CLIENT/CUSTOMER SERVICES

Phone: 922-4451
Fax: 922-3836 or 922-3420

Hours:

This service is available:	Monday – Friday:	8:00 a.m. - 8:30 p.m.
	Saturday:	8:00 a.m. - 4:30 p.m.

Responsibility:

The Clinical Laboratories maintain a Client and Customer Service staff with over 150 collective years of combined laboratory experience to help you with information about laboratory services. They serve as liaisons between our clients and the laboratory. The department is available to answer inquiries, resolve problems or assist you with requests. They will be sure that your questions and concerns are promptly and courteously handled. Client Services personnel have direct access to current laboratory information via computer terminal and address approximately 500 calls per day from patients, physicians and office staff.

Courier Service:

The Rochester General Hospital Laboratories provide a free daily pick up and delivery service. Our couriers pick up specimens and deliver reports and supplies on a schedule appropriate to your needs. Service representatives are trained to be prompt, courteous and responsive to your service requirements. Call 922-4526 to arrange for service. Fax supply orders to 922-3690.

Prompt and Accurate Reporting:

Our laboratories are open around the clock, and specimens are processed upon receipt. Most routine tests and profiles are completed and reported within 24 hours. Reports are reviewed and edited by our technical staff, and results considered to be of a critical nature are telephoned immediately.

Professional Consultations:

Our professional staff is always available to answer questions, discuss test results, review recently developed test procedures, consult on unusual cases or arrange for special studies.

Tests

The Rochester General Hospital Laboratories offer over 1000 tests and profiles, ranging over the major disciplines of laboratory medicine. In addition to a complete listing of routine laboratory tests, our laboratories provide an unusually wide range of reference procedures including endocrinology, therapeutic drug monitoring, lead testing, HIV testing and Flow Cytometry.

CLINICAL CHEMISTRY

Phone: 922-4488

Hours: The department is staffed 24 hours a day.

	Monday–Friday	Saturday	Sunday
Days: 8:00 a.m. - 4:30 p.m.	Full Testing	Limited	Limited
Evenings: 4:00 p.m. - 12:30 a.m.	Limited Testing	Limited	Limited
Nights: Midnight - 8:00 a.m.	Limited Testing	Limited	Limited

Responsibility:

This department is a full service laboratory offering routine and special testing with state-of-the-art instrumentation and methodologies.

Testing:

In addition to general chemistry, the department provides therapeutic drug monitoring tests, general toxicology for drugs of abuse, general and special endocrinology, electrophoresis, immunology, lead testing and glycosylated hemoglobin.

Who to Call:

Director: Roberto Vargas, MD 922-4260
Manager, Laboratory Services: Lorraine Francisco 922-5014
Inpatient Information 922-4488
Outpatient Information - Client Services 922-4451

HEMATOLOGY

Phone: **922-4424 Hematology**
922-4273 Advanced Coagulation: Monday – Friday, 8:00 a.m. - 4:30 p.m.
922-4248 Flow Cytometry: Monday – Friday, 8:00 a.m. - 4:30 p.m.

Hours: The Department is staffed 24 hours a day.

	Monday–Friday	**Saturday**	**Sunday**
Days: 8:00 a.m. - 4:30 p.m.	Full Testing	Limited	Limited
Evenings: 4:00 p.m. - 12:30 a.m.	Limited	Limited	Limited
Nights: Midnight - 8:00 a.m.	Limited	Limited	Limited

Responsibility:

Hematology offers routine and specialized testing with state of the art instrumentation and methodologies. In addition to the complete CBC/Differential and some special hematology tests, hematology also performs routine and advanced coagulation, urinalysis and flow cytometry testing. Flow cytometry testing includes lymphocyte markers and neoplastic analysis.

Who to Call:

The department has supervisors or senior technologists available at all times.

Director: William Fricke, MD. 922-4576
Manager, Laboratory Services: Erika Paul 922-5232
Advanced Coagulation Supervisor: Mary Ann Tara.....922-4273

Inpatient Information 922-4424
Outpatient Information - Client Services 922-4451

LABORATORY BILLING

Phone: Laboratory Billing and Compliance: 922-9350
Patient Financial Services: 922-1900

Hours:

Laboratory Billing and Compliance is staffed Monday – Friday, 7:00 a.m. - 4:00 p.m., except on holidays.

