

STAT COURIER SERVICE

For our client's convenience, Rochester General Hospital Department of Pathology and Laboratory Medicine offers daily point-of-collection pick up service for all types of laboratory specimens. To ensure prompt pick-up and delivery, our Courier Department operates 7 days per week, 365 days per year logging over 35,000 miles per month. Coverage area includes east to Newark, west to Batavia, and south to Geneseo. The courier runs are designed so that most areas covered by the service will see a courier pick-up at least three times per day, with delivery to the Laboratory within three

hours of pick-up time. Most requests collected prior to 11 a.m. will be available before the end of normal office hours.

For STAT specimens, the Courier Department also offers expedited pick-up and delivery Mon-Fri 7:30 a.m. to 4 p.m. The courier dispatcher will work to ensure prompt specimen pick-up, depending on location and availability at that time. STAT pick-up and delivery during the evening and weekend hours is limited. If you need assistance, please call our Client Service Department at 922-4451.



Happy Spring!

DEPARTMENT OF PATHOLOGY AND LABORATORY MEDICINE UPDATE

Rochester General Hospital • Newark-Wayne Community Hospital

Testing for Celiac Disease

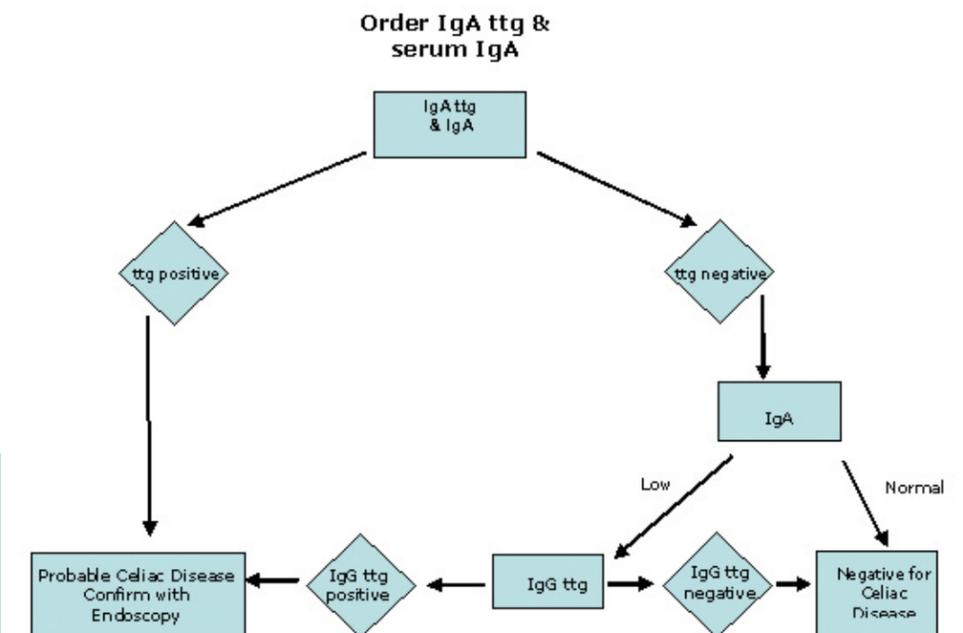
Testing patients for celiac disease can be confusing and frustrating because of the number of tests that are available and their varying sensitivity and specificity. The following algorithm, which has been reviewed and approved by several local gastroenterologists, is intended to simplify this process.

1. Order IgA tissue transglutaminase (ttg) antibodies and serum IgA levels.
2. If IgA ttg is positive, proceed to endoscopy for confirmation.
3. If IgA ttg is negative and patient has normal serum IgA, the patient is unlikely to have celiac disease. Additional testing is indicated only if the clinical likelihood of celiac disease is high.
4. If IgA ttg is negative and patient is IgA deficient, proceed to IgG ttg antibodies.

5. If IgG ttg is positive, proceed to endoscopy.
6. If IgG ttg is negative, the patient is unlikely to have celiac disease. If clinical suspicion is high, testing for IgA anti-deamidated gliadin peptide antibodies is appropriate. Patients who are IgA deficient should be tested for IgG anti-deamidated gliadin peptide antibodies.

Testing for anti-endomysial antibodies has been replaced by testing for anti-ttg antibodies. HLA typing may be appropriate in rare cases but has little diagnostic value. Testing for anti-gliadin and anti-reticulon antibodies is not indicated.

Please direct any questions to Dr. Fricke at 922-4576 or email: William.fricke@rochestergeneral.org.



Lab Administration Telephone Numbers

Theodor Mayer, MD, PhD	922-9870
William Fricke, MD	922-4576
Jackie Blanda	922-9870
Tom Glossner	922-4488
Nancy Mitchell	922-4274
Shirley Rowland	922-4351
Timothy Van Vessem	922-4970
Billing and Compliance:	
Judy Beeman	922-9882
Blood Bank:	
Glenda Spencer	922-4085
Chemistry:	
Lorraine Francisco	922-5014
Roberto Vargas, MD	922-4455
Client Services/Customer Services:	
Shirley Slater	922-4451
Courier Service:	
922-4526	
Cytology:	
Karen Clary, MD	922-4121
Liz Parker	922-9878
Hematology:	
Anne Fassanella	922-5232
Histology/Immun:	
Hal James	922-4943
Lab Information Services:	
David Mancari	922-4362
Lakeside Lab:	
Judy Gommel	395-6095 x4253
Microbiology:	
Barbara Hulbert	922-4057
Roberto Vargas, MD	922-4555
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Larry Bean	(315) 332-2349
Pathology Administration:	
Dawn Riedy, MD	922-4121
Sue Chase	922-4965
Joe Foti	922-9878
Phlebotomy:	
Beth Schroeder	922-4764
Specimen Management:	
Sharon Voellinger	922-4766

