

GENERAL INFORMATION

A. ORGANIZATION AND ACCREDITATION:

1. Clinical Pathology: Includes Urinalysis, Hematology, Microbiology, Clinical Chemistry, Immunohematology, Serology and Shipping.
2. Anatomic Pathology: No Anatomic Pathology is performed on-site; all specimens are packaged and shipped to reference laboratories.
3. The R. W. Bliss Army Health Center Laboratory is accredited by the College of American Pathologists (CAP) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

B. LABORATORY LOCATION, HOURS, AND STAFFING:

1. Regular duty hours with full staff are Monday through Friday, 0700-1630.
2. On weekends, holidays, and after regular duty hours, laboratory personnel are on-call to support the Prime Time Clinic.
3. Outpatients are accepted at the phlebotomy room from 0700-1630 hours, Monday through Friday. Military physical exams have priority from 0700-0730. Laboratory personnel are available for phlebotomy assistance on weekends and holidays for emergencies only. Providers are encouraged to refer all outpatients to the laboratory for phlebotomy during regular duty hours.

C. LABORATORY REQUESTS:

1. Clinical Pathology: Laboratory procedures will be performed upon receipt of a proper laboratory request. In-house providers will submit orders through CHCS. Sierra Vista and local area providers must provide a written laboratory request, preferably on the R.W. Bliss Laboratory Request Form, RWBAHC 496 (DP), see appendix A. All written orders must include the following information:
 - a. Patient Name
 - b. Patient SSN and FMP
 - c. Provider Name
 - d. Provider Office Phone Number and Fax Number
 - e. Presumptive Clinical Diagnosis or the correct ICD-N code

Please ensure all written requests are legible. Correct test orders and specimen submission are the direct responsibility of the requesting clinician. Only providers credentialed as a member of the medical staff, and local area providers, are authorized

to order laboratory tests. Laboratory requests from providers outside the local area will be forwarded to a staff provider for verification and order.

2. Specimen Submission & Identification:

- a. When submitting specimens to the laboratory, send them in the proper collection container. For safety reasons, any specimen container showing evidence of leakage (e.g. sputum for TB cultures, urines, and drainages) will be autoclaved immediately without processing.
- b. Specimens must be labeled with the following information:
 - (1) Patient's last and first name
 - (2) FMP/SSN
 - (3) Date of collection
 - (4) Time of collection
 - (5) Requesting Location
 - (6) Collector's initials
 - (7) Source for cultures
- c. Incomplete and improperly labeled specimens result in serious identification errors and testing delays and may be rejected by the laboratory.

3. Legal Blood Alcohol: Legal Blood Alcohol levels are ordered upon Military Police or Unit Commander request. It is critical that correct specimen collection and submission procedures are followed. Consult the R. W. Bliss Policy Letter on Sobriety Examinations and Legal Blood Alcohol Determinations for proper specimen collection procedures and form (see Appendix B).

4. If CHCS is down: See CHCS downtime SOP in Appendix C for procedures and specimen submission requirements when CHCS is not operational. The following laboratory order forms should be used during this time:

Miscellaneous SF 557
Serology SF 551
Chemistry SF 546
Hematology SF 549

Laboratory order forms may be requested from the MEDDAC Publications Office.

- a. Each laboratory slip must contain the following information:
 - (1) Patient first and last name
 - (2) FMP/SSN
 - (3) Requesting location

- (4) Name of Provider
- (5) Tests requested
- (6) Collection date/time
- (7) Initials of Phlebotomist
- (8) Source for cultures

