

## Spectrum Health Regional Laboratory Services

Information contained in this document pertains primarily to services offered by Spectrum Health Regional Laboratory in Grand Rapids. For more information regarding laboratory services provided by Spectrum Health's community hospital laboratories, please contact:

Spectrum Health Big Rapids Hospital	231.592.4222
Spectrum Health Gerber Memorial	231.924.1363
Spectrum Health Kelsey Hospital	989.352.1550
Spectrum Health Ludington Hospital	231.843.2591
Spectrum Health Reed City Hospital	231.832.7130
Spectrum Health United Hospital	616.754.9811 ext. 6660
Spectrum Health Zeeland Community Hospital	616.772.7528

### Adding Tests to Specimens in Lab (Specimen Bank Service)

Spectrum Health Regional Laboratory maintains a specimen bank in which most specimens are stored for four days. This service is an added convenience for both physicians and patients when additional testing and reflex orders are needed.

Written authorization via fax is required in order to process requests for additional tests. Please use an **Additional Test Request** form and fax to 616.267.2751. This form is also available on the laboratory catalog site [spectrumhealth.testcatalog.org](http://spectrumhealth.testcatalog.org) in the Forms and Requisitions section or can be obtained by calling the Laboratory Customer Service Call Center at 616.774.7721.

**Note: The Additional Test Request will be processed provided adequate specimen is available. If your request is unable to be met, notification will be made by phone by the next weekday (Monday – Friday).**

### Client Services

The Client Services team provides ongoing expertise to clients on the usage and availability of laboratory products and services, and works in collaboration with clients and Spectrum Health personnel to resolve any issues. Each Client Service Representative personally fosters positive working relationships between the Spectrum Health Regional Laboratory and its clients.

### Consultation Services

Spectrum Health Regional Laboratory is committed to helping you provide the best care possible for your patients. Consultation in all areas of medical laboratory testing is available, from Medical and Scientific Directors, Technical Specialists, to Pathologists as needed. Please call 616.774.7721 with any consultation requests or questions.

### Courier Services

Courier service is available 7 days a week. To schedule routine daily courier pickups, please call 616.774.7721. Lock boxes are available for convenient after hours pickup. For clients where courier service is not feasible, the laboratory provides shipping material for your convenience. For more information contact the Laboratory Customer Service Call Center at 616.774.7721.

**For tests of an urgent or life threatening nature, STAT pickups are also available.**

Please call 616.774.7721 when a STAT courier pickup is needed. Note: When calling for any pick-up, please indicate the priority of the pickup (stat, routine, other).

### **Customer Service**

Spectrum Health Regional Laboratory is dedicated to providing all of its customers the highest level of quality service possible. Our Laboratory Customer Service Call Center processes all calls regarding specimens, reports, courier dispatch, supplies, etc. To contact the laboratory for any customer service needs, call **616.774.7721**.

### **Educational Services**

The laboratory offers in-services on specimen collection and transport. Patient educational services including various specimen collection handouts and test brochures are also available. For more information or to request an in-service, contact your Laboratory Client Service Representative or the Laboratory Customer Service Call Center at 616.774.7721.

### **eShare Laboratory Orders**

Physician offices, clinics, and hospitals can send lab orders electronically to Spectrum Health. eShare uses an internet connection in the office to place lab orders that can be performed at any Spectrum Health Laboratory. Contact the Laboratory Customer Service Call Center for more information at 616.774.7721.

### **Laboratory Requisition Forms**

Spectrum Health Regional Laboratory supplies various laboratory requisitions and special order forms to laboratory customers. These forms have been designed to meet compliance standards by obtaining proper patient identification, billing and clinical information, and correct tests. Most Spectrum Health Regional Laboratory forms are available as multiple part forms to allow the physician's office to maintain a copy of the order for their records. To request requisition forms, complete a Laboratory Supply Order form or call 616.774.7721.

**Note: Spectrum Health Regional Laboratory updates requisitions quarterly. To ensure the accuracy of information sent to the laboratory, please use current forms. To determine the latest revision date of any requisition, please contact the Laboratory Customer Service Call Center at 616.774.7721.**

### **Phlebotomy Services**

Spectrum Health Regional Laboratory has 19 convenient, public laboratory locations throughout the community. Business hours and addresses are listed on the back of our laboratory requisitions and are available online at [spectrumhealth.org/laboratory](http://spectrumhealth.org/laboratory). Appointments are not necessary for routine phlebotomy services.

### **Reference Laboratory Testing**

Spectrum Health Regional Laboratory works with other reference laboratories to provide testing services not performed at Spectrum Health. Many of these tests are listed in the Test Listing section of the online catalog. If a test is not listed, please contact the Laboratory Customer Service Call Center at 616.774.7721 to assist with test information and availability.

### **Results Reporting**

The laboratory utilizes several modes of report delivery including electronic, fax, and mail. To discuss reporting options for your office, please contact your Client Services Representative or the Laboratory Customer Service Call Center at 616.774.7721. All health provider requests for patient's results and faxed reports should be made through the Laboratory Customer Service Call Center at 616.774.7721. Requests for results will require an authorization form to be completed and faxed to 616.774.5159. Critical/Alert values will be phoned to the requesting physician or laboratory automatically. See the

Laboratory Critical Value document for the full list of reported values.

**Note: Documentation of Critical/Alert notification will appear on the lab reports and includes initials of person calling the results, person receiving the results, and the date and time of the call.**

### **Stat Testing**

Stat testing is available when tests are needed because of an urgent or life threatening condition. All orders received in a red STAT bag or with a STAT sticker on the specimen bag will receive immediate processing. To ensure STAT testing, the specimen must also arrive with a valid written order. **Stat results will be reported directly to your fax machine or electronic result inbox as soon as the technologist verifies the result.** If your office receives faxed results, a second report will fax to your office at your routine report time.

### **Supplies**

Spectrum Health Regional Laboratory provides supplies needed for collection of laboratory tests sent to Spectrum Health for testing. Supplies can be ordered by sending a completed Laboratory Supply Requisition with your courier or by faxing it to 616.267.2085(preferred). Please allow 5 days for delivery of routine orders.

If supplies are needed urgently, indicate ASAP on order form and we will do all we can to expedite the delivery of supplies. Also, if additional supplies are needed that are not listed on the form, please use the "OTHER" space on the form to write in your request.

This form is also available on the laboratory catalog site [spectrumhealth.testcatalog.org](http://spectrumhealth.testcatalog.org) in the Forms and Requisitions section or can be obtained by calling the Laboratory Customer Service Call Center at 616.774.7721.