Please Route to:

- _____
- _____
- _____
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- File: Clinical Lab Manual

Pap Tests – Financial Responsibility Statement

The American College of Obstetrics and Gynecology made recent changes in cervical cancer screening recommendations including lengthened screening intervals and the use of HPV DNA co-testing with the Pap test. Due to the variations in recommendations for different age groups and clinical scenarios, and inconsistency in insurance coverage we anticipate potentially more denials for services. Several payers require written acceptance of financial responsibility from the patient prior to collecting a specimen for testing.

To provide the ability to bill patients for services denied by their health plan, we will be including a financial responsibility statement on the Pap test requi-

sition. The patient would be asked by the provider to sign at the time of the office visit when the specimens are collected.

We appreciate your assistance in obtaining the patient’s consent for the cervical cancer screening services that you deem are best for your patients. We encourage you to have your patients contact their insurance companies directly to determine what is covered in their individual insurance plans before their office visits. Also, please be aware that accurate clinical history is necessary for proper reimbursement of services.

Please call 922-4121 if you have questions regarding this change to the requisition.

The financial responsibility statement on the requisition will reads a follows:

I understand that my health insurance plan may determine that HPV and/or PAP smear testing do not meet their conditions of coverage. I still choose to receive these services and if my health insurance plan denies payment, I agree to be personally and fully responsible for payment to Rochester General Health System.

_____ Date Patient Signature

Evening Outpatient Specimen Drop-Off Service

During normal business hours, all of our Laboratory Collection Stations accept specimens for transport to Rochester General Hospital (RGH). In order to improve Customer Service, the Laboratory is now able to offer specimen drop-off after the Laboratory Collection Stations have closed. With assistance from the RGH Safety and



Security Department, samples can be dropped at the Security office adjacent to the new Emergency Department (ED) entrance. To take advantage of this new service, Providers can drive to the ED loop and leave the specimens without having to park. A Laboratory Specimen Management team member will be notified to pick up the specimens for delivery.

RGH is One of the Top 25 Hospital-Based Histology Laboratories Rated by CLIA

The November 2009 issue of Laboratory Economics reported that Rochester General Hospital Histology Laboratory occupies the 5th spot and is one of the top 25 hospital – based Histology labs in the nation. Highest volume data from the CLIA Provider Survey Files identified Memorial Sloan Kettering Cancer Center (New York City) as number 1 in the nation. Breaking into the top 25 were: Seton Medical Center (Austin, TX), Jackson Memorial Hospital (Miami, FL), Bellevue Hospital (New York City) and Mayo Clinic (Rochester, MN).

Histology services are provided by a dedicated team of thirteen experienced pathologists, 13 histotechnologists and many laboratory support staff. The laboratory is accredited by the CAP, NY State Department of Health, JCAHO and AABB. Several department faculty members are pursuing clinical research, and all are involved in resident and medical student education.

Our pathologists are always available for consultations and welcome calls to discuss individual patients.



Relocating our Honeoye Falls Laboratory Collection Station in April

201 West Main Street
Honeoye Falls, NY, 14472
Phone: (585) 624-4041 • Fax: (585) 624-5826

For your convenience, our hours of operation are:
Monday – Friday, 7:30 am – 4:30 pm, closed for lunch 12:30 pm – 1:30 pm.

Additional Laboratory Collection Station locations and information is available on our website at:
www.rochestergeneral.org

QUALITY LABORATORY SERVICES FOR OVER 100 YEARS!

We accept all laboratory requisitions

Come visit us!

April 5, 2010

To: All Clinicians submitting Pap tests

From: Karen Clary M.D., Director of Cytology, Rochester General Hospital

Subject: RGH Pap test requisition

After receiving feedback from many clinicians and offices submitting Pap tests to our laboratory, we have decided at this time to remove the financial responsibility statement from our Pap test requisition.

As published screening guidelines evolve, third party payers are tightening their coverage relative to intervals for Pap tests and HPV testing. For every specimen we accept in our laboratory, we are obligated to perform testing without having any way of knowing whether or not the testing we perform will be deemed "covered" or "denied" by the patient's insurance. For this reason, we piloted the "financial responsibility statement" as a proactive approach to enable our laboratory to bill patients directly for any such denied services. This is a problem without an easy solution. Screening guidelines and third party payers' response to them are in evolution, and moving forward we will work with you and third party payers to arrive at a "best practice" for how to deal with this issue.

Please know your voices were heard. We appreciate your honest feedback and are acting swiftly to alleviate any undue burden this has placed on your offices. If you would like a new supply of updated Pap test requisitions, call the Courier Line at 922-4526. Until you have received replacement requisitions, you may continue to use your existing supply, but you do not need to have the patient's signature.

We value your business and are committed to providing the highest quality care to your patients. If at any time you have any questions or concerns about our services, please feel free to contact me directly either by email (karen.clary@rochestergeneral.org) or phone ([922-4121](tel:922-4121)).