for specimen collection and submission for testing. Our goal is to provide you with dependable, reliable, and quality laboratory services.

This 2010 edition includes numerous additions and revisions as portions of the *Guide* have been reformatted to make it easier to find the information you need. Every section has been reviewed to provide you with a useful reference manual. The CPT codes referenced have been taken from the 2010 edition of *Current Procedural Terminology*, a publication of the American Medical Association. Advanced Beneficiary Notice alerts have also been included based on information current as of July 2009.

Every day we perform an extensive array of diagnostic tests and provide consultative services for physicians, hospitals, clinics, nursing homes, insurance companies, businesses and schools in the Hampton Roads area. Sentara Reference Laboratory is committed to meeting the needs and expectations of you and your patients. Our services are unsurpassed and range from routine to esoteric testing and consultation. Sentara Laboratory Services performs over six million tests each year. Our staff of highly trained professionals, including technologists and pathologists, is eager to assist you in treating and caring for your patients, enrollees and employees.

Our best measure of performance is you and your patient's satisfaction with our services. Please let your Marketing Representative or any of our Client Service Representatives know how we can best serve you. It is a pleasure to have you as a client and we look forward to building our relationship with you.

Mission, Vision and Values

Sentara Reference Laboratory shares the mission of Sentara Healthcare to provide innovative services to treat illness and disease and promote the improvement of personal health.

We continue to work toward the Sentara vision to continue to grow as one of the nation's leading health care organizations by creating innovative systems of care that help people achieve and maintain their best possible state of health. We will focus, plan and act on our commitments to our community mission, to our customers, and to the highest quality standards of healthcare to achieve our vision for the future.

Mission

We improve health every day.

Vision

Be the healthcare choice of the communities we serve.

Looking Ahead

To assure this, we constantly seek ways to expand and enhance our services. It's why we aggressively recruit physicians and staff with exceptional skills and standards. It means pursuing research and clinical trials, so the latest methods will be available to our patients first. Maintaining superior results also requires new facilities, which we build, as need dictates.

Delivering the Highest Quality Outcomes

Sentara has a commitment to grow as one of the nation's leading healthcare organizations by creating innovative systems of care that help people achieve and maintain their best possible state of health.

Building for the Future

The next decade will be characterized by inspiring growth and change – all dedicated to improving the health of our community and our patients.

Sentara's Commitment To Its Patients

While Sentara has been known for its quality and safety excellence across the nation, our patients expect us to show we care as much about their health care experience as we care for them clinically.

Together, exceptional safety, quality and customer service define an extraordinary health care experience.

Sentara commits to:

- ◆ Always keep you safe
- ◆ Always treat you with dignity, respect and compassion
- ◆ Always listen and respond to you
- ◆ Always keep you informed and involved
- ◆ Always work together as a team to provide you quality healthcare

Professional and Management Staff

Sentara Reference Laboratory employs hundreds of people experienced in a variety of technical, operational and specialized roles. All of our technical personnel have demonstrated their proficiency by successfully passing the certification exam given by the American Society of Clinical Pathologists or other national certification agencies.

In addition, almost 70 percent of our technical staff have four-year college degrees, many with postgraduate degrees and/or subspecialty certification. Our pathologists and clinical specialists are available for consultation with clients concerning test results, unusual cases and technical issues. Please contact these individuals whenever necessary. For a detailed listing of pathologist expertise, please see the Professional Pathology Services section on page (insert page #).

Pathologist Office Telephone Numbers

Sentara Norfolk General Hospital	(757) 388-3221
Sentara Virginia Beach General Hospital	(757) 395-6255
Sentara Leigh Hospital	(757) 261-6650
Sentara Bayside Hospital	(757) 363-6156
Sentara Careplex Hospital	(757) 736-0135
Sentara Williamsburg Community Hospital	(757) 259-6472
Sentara Obici Hospital	(757) 934-4850
Sentara Potomac	(703) 670-1341

Pathologists

Rebecca Alston, MD	Stephen I. Fisher, MD
Barbara H. Amaker, MD	Dan Garland, MD
Mary Blumberg, MD	Jimmy Green, MD
Maria Cundiff, MD	Valerio M. Genta, MD

Alan Harris, MD
 Lora Herman, MD
 Scott McClellan, MD
 David Marcheschi, MD
 Suhail Nasim, MD
 Maria Parizhskaya, MD
 Denise Ross, MD
 Michelle Roulet, MD
 Dennis A. Rowley, MD, System Medical Director
 Niria Sanchez, MD
 Marc L. Silverberg, MD

J. David Smith, MD
 R. Lawrence Smith, MD
 J. Preston Sparrer, MD
 Stephanie A. Spingarn, MD
 Scott J. Stanley, MD, Medical Director, Sentara
 Leigh Hospital
 Audrey E. Steck, M.D.
 H. Raymond Tahhan, MD
 Wozhan Tang, MD
 Janet Winston, MD
 Jennifer Winters, Ph.D.

