

Requests/Reporting

Requests for Laboratory Services

A written order to request the performance of a laboratory test can be initiated by the following parties:

- Staff physicians and dentists who have been granted hospital privileges at St. Cloud Hospital
- A doctor of medicine (MD) or doctor of osteopathy (DO) who is not a member of the medical staff at St. Cloud Hospital, or a non-physician who has authorization from the medical staff and administration to request support services, provided that the following information is obtained:
 - Physician's or non-physician's name, state of licensure, and license number
 - Business address
 - Business telephone number
 - Written request for testing

Submit a signed order from a physician (MD or DO) or an order telephoned in advance by an agent employed by such physician. Oral requests for laboratory testing are permitted only if followed by a subsequent written order within 30 days.

In addition to performing laboratory testing, CentraCare Laboratory Services (CCLS) offers phlebotomy and specimen collection services at all 3 sites.

Hours of Operation		
Site	Week Days	Weekends
CCLS Rivercampus	24/7 No appointment is necessary	24/7 Special circumstances
CCLS Plaza	Monday-Friday 7 a.m. to 5 p.m.	Saturday 8 a.m. to 12 p.m.
CentraCare Clinic Rivercampus	Monday-Friday 7 a.m. to 5 p.m.	Saturday Not open.

Customer Service	
Site	Phone Number
CCLS Rivercampus	320-255-5999 or 320-255-5632

Test Ordering and Resulting for St. Cloud Hospital Care Centers and Outpatient Departments

The computer system at St. Cloud Hospital provides for order entry and results reporting of laboratory tests.

Ordering Laboratory Tests

All laboratory tests performed in Chemistry, Cytology, Hematology, Histology, Urinalysis, Microbiology, Specimen Referrals, Serology, or Transfusion Service are requisitioned through the Epic hospital information system. Tests in these departments are requested using the laboratory orders function.

The user orders appropriate test by answering prompts for patient's name, physician, desired test, priority (STAT), and/or desired time and date of collection. Certain tests require additional information which the operator is prompted to supply. Orders placed for cultures require resulting a prompt for "source of culture." Consult the computer manual on the Centranet for additional information.

After desired test is ordered in Epic, an order passes into Beaker laboratory system/collection manager. A qualified laboratory phlebotomist collects the specimen.

When ordering a test on a specimen that has already been collected, please indicate under "Special Instructions" that the specimen is already in the laboratory.

Epic hospital information system provides a method of tracking the status of a specimen from ordering through resulting.

Laboratory Results

Test results for all tests requisitioned through the computer are available for online viewing through Epic.

Reflex Testing

CCLS performs reflex testing for the following tests:

- Acceptable sputum grading reflexes to sputum culture
- Reactive hepatitis C virus antibody reflexes to hepatitis C Virus RNA Detection and Quantification by RT-PCR (HCVR)
- Reactive HIV reflexes to Western blot
- Reactive RPR reflexes to FTA
- Lupus inhibitor reflexes to mixing studies if screening test is abnormal

- Fluorescent antinuclear antibody ≥ 3 units reflexes to extractable nuclear antigens and anti-DNA
- CSF WBC > 5 reflexes to a CSF differential
- Automated CBC differential reflexes to a manual Differential when certain specific flags are generated from the instrument
- Reactive Lyme serology reflexes to Western blot
- Positive Rosette reflexes to Kleihauer Betke Smear
- Positive DAT on HDN workup reflexes to Eluate if mother has history of antibody or no history of negative screen
- Positive antibody screen reflexes to Antibody ID
- Positive IgG DAT reflexes to an Eluate
- DAT C3 always added to DAT IgG order on adult samples
- Positive auto control on an antibody ID reflexes to a DAT IgG and C3
- Warm autoantibody workup for antibody ID reflexes to warm adsorption if patient not pregnant or transfused within previous 3 months
- Significant antibody ID's reflex to antigen typing for units assigned to patient.
- Significant antibody identification reflexes to antigen testing patient unless previously done
- Positive antibody screen reflexes to AHG crossmatch
- Significant organisms grown on culture are reflexed to antibiotic sensitivity testing
- UMAC (Chemstrip dipstick) reflexes to a UMIC Urine microscopic) if urine is not yellow, character Is not clear, specific gravity is >1.030, glucose is >2+, or protein or occult blood is > trace, and/or if Leukocyte esterase or nitrite is positive

