Frequently asked questions for Clinical Staff:

What information is required on a Lab Order Form/Requisition?
All lab orders should include Patient name, date of birth, diagnosis code(s), requested test(s) and a physician signature.

Where can I send my patients to be drawn?
The Outpatient Laboratory Services site (752-7923) is located at 211 Conway Drive (Medical Arts Pharmacy Building). This site services patients by appointment only. The hours of operation are 6:00 AM to 6:00 PM – Monday through Friday and 8:00 AM to 12:00 PM (Noon) on Saturday. All fertility collection and testing is completed at the Main Laboratory in the Hospital. Pediatrics – 8:00 am to 5:30 pm, Monday through Friday.

Where do I send patients with specimen drop offs?
Specimens may be dropped off at the Outpatient Laboratory Services site. We do have a drive up window for patient specimen drop-off convenience. Please note all patients must be registered for specimen drop-off. Fertility specimens must be delivered to the Main Laboratory in the Hospital.

Who do I contact?
Outpatient Practices contact 752-1737 and Inpatients Services use Ext 2396. There is also a Laboratory Contact List on the Test Catalog Main Page.

What are my options for ordering tests?
All tests are processed using the first in first out methodology unless ordered STAT.

- **Routine**: The majority of routine laboratory tests are completed on the day the specimen was collected, with results delivered in 24 hours. The only exception would be for a send out test to our reference laboratories.
- **Call**: Results are called upon completion to the number indicated.
- **STAT**: Tests are prioritized by critical/emergent and providers are contacted immediately with results. Most STAT tests are completed with one hour, however there are a few that take up to 2 hours. Please review to the STAT Test document tab on the test catalog main page.

I don’t know which tube to use for a blood draw? What information is needed for patient identification?
Please review the Blood Collection Reference Guide within the Specimen Collection tab on the Test Catalog main page or reference the test in the Test Catalog, http://krmc.testcatalog.org

How do I add on a test for a specimen that has already been delivered to the lab?
Most tests can be added on using a blood specimen (stored for 1 week) or urine specimen (48 hours) by contacting the Main Lab at 752-1737 or Inpatient Services ext. 2396.

How do I order lab supplies?
Laboratory specimen collection supplies can be ordered using the KRMC Laboratory Supplies order form. Private practices should email or fax the form to the contact information on the form. The Laboratory Staff will fulfill the order and it will be delivered by the courier team.

KRH Physician Network practices will order their bulk laboratory supplies through the Meditech ordering system and they will forward the individual laboratory supply request to the laboratory to fulfill. Please contact your materials management representative with your ordering questions. Orders will be delivered by bulk supply delivery and couriers.

After hours a Laboratory Services?
For all after hour’s blood draw services please contact the KRMC Laboratory, 752-1737 for instructions. The volunteer staff on duty will provide each patient with directions to the Main Testing Laboratory.