

GENERAL LABORATORY INSTRUCTIONS

ABBEVILLE GENERAL HOSPITAL

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I. INTRODUCTION

The Abbeville General Hospital Clinical Laboratory was opened on February, 1967 and cited by the Board of Directors with providing the patients of Vermilion Parish Hospital District # 2 with the services of a clinical laboratory.

The Abbeville General Hospital Clinical Laboratory is accredited by the Joint Commission on Accreditation of Healthcare Organizations and operates under the regulations of the Clinical Laboratory Improvement Act of 1988 (CLIA 88).

The AGH laboratory CLIA # is 19D0461054. (Copy available upon request)

Through our modern facilities, we provide a wide variety of clinical laboratory services to inpatients, outpatients, and non-patients.

This user's manual contains information on general laboratory services, specimen collection techniques, sample requirements, and individual procedures currently being offered on the test menu. Referral to the sections on specimen collection and specimen requirements is particularly recommended when submitting specimens for testing. Adherence to the principles wherein will allow the laboratory to provide the most efficient services to both physicians and patients.

New procedures are constantly being added as technology and trends in diagnostic testing continue to change. If you require a procedure on information that is not included in this manual, please contact the laboratory for information or instructions.

Abbeville General Hospital Laboratory performs tests only at the request of a licensed physician, or other persons authorized by law to use the findings of laboratory examinations, and reports only to those authorized by law to receive such results.

II. GENERAL INSTRUCTIONS

A. LABORATORY HOURS - STAFFING

The laboratory is open for routine procedures and outpatient testing from

7:00 AM to 5:30PM	Monday through Friday
7:00 AM to 12:00 Noon	Saturdays

Please contact the laboratory for instructions to submit specimens or to schedule patients outside of regular operating hours.

In addition to full staffing during regular hours, the laboratory is staffed 24 hours per day, 365 days per year to provide emergency and inpatient services.

HOLIDAY COVERAGE:

Abbeville General Hospital recognizes the following holidays:

New Year's Day
Mardi Gras (Tues.)
Good Friday
Independence Day
Labor Day
Thanksgiving
Christmas Day

THE LABORATORY IS CLOSED FOR OUTPATIENT TESTING ON ALL HOLIDAYS

Holidays occurring on a weekend are observed on Friday or Monday as with government offices.

B. KEY PERSONNEL AND PHONE NUMBERS

Medical Director/ Pathologist:	Lisa Altmann, MD	ext. 6456 or 898-6456
Laboratory Manager:	Benny Domingue, MT(ASCP)	ext. 6477 or 898-6477
Asst. Laboratory Manager:	Mark Guidry, MT(ASCP)	ext. 6475 or 898-6475

C. TECHNICAL/DEPARTMENT SUPERVISORS

Blood Bank:	Stephanie Guardia, MT(ASCP)	ext.6476 or 898-6476
Chemistry:	Mark Guidry, MT(ASCP)	ext.6475 or 898-6475
Coagulation:	Patrick LeBlanc, MT(ASCP)	ext.6476 or 898-6476
Hematology, Immunology, and Microscopy:	Marilyn Hebert, MT(ASCP)	ext.6475 or 898-6475
Microbiology:	Patrick LeBlanc, MT(ASCP)	ext.6529 or 898-6529

D. REQUISITIONS

All specimens must be accompanied by a valid request slip or form. Many formats are acceptable provided essential patient and specimen data are provided. This information should include:

- a) Name of the patient
- b) Date of Birth and sex of the patient
- c) Name of requesting physician
- d) Type of specimen or source of specimen
- e) Date and time of collection
- f) Name of the test(s) to be performed
- g) Diagnosis or patient complaint (reason for doing the tests)

Other pertinent information which may be added during the order entry process may include, location of patient, unique patient identifying numbers, patient address and phone number, etc.

E. LABELING OF SPECIMENS

All specimens submitted for testing must be properly labeled with the patient's full name and a second unique identifier, not to be the patient's location. (Note: It is recommended that the patient's name and date of birth be used on specimens collected outside of the hospital.) Additional information such as date and time of collection, the patient's identification number or the initials of the collector is appropriate, but does not satisfy the requirement as a second unique identifier.

