

SCOPE OF LABORATORY SERVICES

The goal of the Laboratory Services Department is to provide quality laboratory testing and high quality blood products in a timely and cost efficient manner to support the assessment and treatment of the patient.

Responsibility: Medical Director of Laboratory Services
Pathologist
Laboratory Director
Laboratory Staff

Standard of Care: Administrative

SCOPE AND COMPLEXITY OF CURRENT AND PLANNED PATIENT CARE

SERVICES AND NEEDS: Current services include phlebotomy services, courier services, clinical laboratory testing (includes hematology, chemistry, coagulation, urinalysis, microbiology, molecular microbiology, immunohematology, limited serology, immunology, molecular, and toxicology), surgical pathology (includes frozen section performance), cytopathology, collection and manufacture of blood and blood products for the acute, chronic and well patient. Laboratory testing is provided to hospital inpatient(s), outpatient(s), and reference patient(s). A full menu of testing is available. Testing beyond the scope of the laboratory services is provided through referral to reference laboratories: to include limited bacteriology, mycology, micro bacteriology, parasitology and molecular.

TYPES OF PATIENTS SERVED: Inpatients, outpatients, and emergency patients with all types of diagnoses are served by the Laboratory Services. In addition, we service the testing needs of the well community providing wellness testing, immunization response testing, health fair testing and other laboratory testing.

AGE OF PATIENTS SERVED: The Laboratory Services provides testing to patients from newborn to adults.

METHODS USED TO ASSESS AND MEET PATIENTS' CARE NEEDS: The laboratory provides a testing menu appropriate to the patients' needs. Additional or new testing is added upon request by physicians and evaluation by pathologists. Equipment is selected based on the testing and response time required. The method selected for successful specimen collection is based on the specimen required, the age of the patient, and the condition of the veins.

THE APPROPRIATENESS, CLINICAL NECESSITY AND TIMELINESS OF SUPPORT SERVICES PROVIDED DIRECTLY BY THE HOSPITAL OR THROUGH REFERRAL CONTACTS: Laboratory testing is done in a timely manner. Stat tests are available

within 1-2 hours depending on the procedure. Routine tests are available within 1-24 hours. Results of some procedures, such as cultures and specialty tests, require several days or weeks. Pathology reports on surgical specimens are available in 1-2 days. Testing beyond the scope of the laboratory is referred to a reference laboratory. Interim and preliminary reports are available to inpatients via the Hospital information system. Outpatient reports are distributed daily either by secure fax or over a modem to a secure printer. Reports are also distributed electronically to various hospital and physician office systems.

THE AVAILABILITY OF NECESSARY STAFF: The Laboratory is staffed 24 hours a day, 7 days a week by qualified staff (as defined by the CLIA 88 standards and as meeting the requirements of the College of American Pathologists). Staffing schedules are evaluated by the Laboratory Director. The level of staffing is not necessarily dependent on the inpatient census, but rather on the amount of laboratory testing ordered which varies more according to the day of the week. Week days are scheduled with more staff than weekends or holidays. Additional qualified staff are available on a call basis. Pathologists are also available 24 hours a day for consultation regarding laboratory testing.

THE EXTENT TO WHICH THE LEVEL OF CARE OR SERVICE PROVIDED MEETS PATIENT'S NEEDS: The test menu offered by the laboratory department is related to the needs of the physicians caring for the patients. The Laboratory Department adjusts the menu to meet the needs of the physicians and the patients they serve.

HOURS OF SERVICE: The main laboratory located at Regional West Medical Center is open 24 hours a day, 7 days a week. Other laboratories owned and operated by Regional West Medical Center are staffed appropriately to the needs of the facility where the laboratory is located.

Reviewed: 7/98 6/99 5/00 1/01 9/02 12/03 3/04 2/05 5/06 12/07 10/08 11/09 09/10
01/11 01/13 10/14, 2/26

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