



**Asante Rogue Regional Medical Center (ARRMC)**

**Asante Three Rivers Medical Center (ATRCM)**

**Asante Ashland Community Hospital (AACH)**

## TEST INFORMATION

In accordance with Oregon State Statute, laboratory testing must be ordered by and reports delivered to persons authorized to use the results. This includes physicians, physician assistants, chiropractors, naturopaths, nurse practitioners, certified midwives, dentists, and ophthalmologists.

All laboratory orders should be on a requisition, faxed or submitted electronically. Phoned in orders will be accepted, but written documentation is required within 30 days of the phone request. A form letter will be sent to your office requesting your verification.

Orders held by the laboratory will remain available for a one time use for up to 1 year. Standing orders will be current for one year or a certain number of uses, whichever comes first. Customized laboratory requisitions and Fax Friendly requisitions are available upon request. Contact your Marketing Representative to discuss electronic ordering options.

Test requests may also be called when the patient is not able to present with the test request (emergent issues).

[RRMC & AACH at 541-789-4164](#)

[TRMC at 541-472-7170](#)

### **Parallel Testing**

Parallel testing may be appropriate in some cases to re-establish patient baseline results when converting to a new methodology.

### **Referred Tests**

Those occasional tests not performed at our facilities are referred to another laboratory that meets our stringent quality standards. Our primary reference laboratory is Mayo Medical Laboratory located in Rochester, Minnesota. Asante Health System will select and use qualified, licensed reference laboratories to perform those tests desired by clients that are not performed at our facilities or at Mayo Medical Lab. Our selection criteria include, but are not limited to certification, accuracy, reliability, turnaround time, customer service, and ease of reporting and range of services offered.

Clients may, for medical reasons, request that a test on a patient be performed by a specific reference laboratory. We will honor these requests if they are clearly indicated on the test requisition submitted at the time the test is ordered and the requested laboratory meets our quality standards. We do, however, reserve the right to have one of our medical directors discuss the reason for the request with the ordering provider. For testing sent outside our reference laboratory system, the patient may be directly billed.

### **Reflex Testing**

Asante Health System identifies tests that reflex when medically appropriate. In many cases, we may offer components of reflex tests individually as well as together. Clients should familiarize themselves with the test offerings and decide whether to order a reflex test or an individual component

Laboratory accrediting agencies may require reflexive tests to be performed and others are required by state and federal mandates.

The results of reflexive tests provide more effective clinical information to the Physicians or Health Care Providers and may be required for interpretation of the patient's status.

Some of the laboratory tests that may require reflex testing include HIV, Body Fluid Cell Counts, Cultures, Urinalysis, CBC, Lyme Screen, and blood bank testing.

Please inform your patients that additional costs may be assessed when reflex testing is warranted.

If you do not wish reflex testing to occur, you may state so on the front of the requisition.

## **Repeat Testing**

Should you have any concern about the validity of a result in relation to the patient's clinical profile, we will repeat the test in question at no additional charge.

\*TECHNICAL SPECIALISTS ARE AVAILABLE FOR CONSULTATION REGARDING TEST UTILIZATION

## **RESULTING/TURNAROUND TIME/CRITICAL VALUES**

### **Results Delivery Methods**

Several options exist for connecting electronically to Asante Health System's Laboratory for the purpose of receiving results, and also one for electronic order-entry.

#### **Fax**

Client fax machines can be set up in the Lab Information System, using the client's fax number to receive reports for both priority and routine results, for both cumulative and final reports.

#### **Asante Link**

Asante Link is Asante's proprietary means of accessing patient results through the internet. Provider accounts are created and maintained by the Information Technology Services (ITS) Department, which can be contacted at 541789-4141.

#### **Interface to office EMR**

Results can be sent electronically to the client's Electronic Medical Record (EMR). The client must have existing broadband/high-speed internet service. Computer interface development will require cooperation with the client's EMR vendor. Please contact Asante ITS department at 541-789-4141 for more information regarding interface options.

