

## **Add on Testing**

Additional testing can be ordered on a previously submitted specimen provided there is sufficient sample and specimen integrity requirements are met for the test. Contact the Client Services Department to arrange for add-on testing. A written order is required and may be submitted by fax.

## **Cancellation of Tests**

Client Services Representatives notifies the client and documents the notification and reason for cancellation in the Cancellation Template.

## **Confidentiality of Laboratory Results**

Northwell Health Laboratories is committed to maintaining the confidentiality of patient information. To maintain the confidentiality of Protected Health Information, such as laboratory results, access, discussion or sharing of such information is permitted for Northwell Health if the individual has a need to know the information for purposes such as treatment, payment, health care operations or as otherwise required or permitted by law.

Northwell Health Laboratories is only permitted to access, use or disclose a patient's laboratory results for treatment, payment or health care operations if a validly executed "Authorization for Release of Protected Health Information" form has been provided, or a specific regulatory exception applies.

A patient has the right to request restrictions on the access, use or disclosure of his/her PHI, including laboratory results.

## **Consultation**

Pathology services are available on site for consultation by contacting a Client Services Representative.

## **Critical Values**

Northwell Health Laboratories has established critical values that require immediate notification of all test results that fall within established critical value ranges to a licensed staff member or MD/delegated staff in a physician's office. It is the laboratory policy to immediately notify the physician or other authorized health care personnel responsible for patient care when a result falls into the established critical range. Northwell Health Laboratories can customize abnormal result notification to suit our client's needs.

## **Patient Identification Accuracy**

Northwell Health Laboratories will adhere to proper identification of patient specimens to ensure patient safety and quality of care and to meet all regulatory and accreditation standards. , The need for proper identification is specified by the College of American Pathologists (CAP) Laboratory General Checklist Commentary GEN 40700: “Specimens lacking proper identification or an accompanying requisition should not be accepted by the laboratory.” Northwell Health Laboratories requires 2 forms of identification i.e. name and date of birth or other identifier such as patient medical record number. To be compliant, it is important that each specimen be properly labeled with the same demographics that appear on the paperwork. The referring laboratory will be notified when a name discrepancy is identified and the test(s) may be cancelled.

## **Patient Request for Laboratory Results**

Patients may request results over the phone, via email, via fax and in person. The Authorization for Release of Health Information Pursuant to HIPPA Form must be filled out by the patient or representative before results may be released. The form contains patient specific identification information and it may be mailed, emailed, faxed or picked-up at the Laboratory or at any Patient Service Center. Upon completion of the request form, and all required verifications, the results can be released to the patient or authorized representative. Results may be picked-up from the performing laboratory or at any Patient Service Center. Alternatively, the results may be faxed, e-mailed, or mailed to the patient at the address which is maintained on file. Results are also available via the patient portal at <https://northwell.followmyhealth.com> (Call 888-670-9775 for questions/technical support). Patient results will be available 4 days after all laboratory test results are complete.

<https://www.northwell.edu/manage-your-care/patient-portal> (Call (844) FMH-8108)

<https://www.northwell.edu/manage-your-care>

## **Reference Laboratories**

Requested tests that are not currently performed at Northwell Health Laboratories will be forwarded to another fully accredited NY State permitted reference laboratory.

## **Repeat Testing**

Please contact the laboratory whenever unanticipated laboratory results are received. Test results will be checked and repeated. Clinical consulting is available to review the need for any additional testing or follow-up.

## **Reportable Disease/Infectious Control Reports**

All reportable disease results are reported to the designed department of health.

## **Safety**

The laboratory adheres to all federal, state and local requirements regarding the safe handling of biological and infectious materials. The laboratory will not accept specimens that are improperly packaged. Please follow the instructions for the collection and handling of specimens outlined in this directory.

## **Unacceptable Specimens**

A Client Services Representative will promptly notify the client if a specimen is unacceptable for testing. Please see the Specimen Collection section in this manual for details on specimen collection. If you are an ePathLink client you may also see the procedure catalog online.