5. Anatomic Pathology Test Submissions:

- a. All Anatomic Pathology testing is sent to reference laboratories. Bring specimens to the Laboratory front desk as soon as possible after obtained. Specimens received in the laboratory before 1030 will be shipped that day. We ship AP specimens five days a week, M-F.
- b. Label PAP slides on the end of the slide with the patient's name and last four of the SSN. Fix smears with commercial spray fixative while smear is still wet. Each PAP slide must be accompanied by a completed SF 541. Please ensure all handwriting on the request is legible.
- c. Submit surgical specimens in screw top, leak resistant containers (call laboratory for stock numbers). Specimens will NOT be submitted in urine specimen cups or containers with snap-top lids. Fill the container with enough 10% formalin to ensure the specimen is covered.
- d. Label surgical specimens with the patient's name, full SSN with FMP, a short description of the specimen (thyroid, vas deferens, etc), and date and time the specimen was collected. Each specimen must be accompanied by a completed SF 515. Please ensure all handwriting on the request is legible.
- e. Label non-gyn cytology specimens (including FNAs) with the patient's name, SSN and FMP, the specimen source and description, and date and time obtained. Each specimen must be accompanied by a completed SF 541. Please ensure all handwriting on the request is legible.
- f. See the Anatomic Pathology section, page 15, for complete specimen submission information.

D. TESTS REQUIRING APPOINTMENTS, COORDINATION, OR PREPARATION:

- 1. Oral Glucose Tolerance Test (call laboratory for appointment).
- 2. Semen Analysis and Post Vas Semen Analysis (send patient to laboratory for appointment and instruction sheet).
- 3. Lipid Profile (and any other fasting tests).

4. Bordetella pertussis cultures
5. All FNA Testing (at least one day notice)
6. All bone marrow submissions and flow cytometry requests must notify the laboratory at least one day in advance.

E. REFERENCE LABORATORIES:

1. Tests not performed in this laboratory are shipped to a Department of Defense Medical Command (MEDCOM) Reference Laboratory. If a study is requested that is not performed within the MEDCOM Reference Laboratory System, the specimen may be sent to a contracted civilian reference laboratory. Compendiums of tests available through these reference resources are available in the laboratory or consult Lab Test Inquiry in CHCS (^LTI) for reference ranges and collection instructions.
2. We only ship to CAP (College of American Pathologists) accredited laboratories. For a list of common ship-out tests and expected turnaround times, see Appendix D.

F. REQUEST CATEGORIES:

1. ASAP: Turnaround time of approximately two (2) hours. This category is reserved for tests needed on a rapid, but non-emergency basis. " Patient Waiting" requests fall into this category. In CHCS, choose the selection of ASAP in the Processing Priority field. The system will recognize if the ASAP is available for that test. **If you require a quick test result, call us. We will do our best to perform that test as quickly as possible.**
2. ROUTINE: Turnaround time up to eight (8) hours (or next scheduled work day) for in-house tests, one to four weeks for tests sent to reference labs (see Appendix D).
3. STAT testing is not available. However, if you require a quick result, call the lab and we will do our best to accommodate you.

G. RESULTS REPORTING:

1. ASAP requests will be reported by telephone to the healthcare provider. All critical values will also be reported by telephone. Critical values and reference ranges can be found by using the Lab Test Information (^LTI) function in CHCS.
2. Results will be given only to authorized medical personnel. Laboratory personnel will not release results to patients. Patients requesting results will be told to contact their provider or be referred to the Patient Administration Division (PAD).

3. Clinic personnel are asked NOT to call and request results by phone. These requests often lead to incorrect transmission of results and also delay in completion of the laboratory work. Ensure that the CHCS system is checked for the status of results prior to making any phone calls.
4. All reference laboratory results will be entered into CHCS the same day they are received. An original hard copy of the results will be forwarded to the medical record and requesting provider.
5. Local area provider results are distributed daily. Every afternoon a laboratory courier places daily laboratory results in the provider mailboxes located in the Physician Charting Room at Sierra Vista Community Hospital. We also deliver results daily to Sierra Vista Oncology. We fax or mail results to providers who do not have a box at SVCH.
6. Results distribution when CHCS is down: see appendix C.

H. PHONE NUMBERS

Front Desk/Reception	533-2918/5163
Hematology	533-5163
Chemistry	533-1404
Urinalysis	533-3327
Microbiology	533-5667/5163
Serology /Immunochemistry	533-8467
Shipping	533-2740
Laboratory QI/QA	533-1403
Laboratory Secretary	533-1407
Laboratory NCOIC	533-8468
Laboratory Manager	533-1402

Please call us if you have any requests, suggestions, problems, or compliments.