#### **Results directly to patients**

Per OARS 438.430, results will only be given to the ordering physician, unless he indicates on the form that the "patient may have results." Patients may also request a copy of their results from their physician, or through the Medical Records Department.

#### **My Chart**

Some patient results can be found on MyChart. Patients will need to sign up with My Chart at the time of service or by calling 541-789-3602.

## **Reporting Results**

### **STAT**

Because a STAT request indicates a potentially life-threatening situation, it is given immediate response for highest priority treatment. As soon as STAT tests are completed, outpatient results are communicated to the indicated provider, and inpatient results are sent to the nursing unit. For those clients set up to receive reports by printer or fax, the results will print automatically.

### **ASAP**

If a quick response is needed for an urgent but not life-threatening situation, indicate "ASAP," along with a timeframe, on the requisition. This type of request will receive priority treatment but will be processed after more critical STAT procedures. As with reporting STAT tests, for those clients set up to receive reports by printer or fax, ASAP results will print automatically.

### **Critical Values**

All critical values will be phoned immediately upon completion. See Critical Values List. Clients must have the ability to receive calls regarding critical values at all hours. This includes but is not limited to an answering service or voicemail which refers the caller to an afterhours number.

### **Routine Testing**

If the office has a fax machine that is set up to receive reports, the results will print by scheduled batch as determined by the client name. In the event the office does not have automatic report delivery, reports will be printed and mailed or delivered by Courier.

### **Test Result Call-Backs**

Results will be phoned to a client when requested upon the clients request from the order form or from a phone call to the performing Laboratory. **STAT orders will be called at all hours, routine testing calls will made during normal business hours.**

### **Turnaround Time (TAT)**

Asante Health System is committed to providing the most expedient TAT possible to improve diagnosis and treatment. We consider laboratory services as part of the patient care continuum wherein the needs of the patient are paramount. In that context, we strive to fulfill our service obligations. Our history of service and our quality metrics will document our ability to deliver on all areas of service including TAT.

Total turnaround time includes RESPONSE TIME, PHLEBOTOMY PROCEDURE TIME and TESTING TIME. The response time for the STAT to be drawn is 15 minutes or less. This varies depending on time of day, staff availability and priority of the work in progress. An additional 10 minutes is required for phlebotomy setup, draw time from inpatient draw, return to lab and clerical procedures associated with receiving the specimen. Testing time varies and includes any additional processing necessary to start the test.

### **Unsatisfactory Analytic Results**

If ARRCM, ATRMC or AACH is unable to obtain a satisfactory analytic result, there will be no charge. The ordering provider will be notified.

### **Reference Values**

The ranges and values listed on reports are established within our laboratories, taken from the current literature, manufacturers' ranges, or established normal reference intervals. Ranges for young persons (under 20 years) or older patients (over 60 years) frequently are different than those listed for adults (20-60 years). Asante Health System routinely reports gender and age-related reference values for many tests. Please provide the patient's sex and date of birth on the requisition. The age-related value defaults to the adult reference range if no date of birth is provided.

Performance specifications for individual tests are available upon request.

### **Cancellation of Tests**

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

### **Chain-of-Custody**

Chain-of-custody, a record of disposition of a specimen to document who collected it, who handled it, and who performed the analysis, is necessary when results are to be used in a court of law. Asante Health System has developed packaging and shipping materials that satisfy legal requirements for chain-of-custody. This service is only offered for drug testing.

CONTACT PHONE NUMBERS

**ASANTE ROGUE REGIONAL MEDICAL CENTER (ARRMC) & ASANTE ASHLAND COMMUNITY HOSPITAL (AACH)**

- *Laboratory: 541-789-4164*
- *Pathology: 541-789-4191*
- *Cytology: 541-789-4195*
- *Outreach: 541-789-4164*
- *Courier Service: 541-789-4190*

**ASANTE THREE RIVERS MEDICAL CENTER (ATRCM)**

- *Laboratory: 541-472-7170*
- *Pathology: 541-472-7191*
- *Outreach: 541-472-7171*
- *Courier Service: 541-472-7170*