Clinical Specialists

Diana Cline, MBA, MT (ASCP), Chemistry	(757) 388-1982
Diane Washburn, MS, MT (ASCP), Hematology	(757) 388-3570
Kathy Judge, MT (ASCP), Microbiology/Serology	(757) 388-3562
Mary Margaret Fisher, Microbiology/Serology	(757) 388-2153
Vicki Pierce, MT (ASCP), Specimen Processing	(757) 388-1486
Carrie Mergenov, Transfusion Services	(757) 388-2931
Lou Ann Wyer, MT (ASCP), Point of Care Testing	(757) 388-3810
Sheila McNeill, Immunodiagnosics	(757) 388-2989
Elaine Gatdula, Cytology	(757) 388-3265
John Coleman, Surgical Pathology	(757) 388-3295

Administrative Staff

Beth Deaton, Director, Sentara Consolidated Laboratory Services	(757) 388-3376
Virginia Hinson, Director, Patient Care Services	(757) 388-3123
Roxanne Lottinville, MS, MT, SH (ASCP), Manager, Leigh	(757) 261-6657
Patrick J. Mullin, Sales Manager	(757) 388-2074
Jeff Fraley, MT (ASCP), Manager, Norfolk General	(757) 388-3449
Deborah Vaughn, MT (ASCP), Manager, Careplex, Port Warwick	(757) 736-0111
Diane Greiber, Manager, Virginia Beach	(757) 395-8696
Kim Behm, MS, MT, SH (ASCP), Flow, Cytogenetics, Compliance	(757) 395-6975
Kathryn Prussock, MT (ASCP), Manager, Outreach Services	(757) 388-4187
Karen Bray, (ASCP), Manager, Williamsburg Community	(757) 984-7966
Allaine Doon, MT (ASCP), Manager, Bayside, Princess Anne	(757) 363-6117
Brenda C. Boston, MT (ASCP) Manager, Obici	(757) 934-4578
Pam Bingnear Administrative Director, Potomac	(703) 670-1341

Sentara Laboratory Services Locations

Sentara Laboratory Services operates seven hospital laboratories as well as a number of Patient Service Centers throughout Hampton Roads. Our core lab, full-service reference laboratory and administrative offices are located within Sentara Norfolk General Hospital. A complete listing of our Southside and Peninsula laboratory service facilities can be found on page 11 or at www.sentara.com/lab.

Hours of Operation

Sentara Reference Laboratory provides support to our community based hospitals, nursing homes and physician offices 365 days a year. Our laboratory operates around the clock to ensure tests are performed and results are reported in a timely manner to each of our clients. We work hard to maintain your satisfaction and continually look for ways to improve our service.

There is a limited laboratory testing schedule on the following holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

Our phlebotomy service operates Monday through Friday 8:00 a.m. until 8:00 p.m. Our courier service is available twenty-four hours a day, seven days a week. These services are also limited on holidays. To arrange for phlebotomy services on holidays, please call Client Services at (757) 388-3621 or toll-free at (800) 822-0468. Our Client Service Representatives will be happy to coordinate services to meet your needs. For courier specimen pickup on the holidays, please call Courier Services at (757) 965-0040 or (866) 662-0546.

Client Services

Our Client Service Representatives have a strong working knowledge of the Sentara system, as well as quick access to the technical expertise of the professional staffs at all Sentara facilities. When you contact Client Services at (757) 388-3621 or toll-free at (800) 822-0468, you will receive immediate attention and information concerning specimen collection and results, pathologist consultation, technical services, client services, billing, marketing, and administration.

A call to a Client Service Representative is usually the fastest way to get answers concerning test results, status of tests in progress, unlisted tests, new tests, specimen and special handling requirements, procedures for adding tests to a specimen already in-house, fee and billing information.

Client Services is available Monday through Friday 4:30 a.m. until 10:00 p.m., and 7:00 a.m. until 3:30 p.m. on Saturday, Sunday and holidays. If calling after hours, an alternative member of our laboratory staff will assist you.

