

Client Services

Providing superior customer service is part of the Northwell Health Laboratories commitment to excellence. Customers can expect to be greeted on the phone by a trained Client Service Representative in a timely and courteous manner.

Services provided:

- Abnormal, cancelled, critical and stat result notification
- Add on tests
- Insurance information
- Patient report printing
- Patient Service Center (PSC) locations
- Pickup requests
- Specimen requirements
- Status of testing
- Supply ordering
- Test results

Client Services can be reached at 516-719-1100, 7 days per week, 24 hours per day.

Laboratory Information Systems (LIS) Support

Our LIS team can provide technical consultation services in support of the following:

- *Data/Work Flow Analysis between LIS and Ancillary Systems*

A hospital's LIS is often interfaced to many different systems. These include those used to facilitate/support:

- Blood Bank
- Medical Billing
- Electronic Medical Record (EMR)
- Emergency Departments
- Patient Registration
- Point of care testing
- Reference laboratory testing

The detailed analysis performed can be used to help refine/optimize system integration and laboratory processes.

- *LIS Documentation Review for Regulatory Compliance*

LIS implementations are subject to the intense scrutiny of regulatory agencies. Therefore it is critical that all Standard Operating Procedures (SOP's) and System Validation Procedures contain the proper level of detail and approvals. Our team's comprehensive LIS documentation review will help minimize deficiencies by regulatory agencies.

Logistics

Northwell Health Laboratories Logistics team is responsible for the transportation and tracking of laboratory specimens to the laboratory from all of our clients. Our territory covers the New York's Tri-State area. Gajema, a handheld, "FedEx®" style tracking device, is used to track specimens from our clients to the laboratory. Data such as: time of pick-up, location of specimen box, and special pick-up arrangements are programmed into the couriers' handheld devices daily to ensure efficiency and accuracy. On-demand service requests are transmitted wirelessly to the handhelds, offering service flexibility and real time status updates for requests. Our vehicles are equipped with wireless GPS tracking devices, giving full visibility of the fleet to dispatchers and turn by turn directions to couriers as needed. The Logistics Department operates 24 hours a day and can be reached at 516-719-1022.

Proficiency Testing Programs

External Proficiencies: Northwell Health Laboratories participates in many regulatory and voluntary proficiency programs.

Interlaboratory proficiency testing programs include:

- College of American Pathologists Surveys (CAP)
- Wisconsin State Department
- Center of Disease Control and Prevention (CDC)
- Patient Correlations Proficiency Program: Northwell Health Laboratories has developed unique internal system-wide self-assessment programs to ensure the accuracy and reliability of patient testing in all of the network laboratories. Randomly selected patient specimens are routinely distributed back into our system laboratories for comparative testing.

The results from the external and internal proficiency programs are reviewed by medical and scientific staff from all of the system laboratories.

Licensure, Certifications and Permits are as follows:

- College of American Pathologists Laboratory
- Accreditation Program (CAP)—5784901-01
- Clinical Laboratories Improvement Amendment of 1988—33D0653792
- State of New York— PFI 4917 CODE—2963A010
- NCCLS Corresponding Member—2346
- National Glycohemoglobin Standardization Program

Quality Management Program

Northwell Health Laboratories has created quality assessment programs to monitor quality in all areas of laboratory service. Northwell Health Laboratories reports monthly metrics to the Northwell Health System to track key areas of quality. Our goal is to meet and exceed our Six Sigma quality standards and continuously strive to reduce the errors in the clinical processes. Customized Quality Assessments Reports may be provided to clients upon request.

Quality Control: All system laboratories utilize standardized quality control procedures and products. On-line quality control data reviews ensure that consistently high quality results are generated from each of the Northwell Health Laboratories.

Quality Assurance: The mission of the Northwell Health Laboratories is to provide high quality health care to our patients. The objective of our Quality Management Program is to ensure accurate, reliable, and timely reporting of patient results. Our standardization initiative provides a high level of result quality throughout the system.

Testing

To meet your needs, a comprehensive esoteric testing menu is available. Northwell Health system hospital laboratories are standardized with the Northwell Health Laboratories, making reference ranges, result format and methodologies seamless.

Besides routine analysis, specialty testing is provided in the following areas:

- Anatomic Pathology
- Complex Microbiology
- Cytogenetics
- Cytology
- Endocrinology
- Flow Cytometry
- Molecular Diagnostics
- Molecular Genetics
- Special Coagulation

The laboratory is always expanding its testing menu in response to physician, patient, and customer needs. Please refer to the “Alphabetical Test Listing” section.