

# Newton-Wellesley Hospital's LAB REPORT

Spring 2008

## Two Patient Identifiers

- The Joint Commission and College of American Pathologists (CAP) require all laboratories to address National Patient Safety Goals (NPSG) regarding the presence of two patient identifiers during all phases of specimen collection, analysis and resulting.
- All specimens and requisitions arriving at the Newton-Wellesley Hospital Laboratory must be labeled with two positive patient identifiers.
- Unlabeled or mislabeled specimens and requisitions will be canceled. The ordering provider will be notified and incident reports will be filed in the Safety Reporting System (SRS).

## Office Manager Luncheon

The Newton-Wellesley Hospital Laboratory invites all office managers to our next luncheon on **Wednesday, May 21, 2008 from noon - 1:00 pm**. This luncheon will be held in Newton-Wellesley Hospital's Bowles Conference Room #1 on the second floor of the main hospital. This is a great opportunity for your office to receive information about both the Laboratory and Radiology Departments. Please RSVP to Nichole Cordon, Marketing Associate at 617-243-5898 or [ncordon1@partners.org](mailto:ncordon1@partners.org).

## Ambiguous Laboratory Orders

We call these test orders ambiguous or unclear orders. These tests have specific CPT codes. Please help by ordering the specific test.

Ambiguous Order	Test Name	Order Code
PSA	PSA Diagnostic PSA Screening	PSAD PSAS
CRP	Reactive, Inflammatory High Sensitivity CRP, Cardiac	CRPROT CRPROTHS
Thyroid Antibodies	Thyroglobulin antibodies Antithyroid peroxidase antibodies	THYG THYP
Guicac or Occult blood	Occult blood, feces (Screening for colorectal cancer) Occult blood, feces (for symptomatic patients)	SOCCS SOCCD



NEWTON-WELLESLEY  
HOSPITAL

PARTNERS  
HEALTHCARE

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL  
AND MASSACHUSETTS GENERAL HOSPITAL

## New Courier Service: NOW Delivery

The transition of our new courier service has been a success! We have been receiving positive feedback from our clients regarding the NOW Delivery, which has been implemented for three months. Punctuality, professionalism and reliability have and continue to be seen each day. We have optimized routes, which has helped the specimen flow through the Laboratory and decreased the bottlenecking of specimens at certain times of the day. Pick ups and drop offs by the courier are expected within 15 minutes of the scheduled time.

If you have STAT request and/or non-scheduled pick ups, please call Customer Service at 617-243-6300. If you currently do not have scheduled pick ups, we would be happy to accommodate your needs and place you on our schedule. Please call Nichole Cordon, Marketing Associate at 617-243-5898.

## Faxing Laboratory Orders, Add-Ons and Verbal Orders

**Please fax your Laboratory orders to 617-243-6309.**

In the event that you need to add-on to an existing lab specimen(s), we will accept your request provided that it meets the testing requirements. Our policy for add-ons is to receive a fax request at 617-243-6767. Please note: If you call Customer Service for an add-on, they will advise you to fax your request. Remember to include the patient's full legal name, patient date of birth, supporting diagnosis and a contact phone number where you can be reached.

A verbal order will occasionally be accepted and must be followed by written orders sent to the Laboratory within 24 hours or on the next business day. The order must contain the patient's full legal name, date of birth, test(s) you verbally ordered, a supporting diagnosis and the ordering physician. The criteria for a verbal order is meant for situations when a physician has no means of obtaining a Laboratory requisition or written order form and the Laboratory does not have an existing specimen for the patient. Please contact Customer Service at 617-243-6300 to request your verbal order. *(Verbal orders are not accepted for any Blood Bank request).*

## New Lab Requisitions

Our laboratory clients have received an electronic copy and/or are about to receive a hard copy of a letter explaining the changes and improvements to our lab requisitions and the reasons behind those changes.

For instance, we have highlighted in yellow required fields for authenticated orders. These fields include: full name, date of birth, gender, ICD-9 Diagnosis, order date and MD signature. Furthermore, patient information such as: name, date of birth, gender, address and phone number is on the left side and all insurance information is on the right. The electronic letter included a PDF file of the new requisition attached to the email; the standard mail letter will also include a colored sample of the new requisition.

These mailings should help in the transition to the updated lab requisition and reduce questions and confusion. We encourage all clients to finish their stock of old requisitions. As your stock runs low, please call Customer Service to order your custom requisitions. Our goal with this new requisition is to improve required patient information and service, along with lowering our denial rate.

## Update on New Technology

The Chemistry Laboratory is pleased to announce a new analyzer from Siemens Diagnostics – the Immulite 2000. With this analyzer, we are able to offer in-house allergy testing. We have started with more than 60 allergens and will continue to bring additional allergy testing in-house. Correlation studies at our Laboratory have been conducted, which included approximately 200 evaluations of patients in our Laboratory.

The studies resulted in exceptional correlation with no findings of statistically significant differences with Mayo method and faster turn around times. After additional evaluations, we will also offer other specialty tests, including insulin, alpha-fetoproteins, Beta 2 microglobulins, DHEA-sulfates, thyroglobulin antibodies and antithyroid peroxidase antibodies.

### Contact Us:

#### Client Services

Tel: 617-243-6300

Fax: 617-243-6767

email: [nwhlab@partners.org](mailto:nwhlab@partners.org)

#### Sales and Marketing

617-243-6069