For faster service when calling Client Services, please have your client code, patient and testing information available and select the best option to handle your questions. After dialing (757) 388-3621 or (800) 822-0468, please select Option 1 for Results and Specimen Information, Option 4 for Marketing and Sales, Option 5 for Billing, Option 6 for Supplies and Requisitions, and Option 7 for Add-on Testing.

To schedule a courier specimen pickup, please call (757) 965-0040 or (866) 662-0546 and to order supplies, please fax your order form to (757) 965-0044.

Additional Services

In addition to diverse diagnostic testing, the pathologist staff at Sentara can provide you with medical consultation and results interpretation. Our laboratory staff is pleased to assist our clients in areas of CPT coding, management concerns, technical issues (test implementation and results correlation), and regulatory guidelines.

Another important client benefit is our continuity of care. We perform testing for all areas of Sentara Healthcare and many other providers in Hampton Roads. When you work with Sentara Reference Laboratory, you have only one set of reference ranges to learn, common testing methodology, standard request terminology for all tests, standardized report formats, and one set of telephone numbers to call when you need information or assistance.

Other services include:

- ◆ Courier specimen pickup available
- ◆ STAT phlebotomy service available 8:00 a.m. – 8:00 p.m., Monday – Friday
- ◆ No charge for lab specimen collection supplies (when testing is sent to SRL)
- ◆ Convenient patient service centers and specimen collection sites
- ◆ Automatic telephone call of panic results
- ◆ Customized test groupings and specific product lines
- ◆ Internet-based ordering and result retrieval via the 4Medica platform
- ◆ Competitive pricing
- ◆ Computerized client, patient and third party billing

Outside Reference Laboratories

Sentara Reference Laboratory is able to process most tests on-site. However, a small percentage of tests are referred to outside laboratories. Sentara Reference Laboratory uses only CAP and Medicare approved laboratories. Should you require a specific specimen be sent to an outside laboratory, please contact Client Services at (757) 388-3621 or toll-free at (800) 822-0468 for submission requirements and pricing information.

Commitment to Quality

Sentara Reference Laboratory is committed to providing you and your patients with high quality laboratory services. Our Marketing Representatives and Client Service personnel will strive to exceed your expectations.

Our commitment to quality shows in each of our areas of expertise, with:

- ◆ Sales and Service Representatives who keep you informed of new tests, answer questions and handle any special requirements or requests you may have.
- ◆ Couriers who are courteous, consistent, on time and in uniform.
- ◆ Pathologists who are Board certified and available for the interpretation of laboratory tests in the context of clinical presentation and for the selection of the most appropriate tests for diagnosis, prognosis, and treatment.

- ◆ Client Service Representatives who answer questions quickly, competently and politely.
- ◆ Reports that are timely, easy to read and understand, with delivery via fax, remote printer, courier or internet based result retrieval via 4Medica.
- ◆ Billing that is timely, accurate and simple to understand.

Sentara Reference Laboratory has only one steadfast rule regarding diagnostic testing services: to strive, in every situation, to meet the needs of the individual patient as determined by the physician.

Accreditation

Sentara Reference Laboratory is accredited by the College of American Pathologists, the Virginia State Department of Health, and the Joint Commission of Healthcare Organizations.

Transfusion Services, histology, immunology and other specialized testing are provided in cooperation with Sentara Hospitals. These areas are accredited by the American Association of Blood Banks and the American Society of Histocompatibility and Immunogenetics, respectively.

In addition, Sentara Reference Laboratory voluntarily participates in several proficiency-testing programs, as well as in extensive quality assurance and continuous improvement procedures to monitor accuracy, precision, reliability and level of service.

- ◆ CAP # 13745-01
- ◆ Medicare and VDOH # 49007
- ◆ VA Medicaid # 4900073
- ◆ NCDOH # 4900007
- ◆ CLIA 88 # 49D0666985

Sentara Laboratory Services Locations*

Sentara Laboratory Services operates several hospital laboratories as well as a number of Patient Service Centers throughout Hampton Roads. Our core lab, full-service reference laboratory and administrative offices are located within Sentara Norfolk General Hospital. Below is a complete listing of our Southside and Peninsula laboratory service facilities.*

CHESAPEAKE

Greenbrier Healthplex

Sentara Patient Service Center
713 Volvo Parkway
Chesapeake, VA 23320
757/282-4010
Mon. - Fri.:
7 a.m. - 5:30 p.m.
Saturday: 8 a.m. - 12:00 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8 a.m. - 4:00 p.m.
Sat., 9:00 a.m. - 11:00 a.m.

