

Newton-Wellesley Hospital's LAB REPORT

Summer 2009

Newton-Wellesley Lab Goes Live with New Interface Service

The Newton-Wellesley Lab recently went live with the department's first electronic medical record (EMR) interface for clinicians not utilizing the Partners LMR. Dr. Eugenia Marcus' pediatric practice at Newton-Wellesley (early adaptors using the NEXTGEN EMR) are now directly receiving Lab results performed at Newton-Wellesley into their NEXTGEN system. This is the first of many interfaces we will be completing with physicians and Lab clients outside of the Partners LMR network.

As profiled in our previous edition, the Lab has contracted with Lifepoint Informatics to provide a results and Lab ordering Web portal and EMR interfacing service. These services are under the leadership of our Lab Informatics Coordinator, Meghan Mollohan. If you would like more information on Lifepoint or any of our Lab service offerings, please contact Wendy Daigle, Lab Outreach Program Manager at 617-243-5898 or wdaigle@partners.org.

New Pathologist Joins Newton-Wellesley Laboratory

We are pleased to announce that **Kenan J. Sauder, MD**, has recently joined the Newton-Wellesley Department of Pathology.

Dr. Sauder received his bachelor of arts degree in biology from Goshen College in Goshen IN, and his medical degree from Case Western Reserve University School of Medicine in Cleveland, OH, where he subsequently completed his anatomic and clinical pathology residency

training. He has also completed a fellowship in cytopathology at Massachusetts General Hospital and a fellowship in gastrointestinal pathology at the Ameripath Institute of Gastrointestinal Pathology in Cleveland, OH.

Dr. Sauder is the Medical Director of Surgical Pathology and will work closely with the Lab physician team. His expertise in gastrointestinal pathology will add additional specialization within the department.

Welcome to our New Lab Clients

The Newton-Wellesley Hospital Lab has recently begun providing services to several new clinician groups and providers:

- The Surgical Center of Waltham
- Drs. Smith & Stewart Associates
- Kramer OB/GYN Associates
- Spaulding Wellesley
- Golden Living Center West Newton

We look forward to working with and building closer relationships with all of our clinician groups and clients.



NEWTON-WELLESLEY
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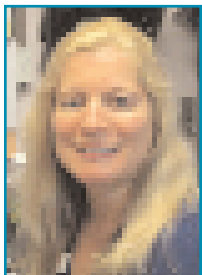
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Other News & Reminders

- If you are faxing information to our Microbiology Department, you may now fax directly to the Department at fax number 617-243-5627.
- Please contact Wendy Daigle when a clinician is joining or leaving your facility. We can then help to ensure a smooth transition with obtaining lab reports.
- When sending a patient to a Newton-Wellesley Patient Service Center (PSC) for tests that include the collection of a urine sample, please advise the patient prior to arrival. All specimens that are dropped off by the patient should be in a bio-hazard bag, with the req on the outside pocket. We frequently get specimens not in bags that are hand carried by patients. This is dangerous for both the patient and our staff. Please contact us at 617- 243-6300 if you need the proper transport supplies.
- We have Lab information for patients that includes location and hours of operation for our public Patient Service Centers posted on the Internet at www.nwh.org/lab.

Lab Family Spotlight

In every business, there are behind-the-scenes staff; those you may never meet or even speak with, but whom are vital to ensuring that things run smoothly. We recently asked our staff if they would be interested in volunteering to introduce themselves in The Lab Report— and the response has been very positive. Beginning in this issue, we will be highlighting a Newton-Wellesley Lab “family” member.



Helen Tracey,

Administrative Assistant to Laboratory and Radiology

Communication, whether it's internal or external, is key to Helen's role in helping these large departments run smoothly. The Notes From Pathology that you may receive is sent by Helen. She also created and now maintains our New Employee Orientation to the Lab program, which is an essential part in making our new employees feel welcome before starting their assignments.

Helen has been at NWH for seven years. When she was asked what keeps her here, she replied, “The people. I can see that they are caring individuals and when you work with people like these it brings out the best in everyone.”

Contact Us:

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Compliance Corner

All information captured on the yellow highlighted fields of the NWH Laboratory Requisition is required for authentic laboratory order. These fields include:

1. Patient Full Name
2. Patient Gender
3. Patient Date of Birth
4. Patient Diagnosis
5. Order Date
6. MD Signature

Based on a recent internal audit to review the compliance of required information on Laboratory Requisitions, the three yellow fields most commonly missing information are:

1. Order Date
2. MD Signature
3. Patient Gender

We are required by regulatory agencies such as CMS, CAP and Joint Commission to obtain laboratory orders with accurate patient identification, correct clinical diagnosis, exact order date and a hand-written provider signature. In the case of missing information, appropriate laboratory staff are required to call the ordering location or physician and obtain the information before further processing that lab order.

Please remind staff of the importance of providing all the required information on NWH Laboratory Requisitions for improved compliance, accurate testing and quick turn-around times.