Patient Financial Services is staffed Monday - Friday 9:00am - 12:30pm and 1:15pm - 4:30pm., except on holidays. Voicemail messages may be when the office is not staffed and will be responded to the next business day.

Responsibility:

Laboratory Billing and Compliance provides support to collect all necessary information to bill for Clinical Laboratory Services rendered. Patient Financial Services provides support to process claims and receive payment for Clinical Laboratory Services.

Who to Call:

Manager, Charge Capture and Compliance: Judy Beeman 922-9882
Questions about bills received, Patient Financial Services.....922-1900
or the number indicated on the bill for extended contact hours.

LABORATORY INFORMATION SERVICES

Phone: Laboratory Information Services: 922-9870
Computer Operations**:** 922-HELP (4357)

Hours:

Laboratory Information Services is staffed Monday – Friday, 8:00 a.m. - 5:00 p.m., except holidays.

Computer Operations is staffed by Hospital Information Services, 24 hours a day, seven days a week.

Responsibility:

Laboratory Information Services provides general computer services to the Clinical Laboratory. Result inquiry and reporting services are provided to customers of the Clinical Laboratory.

Who to Call:

LIS Manager: David Mancari 922-4362
Lab IS Programmer/Analyst: Fred Kohlmeier 922-4329
Applications Specialist: Debbie Winter 922-9888
Applications Specialist: Steve Fox.....922-4097

Reports:

Laboratory reports are printed as follows:

- Inpatient Cumulatives: Inpatient reports are no longer printed.
  Results are available electronically through the Clinical Care System.

- Outpatients: Monday – Friday at 5:00 a.m.
  Delivered Monday – Friday by lab couriers
  These are individual patient reports that contain lab results only for an individual specimen. Reports printed Monday will usually contain data from Friday – Sunday. Reports printed Tuesday – Friday will usually contain data from the previous day.

Who to Call:

Terminals and Printers:
Computer Operations 922-HELP
Fred Kohlmeier 922-4329
Outpatient Reports:
Client Services 922-4451
Inpatient Reports:
Chemistry 922-4488
General Information:
David Mancari 922-4362
Fred Kohlmeier 922-4329

LABORATORY SERVICES - COURIERS

Phone: 922-4526

The department is staffed Monday – Friday, 7:30 a.m. – 6:30 p.m. For requests made after these hours, leave a voice mail message. The phone is monitored Monday – Friday, 6:30 p.m. – 12:00 midnight, and Saturday – Sunday, 6:30 p.m. – 11:00 p.m. For requests outside these hours, call the after hours number below.

After Hours, call: 922-4488

Responsibility:

This department is responsible for transport and pickup of laboratory specimens, delivery of supplies and reports and provides limited stat services for specimen pickup.

For Information, Call:

Supervisor: Maureen Ryan.....922-4570
Courier Dispatch, Lead: Pete Esposito 922-4526

MICROBIOLOGY

Phone: 922-4555

Hours:

	Monday–Friday	Saturday	Sunday
Days: 7:00 a.m. - 5:00 p.m.	Full Testing	Full Testing	Full Testing
Evenings: 5:00 p.m. - 11:00 p.m.	Limited Testing	LimitedTesting	Limited Testing
Nights: 11:00 p.m. – 7:00 a.m.	Limited Testing	Limited Stats	Limited Stats
Holidays:	Limited Testing	Limited Stats	Limited Stats

Responsibility:

The primary responsibility of the Microbiology Laboratory is to rapidly and accurately provide information concerning the presence or absence of microbial agent(s). Our Microbiology Laboratory offers services in the following areas: aerobic and anaerobic bacteriology, mycology, mycobacteriology, parasitology, serology, immunology, virology and molecular diagnostics. The following tests may be requested on a STAT basis: Gram Stain, Expedited HIV, Infectious Mononucleosis Screen and Rapid Group A Strep.

Who to Call:

Director: Roberto Vargas, MD 922-4260
Manager: Barbara Hulbert 922-4057
Outpatient Information: Client Services 922-4451

PHLEBOTOMY

Responsibility:

To collect adequate and correct blood specimens by venipuncture or micro technique on adults, children and infants. Department policies are followed to correctly identify the patient before any blood specimen is drawn and to correctly label all specimens.

Outpatient Services:

Refer to Laboratory Collection Station section for locations and hours of our collection stations in the Rochester area.

