

Miscellaneous

Medical Director

Our medical staff is available for consultation about appropriate testing and interpretation of results. For information regarding the charging or coding of any test or panel, please refer to our laboratory manual or call Client Services at 866-232-2522. We also welcome the opportunity to provide, upon request, additional information regarding our testing services and the manner in which the testing is billed to physicians, third party payers, and patients.

Competitor Disclaimer—Mayo Medical Laboratories

As to tests that are identified as being performed by parties other than Mayo Medical Laboratories or Billings Clinic Laboratory, the information regarding such tests was obtained from the test provider's most recent available catalog, as supplemented by any additional information provided to Billings Clinic Laboratory or Mayo Medical Laboratories by the test provider. Neither Billings Clinic Laboratory nor Mayo Medical Laboratories warrants or endorses the timeliness or accuracy of any such information. If you have any concerns or questions about the timeliness or accuracy of such information, you should contact that provider directly.

Informed Consent Certification—Mayo Medical Laboratories

Submission of an order for any tests contained in this catalog constitutes certification to Mayo Medical Laboratories by ordering physician that: (1) ordering physician has obtained "Informed Consent" of subject patient as required by any applicable state or federal laws with respect to each test ordered; and (2) ordering physician has obtained from subject patient authorization permitting Mayo Medical Laboratories to report results of each test ordered directly to ordering physician.

On occasion, we forward a specimen to an outside reference laboratory. The laws of the state where the reference laboratory is located may require written informed consent for certain tests. Mayo Medical Laboratories will request that ordering physician pursue and provide such consent. Test results may be delayed or denied if consent is not provided.

Reflex Testing—Mayo Medical Laboratories

Mayo Medical Laboratories identifies tests that reflex when medically appropriate. In many cases, Mayo Medical Laboratories offers components of reflex tests individually as well as together. Clients should familiarize themselves with the test offerings and make a decision whether to order a reflex test

or an individual component. Clients, who order a reflex test, can request to receive an "Additional Testing Notification Report" which indicates the additional testing that has been performed. This report will be faxed to the client. Clients who wish to receive the "Additional Testing Notification Report" should contact their Regional Manager or Regional Service Representative.

Request for Physician Name and Number—Mayo Medical Laboratories

Mayo Medical Laboratories endeavors to provide high quality, timely results so patients are able to receive appropriate care as quickly as possible. While providing esoteric reference testing, there are times when we need to contact the ordering physician directly. The following are 2 examples:

- When necessary to the performance of a test, the ordering physician's name and phone number are requested as part of "Specimen Required." This information is needed to allow our physicians to make timely consultations or seek clarification of requested services. If this information is not provided at the time of specimen receipt, we will call you to obtain the information. By providing this information up front, delays in patient care are avoided.
- In some situations, additional information from ordering physician is necessary to clarify or interpret a test result. At that time, Mayo Medical Laboratories will request physician's name and phone number so that 1 of our staff can consult with the physician.

We appreciate your rapid assistance in supplying us with the ordering physician's name and phone number when we are required to call. Working together, we can provide your patients with the highest quality testing services in the shortest possible time.

Specimen Identification Policy—Mayo Medical Laboratories

In compliance with and adherence to the CAP and the Joint Commission's 2008 Patient Safety Goals (1A), Mayo Medical Laboratories' policy states that all specimens received for testing must be correctly and adequately labeled to assure positive identification. Specimens must have 2 person-specific identifiers on the patient label. Person-specific identifiers may include: accession number, patient's first and last name or patient's initials, unique identifying number (eg, medical record number), or date of birth. Specimens are considered mislabeled

when there is a mismatch between the person-specific identifiers on the specimen and information accompanying the specimen (eg, computer system, requisition form, additional paperwork). When insufficient or inconsistent identification is submitted, Mayo Medical Laboratories will recommend that a new specimen be obtained, if feasible.

Specimen Volume—Mayo Medical Laboratories

The “Specimen Required” section of each test includes 2 volumes - preferred volume and minimum volume. Preferred volume has been established to optimize testing and allows the laboratory to quickly process specimen containers, present containers to instruments, perform test, and repeat test, if necessary. Many of our testing processes are fully automated; and as a result, this volume allows hands-free testing and our quickest turnaround time (TAT). Since patient values are frequently abnormal, repeat testing, dilutions, or other specimen manipulations often are required to obtain a reliable, reportable result. Our preferred specimen requirements allow expeditious testing and reporting.

When venipuncture is technically difficult or the patient is at risk of complications from blood loss (eg, pediatric or intensive care patients), smaller volumes may be necessary. Specimen minimum volume is the amount required to perform an assay once, including instrument and container dead space.

When patient conditions do not mandate reduced collection volumes, we ask that our clients submit preferred volume to facilitate rapid, cost-effective, reliable test results. Submitting less than preferred volume may negatively impact quality of care by slowing TAT, increasing the hands-on personnel time (and therefore cost) required to perform test.

Mayo Clinic makes every possible effort to successfully test your patient’s specimen. If you have concerns about submitting a specimen for testing, please call Mayo Laboratory Inquiry at 800-533-1710 or 507-266-5700. Our staff will discuss the test and specimen you have available. While in some cases specimens are inadequate for desired test, in other cases, testing can be performed using alternative techniques.

Add-On Requests

Additional tests may be requested on a previously submitted specimen if the specimen is appropriate and of sufficient volume. To add-on a test, please call Billings Clinic Laboratory. Billings Clinic Laboratory staff will fax an “Add-On Form” to be completed. The form is a written confirmation of the add-on

order. Required information must be included on the “Add-On Form.” Required information includes: test(s) requested, ICD-9 code(s), and ordering physician/nonphysician provider.

Cancellation of Tests

Cancellation requests received prior to the performance of the analysis will be honored at no charge.

Unacceptable Specimens

Some specimens may be unacceptable for testing because of improper collection, shipment conditions, inadequate identification, or insufficient volume. Please check the test-specific collection, minimum volume, and shipping information in the test catalog. Specimens should be labeled with the pre-printed number label from the test requisition and 2 patient identifiers. You will be notified immediately of any specimen problems.

Blood Bank Specimen Labeling

All blood bank specimens that may be used for compatibility testing for transfusion of blood products must have the following information on the tube: patient’s complete name, identification number, date and time of collection, and initials of phlebotomist. The laboratory will reject all incorrectly labeled specimens.

Interfering Substances

The most common interfering substances are listed in the specimen requirement section of each test listing. A more comprehensive list is available in *Young DS: Effects of Drugs on Clinical Laboratory Tests*. Fourth edition. Washington DC, AACC Press, 1995.

Radioactive Specimens

Specimens from patients receiving radioactive tracers or material should be labeled as such.

Infectious Material

The Centers for Disease Control (CDC) in its regulations of July 21, 1980, has listed organisms/diseases for which special packaging and labeling must be used. See “List of Infectious Substances” in “Microbiology” in “Special Instructions.”

Required special containers, packaging, and shipping instructions can be obtained from us by using the “Request for Supplies” form.

Shipping regulations require that specimens thought to contain

any of the organisms on the “List of Infectious Substances” in “Microbiology” in “Special Instructions” be shipped in a special manner.

Veterinary Specimens

Billings Clinic Laboratory offers veterinary laboratory services and welcomes veterinary and animal hospital testing.

Supplies

Specimen vials, special specimen collection containers, sterile vials, stool containers, and shipping supplies are provided at no charge for testing sent/completed at Billings Clinic Laboratory.