FRANKLIN

Lakeview Medical Center

1301 Armory Drive
Franklin, VA 23851
757/562-0085
Tues., Wed. & Thurs:
8 a.m. - 1 p.m.

Southampton Memorial Hospital

100 Fairview Drive
Franklin, VA 23851
757/569-6193
M-F, 6 a.m. - 6 p.m.
Closed Holidays

Southampton Satellite Office

100 Fraiview Drive
Franklin, VA 23851
757/516-1162/1163
M-F, 7 a.m. - 3 p.m.

NORFOLK

Sentara Leigh Hospital Central Testing

830 Kempsville Rd.
Norfolk, VA 23502
757/261-6710
M-F, 6:30 a.m. - 5 p.m.
Sat., 8 a.m. - 12 noon

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 4:00 p.m.

Sentara Norfolk General
Outpatient Diagnostic Center
River Pavilion
600 Gresham Dr.
Norfolk, VA 23507
757/388-3962
M-F, 6:30 a.m. - 6:30 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 4:00 p.m.

Maureen Chevalier-Seawell, M.D., P.C.

801 W Little Creek Road
Suite 104
Norfolk, VA 23505
Phone: 757/423-6000
Mon., Tues., Thurs. & Friday
8:00 a.m. - 11:00 a.m.

Fort Norfolk Plaza

Sentara Patient Service Center
301 Riverview Ave
Suite 505
Norfolk VA 23507
757/252-9450
M-F, 8:00 a.m. - 6 p.m.

SUFFOLK

Lakeview Medical Center Laboratory

2000 Meade Parkway
Suffolk, VA 23434
757/934-9309
M-F, 7:30 a.m. - 5 p.m.

Lakeview Medical Center

4868 Bridge Rd.
Suffolk, VA 23435
757/483-7900 Ext. 7106
M-F, 8 a.m. - 5 p.m.

Sentara Obici Hospital Outpatient Laboratory

2800 Godwin Blvd.
Suffolk, VA 23435
757/934-4732
M-F, 7 a.m. - 5 p.m.
Sat., 8 a.m. - 12 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 4:00 p.m.

Sentara BelleHarbour

3920 A Bridge Road
Suffolk, VA 23435
757/983-0004
Mon. & Fri., 7 a.m. - 6 p.m.
Tues., Wed. & Thurs.
7 a.m. - 7 p.m.
Sat., 8 a.m. - 1:00 p.m.

Sentara St. Luke's

20209 Sentara Way
Carrollton, Va. 23314
757/542-1125
M-F, 8:00 a.m. - 5 p.m.

Port Warwick II

1031 Loftis Blvd.
Newport News, VA 23606
757/736-9796
M-F, 7:00 a.m. - 3:00 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 4:00 p.m.

Mary Immaculate Hospital Outpatient Diagnostics

2 Bernadine Dr.
Newport News, VA 23602
757/886-6414
M-F, 7 a.m. - 5:30 p.m.
Sat. & Sun: 7 a.m. - 3:00 p.m.

WILLIAMSBURG

Sentara Williamsburg Regional Medical Center

100 Sentara Way
Williamsburg, VA 23188
757/984-7100
Fax: (757) 984-7944
M-F, 7 a.m. - 5:30 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 4:00 p.m.

Treyburn Diagnostics

3901 Treyburn Drive
Williamsburg, VA
757/259-6445
M-F, 7:00 a.m. - 12:30 p.m.

Chain of Custody Drug Screenings
Conducted:
M-F, 8:00 a.m. - 12:00 p.m.

* Drawsite hours subject to change at any time. Hours of operation listed above are valid as of September 2010. For the most up to date listing of locations, please visit our website at www.sentara.com/lab

How to Use the Guide

For your convenience, the *Guide to Sentara Reference Laboratory Services* is arranged to include process and procedure information as well as a brief description of each major laboratory section, and an alphabetical listing of tests.

Each individual test listing may provide information on test name, Sentara Reference Laboratory test number, CPT codes and specimen collection requirements. Special comments are also included when additional information is required.

Because this guide has been compiled to provide you with assistance in using our services to care for your patients, employees and enrollees, the information it contains is as accurate as possible. In 2010, we will be posting the test list online that will be updated regularly as new tests are added to our test menu or other changes require an update.

Sentara Reference Laboratory will provide clients with technical updates when necessary. Additionally, you can also check for lab alerts and other updates to the *Guide to Laboratory Testing* on our website at www.sentara.com/lab.