

# Newton-Wellesley Hospital's LAB REPORT

Winter 2010

## Newton-Wellesley Lab Interfaces with Additional EMR Systems

Interface developments for clinicians not utilizing the Partners LMR continue and we are pleased to announce that we have completed an interface with eClinical Works for Roger Spingarn, MD and Jonathan Benjamin, MD.

The interface is part of a larger hub and spoke model for The Pediatric Physicians Organization at Children's (PPOC), under which several more pediatric practices will also become interfaced to the Lab. The Lab has the ability to interface lab results to most types of EMRs through the interfacing services of Lifepoint Informatics. For more information about accessing Lab results electronically, please contact Wendy Daigle, Lab Outreach Manager at 617-243-5898 or [wdaigle@partners.org](mailto:wdaigle@partners.org).

## Ordering Lab Tests in EMR Systems

As EMR systems become more widely implemented throughout health care provider settings, the desire to order lab tests through the EMR is increasing. We have worked with eClinical Works and Nextgen EMRs to develop a requisition (req) that has our required fields and test codes. Rather than handwriting a NWH Lab req, users may order labs from the EMR screens and print a requisition to accompany the patient or specimen to the Lab.

A pilot is currently underway with the Partners LMR system for the ability to order tests and print reqs in the End of Visit module. If you are interested in implementing an EMR req, please contact Wendy Daigle.

## New Third Generation TSH Testing Implemented

On January 14, the NWH Lab implemented a new, improved third generation TSH [TSH] assay. Low TSH levels using this highly sensitive new assay will now be reported down to 0.008 uIU/mL. The normal range for TSH will also change for the new assay from 0.35 - 5.50 uIU/mL to 0.55 - 4.78 uIU/mL.

When the TSH with Reflex [TSHR] is ordered, a FT<sub>4</sub> will be performed on all abnormal TSH results. If the TSH is very low (<0.10) in addition to the FT<sub>4</sub>, a FT<sub>3</sub> will reflex on a non-elevated FT<sub>4</sub>.

If you have any questions or concerns about this new assay, please contact either Diane Mullen, Chemistry Supervisor at 617-243-6520 [dmullen2@partners.org](mailto:dmullen2@partners.org) or Dr. Michael Misialek at 617-243-6854 [mmisialek@partners.org](mailto:mmisialek@partners.org).

## New Patient Service Center Location Open

For added patient convenience a new Patient Service Center is now open at **173 Worcester Street in Wellesley**.

Hours of operation are Monday through Friday, 8:30 am to 5:00 pm. Telephone: 781-237-3007.



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## Outreach Client Website Now Available

Please visit our new Outreach Client web site at [www.nwh.org/lab](http://www.nwh.org/lab) for access to Lab forms, specimen collection information, Patient Service Center locations and hours of operation and other Lab service offerings.

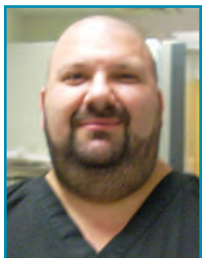
## Communicating Orange and Yellow Alert Values via Veriphy

Beginning last March, the Microbiology Department started using the Veriphy system for physician notification for a select list of “Orange” and “Yellow” alert values as a means of improving patient safety and enhancing our clinical notifications.

Our pilot study has been very successful and we are now looking to expand the test list in 2010 to include things such as High Grade Squamous Intraepithelial Lesions, positive Mono tests, HBSAG positive and Lyme confirmation tests. We will send out advance notice when these tests will be added to the Veriphy system. As always, we will continue to call all “Red” critical lab values directly to the ordering physician or facility.

## 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. In each issue, we will be highlighting a Newton-Wellesley Lab “family” member.



**Adam Miller,**  
Medical Lab Technician

I've been a medical lab technician for 11 years, nine of which have been spent at the Newton-Wellesley Lab. I love working here because of the overall positive attitude of the entire staff. I like to keep humor alive and well in the Lab because smiles are good for morale!

## Contact Us:

### Client Services

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## Compliance Corner

In order to maintain the required documentation of all test orders performed by our laboratory services, please remember that:

- **Verbal Orders** are only acceptable during urgent or off-hour circumstances. Verbal Orders must be followed up by a faxed order within 24 hours. Verbal Orders are not acceptable for Blood Bank requests.
- **Add-on Requests** also require a follow-up fax, using the yellow copy of the NWH Lab Requisition. The faxed requisition for add-on tests must include any additional supporting diagnostic data related to the added test(s).

Please remember to provide the **Patient's Full Name** and **Date of Birth** for accurate patient identification.

Required documents for both Verbal Orders and Add-on tests can be faxed to our Customer Service Representatives at **617-243-6767**.