Improperly labeled specimens may result in delayed testing and possibly test cancellations.

F. VERBAL ORDERS

Verbal orders received from physician's offices will be accepted, however, the Joint Commission requires all phone orders to be signed within 30 days. All requests by verbal order will be followed up with a written request for a signed order.

G. FAXED ORDERS

Orders for testing can be faxed directly to the laboratory.

Fax number (337) 893-3251.

In order to reduce the number of return calls to obtain additional information or clarification, refer to # 4 for information which should be included on the requisition.

H. TIMED TEST

Certain tests will require collection of specimens at specific times to provide data that is appropriate and meaningful. This information must be included to process the test and report results.

I. TEST TURNAROUND TIME

All samples submitted for testing will be performed as "routine" at schedules and batches to best utilize testing personnel and resources. Routine turn-around times are listed along with specimen requirements for each specific procedure.

It is imperative that the laboratory be notified when urgent sample collection or testing is required. Please designate on the request form and / or notify the laboratory by telephone and departure from the "routine".

In order to avoid confusion and misinterpretation of what is needed, we recommend that the following terminology be used when requested procedures to be performed are not routine.

"Stat" - (The results are needed immediately to make a critical decision in the management of the patient. It need not be a life or death decision.) When this request is received, laboratory personnel will be assigned to collection and testing. Routine processing and testing will be interrupted to collect the sample and run the STAT test immediately. Upon completion of the test, results will be sent or called, if requested, to the requesting physician post haste. (Always provide on the requisition form the physician to whom the technologist is to report the results if the requesting physician is different from the attending physician.)

Draw now (ASAP) - A phlebotomist or technologist will be sent to collect the specimen immediately for non-emergency or semi-emergency laboratory testing in order that urgent treatment can commence. Work will be performed routinely or earlier as designated. A "stat" order will always take precedence over an ASAP or Draw now order.

J. OUTPATIENT REGISTRATION

All outpatients must first go the admitting department to be registered for outpatient testing.

After completing the registration process, the patient will then go to the laboratory to drop off specimens or to arrange for specimen collection.

Order entry of procedures performed will be completed by the laboratory staff.

K. ORDER ENTRY - INPATIENTS

Requests for laboratory tests on inpatients will be entered into the hospital information system (H.I.S.) by nursing personnel. The following is a set of general guidelines that should be adhered to in order for the process of requesting, specimen collection, and reporting results can be completed in a normal sequence without interruption.

- ⇒ Routine tests - orders should be entered into the computer before 3:00 A.M. on the day the test is to be performed. Phlebotomy rounds begin at 4:00 A.M.
- ⇒ Urgent requests - When a physician orders a procedure to be performed "Stat", enter the order into the computer and select "STAT" in the "priority" box. If the ordering physician is different from the attending physician, include this information on the request.
- ⇒ Specimens collected by nursing services - Request tests to be performed on specimens collected by nursing personnel only after the specimen has been collected. Complete all data fields requesting date and time of collection.
- ⇒ Dosing times - It is important that sampling for monitoring therapeutic drugs be collected at specific times depending on the times of administration of the medication. Complete all data fields requesting dosing schedules. (Note: If the dosing schedule changes and the test has already been requested, be sure to send an update of the original order with the revised information.)

- ⇒ Canceled orders - Void all pending orders that have already been requested in order entry but have since been canceled by the physician.
- ⇒ Order entry system nonfunctional - When the order entry system is down and it is necessary to order lab tests, complete a standard 3 part requisition. Retain the yellow copy and submit the blue and white parts of the requisition to the laboratory. Complete the order entry process as soon as the system is functional. (Note: This manual system is to be used only when order entry is nonfunctional and not as an alternative to using computer order entry. If the order entry system is functioning, it must be used.)

L. PATIENT IDENTIFICATION

Patient identification is required before laboratory personnel can collect specimens.

