Newton-Wellesley Hospital's

LAB REPORT

Winter 2011

The Right Result for the Right Patient: Two Patient Identifier Requirement

Patient safety is a primary focus for all caregivers. Moreover, appropriately labeled specimens are critically important to assure the reliability of test results. With this in mind, the Newton-Wellesley Hospital Laboratory has implemented the Joint Commission's "two patient identifier" patient safety goal requirements.

As of January 1, 2011, all Laboratory specimen containers must be labeled with minimum of two unique patient identifiers. One identifier should be the patient's full name, and the second preferred identifier would be a date of birth or medical record number. A location, patient bed number, etc, is not acceptable as a unique identifier. Specimens should also be labeled in the presence of the patient.

In the event a mislabeled or unlabeled specimen is received in the Laboratory, the test will be canceled and the Laboratory will notify the submitting site. If, however, the improperly labeled specimen is irreplaceable (a tissue biopsy or a microbiology culture from a patient started on antibiotics), the acceptance of the specimen is at the discretion of a Laboratory supervisor and/or pathologist. Prior to testing the specimen, however, a signed acknowledgement by the ordering physician will be required and an "Interpret with Caution" comment would be affixed to the patient's report.

To help assure patient safety, we ask all caregivers who use Newton-Wellesley Hospital Laboratory services to comply with the double identifier policy. On behalf of the patients we serve, we thank you for your efforts to provide the best care possible.

Blood Bank Tests to Populate in the LMR

Development is underway on a new Blood Bank results interface from Meditech to the Partners Clinical Data Repository (CDR). The interface will include results of patient testing and products related to patients. Inpatients and outpatients will be included as are currently done for general labs.

Results of patient testing (ABO, Rh, antibody screening and IDs, etc.) will be available under Results in the LMR. Products associated with a patient at various statuses (available, transfused, etc.) are also displayed. There is an additional display unique to Blood Bank, which shows a high-level summary of products associated with the patient within the last 90 days. All of these displays will be available to authorized viewers of NWH results across the PHS enterprise.

We are anticipating that the interface will be completed in May 2011.

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Lifepoint Enhancements

Now available in Lifepoint (the Laboratory's tool for accessing lab results online from any PC with Internet access), is a new Clinician Drop Down display feature on the Inbox screen. This allows the users to select results to populate only for a specific clinician. This will help to better manage the new results.

Coming soon: a pending status will soon appear in Lifepoint, which indicates that we've received the specimen and the test(s) has been ordered. Having this new pending status will improve patient care management, giving you the ability to view and confirm your lab order request on the same day it was received.

Lab Service Reminders

- If your office will have a change in hours due to a weather emergency, please contact Wendy Daigle at *wdaigle@partners.org* or 617-243-5898, or Customer Service at 617-243-6300.
- To help ensure the rast testing desired is properly ordered, we have a special rast test requisition available for you to attach to your standard lab requisition. The form may be downloaded at *www.nwh.org/lab*. Click on the Client web page, then go to Forms, or contact us at *nwhlabcustomerservice@partners.org* or 617-243-6300.
- When ordering a RSV (Respiratory Scyncytial Virus) test, a nasal wash/aspirate will provide the optimal specimen collection, as opposed to a swab. If the screen is negative, the specimen is sent out for confirmation. A wash contains more of the cells needed for the confirmation testing than a swab does.
- To avoid a potential duplication of a medical record, please ensure the correct spelling of the patient's name is provided on the lab requisition and matches the patient name on the specimen label.

Contact Us:

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Compliance Corner

Medicare and other third party payers will only pay for those tests that are medically necessary (MN) for the diagnosis and treatment of a patient as determined by the ICD-9 codes that accompany the test requisition. In order to ensure compliance with various billing regulations, the Laboratory requires authorized clinical staff to provide accurate ICD-9 code(s) or narrative diagnosis for all lab tests ordered on the requisition. For ease of use, the Laboratory requisition was recently revised to include a partial reference list of ICD-9 diagnosis codes and descriptions on the back page of the requisition. This partial reference list was assembled from our most commonly reported diagnosis for lab tests. Please remember that the diagnosis information you provide on the requisition must appear in the patient's medical record to support payment. For Laboratory requisitions, please contact us 617-243-6300. For a complete listing of all ICD-9 codes, please refer to the ICD-9 Manual or visit the Centers for Medicare and Medicaid (CMS) Web site at *www.cms.gov/icd9providerdiagnosticcodes/*.

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