We offer House Call Phlebotomy Service Monday - Friday. This is scheduled daily. For more information call 922-9841.

Who to Call:

Supervisor: Godwill Ocrah 922-4768
Supervisor: April Rahe-Dingbaum.....922-4672
Phlebotomist Educator: Carrie Thering 922-4819
Home Draw Coordinators: 922-9841

SPECIMEN MANAGEMENT

Phone: 922-6347

Outpatient Hours: Monday – Friday, 7:30 a.m. - 1:00 a.m.
Saturday, 8:00 a.m. - 8:30 p.m.

Inpatient Hours: Sunday – Saturday 24 hours a day

Responsibility:

1. Prioritize specimens received: CRISIS, ASAP, and Routine.

2. Enter patient demographics, insurance information, diagnosis, ordering physician(s) and test information into the computer.

3. Prepare specimens for testing for the individual laboratories.

Specimen Identification:

It is the responsibility of the phlebotomist (person collecting the specimen) to correctly label the specimen. Required information: patient name, date and time of collection, and the name or ID# of the person obtaining the specimen. Additional information is required for Blood Bank (refer to Transfusion Service Section).

Labeling Guidelines:

1. **Do not** label tubes prior to collecting the specimen.

2. Containers with removable tops should have the sides of the container labeled rather than the top (i.e. urine specimen containers).

3. Check labeled specimen to ensure that all required information is on the specimen.

4. Check that the information on the specimen matches that on the requisition and that the specimen collected meets the test requirements.

Requisitions:

1. Inpatient requisitions must be completed with the following information prior to sending the specimen to the Laboratory: patient's name, date of birth, sex, medical record number, visit/account number, location and physician. The date and time of collection, name of person collecting the specimen and the requested tests must also be completed.

2. Outpatient requisitions must be completed by the ordering physician or designee in the office. The following information is required: patient's name, sex, date of birth, address, phone number, diagnosis, ordering physician's full name, insurance, guarantor, responsible party, (if a child), date and time of collection and tests requested. Additional information (height, weight, fasting status, etc.) may be required for some tests.

Who to call:

Supervisor: Kathy Stokes.....922-4766
Specimen Procurement, Lead: Michele Marsh-Balcom –Day/Sendouts.....922-5367
Specimen Procurement, Lead: Igor Chervonyak – Day/Evening 922-5367
Specimen Procurement, Lead: Richard Cooney – Evening/Night.....922-5367

TRANSFUSION SERVICES

Phone: 922-4083

Hours: The department provides full testing 24 hours a day, 7 days a week.

Responsibilities:

The Blood Bank is responsible for the storage and compatibility testing of blood and components and for special immunohematology studies.

Who to Call:

Director: William Fricke, MD 922-4576
Manager, Laboratory Services: Glenda Spencer, MT(ASCP)SBB, ... 922-4085

The Manager or a Lead/Senior Technologist is available at all times.

Specimen Guidelines:

A Type and Screen will outdate on the third day post collection if the patient has been pregnant or transfused within the past three months.

A Type and Screen will outdate on the fifteenth day post collection if the patient has not been pregnant or transfused within the past three months. A crossmatch can be added to a current Type and Screen.

Labeling Requirements:

All inpatient specimens (and requisitions) must contain the following information. Specimens must be drawn using a blood recipient identification band.

- Patient's full name
- Patient's medical record number
- Patient's date of birth
- Date and time drawn
- Employee ID of person(s) collecting the specimen
- Recipient ID Band #

For outpatients that require transfusion, the specimens must be labeled the same as inpatients. For routine outpatient testing the minimum requirement is patient's full name and date of birth.

Do not prelabel tubes before collecting the specimen.

Component Availability:

The department maintains an adequate supply of packed cells, fresh frozen plasma and cryoprecipitate. Random donor platelets are ordered as needed.

Rochester General Hospital offers patients who are going to have elective surgery, the opportunity for autologous transfusion. The patient has their own blood collected at Rochester General before surgery.

The use of autologous transfusion permits the patient to donate their own blood prior to a need for a blood transfusion and reduces the need to use blood from another person.

Rescheduling surgery for an earlier date might result in an unacceptable scheduling between the final donation and surgery. Rescheduling to a later date might result in the expiration of some of the blood units.

Candidates:

Almost any patient who will undergo elective surgery can be a candidate for this program.