Histology and Cytology Department

Ordering Laboratory Tests

Order entry for Histology and Cytology tests is computerized through Epic. Any questions regarding handling, delivery, or fixation of tissue specimen, call extension 57307 or 55632, or the pathologist on call.

Reporting Tests

After Histology and Cytology reports have been signed by a pathologist, results are available via the Epic hospital information system.

Autopsies

Refer to "Autopsy Decision" on the Notification Flow Sheet and Autopsy Authorization Policy located on Centranet.

Autopsies are not performed at St. Cloud Hospital. Autopsy services are contracted to Midwest Forensic Pathology (MFP) at 763-236-9050.

Test Ordering and Resulting for Clinics

Test Request Forms

The CCLS Outreach Request Form provides easy check-off for ordering Chemistry, Hematology, Urology, Serology, Blood Bank, and Microbiology tests. Pathology and Cytology tests are requested on the Anatomic Pathology Request Form and the Pap Test Request Form.

Check (x) tests desired in the area to the left of the test name, and provide the ICD-10 codes that endorses the medical necessity of the test. An area is provided on the CCLS request form to request tests not found on the request form. Please indicate the date and time specimen was collected in area provided. Also, include source of specimen if other than blood.

Always complete the request form with the following patient demographic information:

- Full name
- Medical record number
- Date of birth
- Sex
- Referring physician

When submitting forms for Medicare or Medicaid billing, also include the following information in addition to the above:

- Patient's complete home address
- Patient's telephone number
- Medicare/Medicaid number
- ICD-10 code/narrative diagnosis for each test requested
- Additional insurance
- If additional insurance, include name of the policyholder, group, and certificate number


When submitting forms for other third party or direct patient billing, include the following additional information:

- Patient's complete home address
- Patient's telephone number
- ICD-10 code/narrative diagnosis for each test requested
- Insurance company name
- Group and certificate number
- Policy holder's name, date of birth, and employer
- Any additional insurance

Also, please provide the spouse's name on the Anatomic Pathology Request Form and Pap Test Request Form.

Results Reporting

Specimens are accessioned upon receipt into the laboratory, and testing is performed at the next available opportunity. Test results are entered into the computer reporting systems as soon as they have been verified.



Reporting times vary depending on the nature of the request and amount of time required to perform the test. Most reports are returned within 24 hours after the specimen has been received in the laboratory. Certain procedures are not performed daily.

Each report includes the patient's name, physician, medical record number, collection date and time, test name, test result, and reference values where appropriate. (All reference values are for adults unless otherwise indicated.)

STAT results and significant abnormal results (see Call-Back Critical and Toxic Value Levels list in General Information) are telephoned to the client. All other results can be called to the client upon request.

Test Turnaround Time (TAT)

This catalog lists the days in which the test is set up as a guide to expected analytical turnaround times (TAT). The indicated TAT represents the average time involved from when the specimen is received in our laboratory until the test result is available in the computer. Repeated tests take additional time. Since different clients are utilizing different reporting options (fax, off-site printer, courier delivery of hard copy) and various printing schedules, clients may need to call CCLS to obtain results within the indicated TAT.

Supplies

A variety of supplies necessary for procuring specimens are furnished, free of charge, through CCLS. These include request forms, Vacutainer needles and tubes, Cytology kits, and Culturettes. When ordering, please use the supply order forms provided and allow at least 48 hours for supply delivery.