Inpatients - The hospital identification band will be checked and the patient will be requested to state their name and birth before a specimen is collected. If there is no ID band or if the ID band has been removed, the patient will be asked to identify him/her self. If the patient is unresponsive or irrational, the patient must be identified by nursing personnel familiar with the patient or a family member. Note: When asking patients to identify themselves, ask them to say their name and date of birth, and not "Are you _____?".

Outpatients - Outpatients must be asked to identify themselves by stating their name and date of birth, since outpatient services does not identify the patient with an armband.

Emergency Department - Emergency room patients will be identified by requesting the patient to state their name and date of birth or by checking the name and date of birth on the patients armband, if they are not responsive. If this is not in place due to an urgent situation, the patient must be identified by the nurse or family member.

In the event of a community disaster or a large number of patients a tag with a numbering system will be attached to each patient.

M. TESTING PANEL MENU/CPT CODES

Panels are a combination of tests, sometimes developed as disease or organ specific profiles. Due to recent changes in Medicare policies, significant modifications to existing profiles have been made. Abbeville General Hospital laboratory will process as panels only the approved organ or disease oriented panels listed in the most current Physician's Current Procedural Terminology (CPT) manual.

The panels are as follows:

- **BASIC METABOLIC PANEL**
- **ELECTROLYTE PANEL**
- **COMPREHENSIVE METABOLIC PANEL**
- **HEPATIC FUNCTION PANEL**
- **LIPID PANEL**
- **RENAL FUNCTION PANEL**
- **OBSTETRIC PANEL**
- **ACUTE HEPATITIS PANEL**

The individual components of each panel with appropriate CPT codes are listed below.

80048 BASIC METABOLIC PANEL

Calcium (82310)
Carbon dioxide (82374)
Chloride (82435)
Creatinine (82565)
Glucose (82947)
Potassium (84132)
Sodium (84295)
Urea nitrogen (BUN) (84520)

80051 ELECTROLYTE PANEL

Carbon dioxide (82374)
Chloride (82435)
Potassium (84132)
Sodium (84295)

80053 COMPREHENSIVE METABOLIC PANEL

Albumin (82040)
Bilirubin, total (82247)
Calcium (82310)
Carbon dioxide (82374)
Chloride (82435)
Creatinine (82565)
Glucose (82947)
Phosphatase, alkaline (84075)
Potassium (84132)
Protein, total (84155)
Sodium (84295)
Transferase, aspartate amino (AST) (SGOT) (84450)
Transferase, alanine amino (ALT) (SGPT) (84460)
Urea Nitrogen (BUN) (84520)

80076 HEPATIC FUNCTION PANEL

Albumin (82040)
Bilirubin, total (82247)
Bilirubin, direct (82248)
Phosphatase, alkaline (84075)
Protein, total (84155)
Transferase, alanine amino (ALT) (SGPT) (84460)
Transferase, aspartate amino (AST) (SGOT) (84450)

80061 LIPID PANEL

Cholesterol, serum, total (82465)
HDL cholesterol (83718)
Triglycerides (84478)

80069 RENAL FUNCTION PANEL

Albumin (82040)
Calcium (82310)
Carbon Dioxide (82374)
Chloride (82435)
Creatinine (82565)
Glucose (82947)
Potassium (84295)
Sodium (84295)
Urea Nitrogen BUN (84520)

80055 OBSTETRIC PANEL

CBC (85025, or 85027 and 85004)
Hepatitis B surface antigen (87340)
Rubella Antibody (86762)
RPR (86592)
Antibody screen (86850)
Blood typing, ABO (86900)
Blood typing, Rh (D) (86901)

80074 ACUTE HEPATITIS PANEL

Hepatitis A antibody, IgM antibody (82374)
Hepatitis B core antibody, IgM antibody (86705)
Hepatitis B surface antigen (87340)
Hepatitis C antibody (86803)

Requests for panels not listed will require clarification. The ordering physician will be notified to provide additional information as to the specific tests needed to be analyzed. A new physician's order will be requested by laboratory personnel.

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