

ST. JOSEPH'S/CANDLER LABORATORY OUTREACH

Client Service Department

Our Client Service Department has representatives who are trained to provide you with information concerning:

- Test turnaround times
- Patient test results
- Test Add-ons
- Specimen requirements and handling procedures
- Billing Policies
- Courier services

Our Client Service Department is available Monday-Friday, 8:30 AM-5:30PM. We may be reached by dialing 912-819-8440. In order that you may receive fast, efficient, and problem-free service, we ask that you provide us with the patient's name, date of birth, date of collection and tests required.

We will repeat a test without charge whenever, in the physician's opinion, the result does not correlate with the patient's clinical profile. Please let us know as soon as possible after the original result is reported.

When requesting additional testing on a specimen of sufficient volume and stability after initial testing has been completed, contact Client Services. We must obtain written authorization for each test we perform. Client Services will send a request for written confirmation of verbal test requests.

STAT Testing

Selected tests are available on a STAT basis. STAT procedures are processed upon receipt and results are available upon completion via automated printing or fax.

Result Reporting

Specimens are processed upon receipt. Reporting times may vary, depending on the nature of the test, the analytical time required for the procedure and the method of reporting. Analytical times are available via the Procedural Listing or you may contact our Client Services Department. Please use the requisition to indicate special requests for result reporting such as auto-faxing upon completion when your facility has set print times.

When critical results are detected, we will contact your facility by telephone.

Supplies

Supplies necessary for the collection and forwarding of specimens to our laboratory (i.e., vacuum tubes, needles, urine collection containers, etc.) are furnished at no charge. Initially, our Service Representative or Couriers will bring the appropriate supplies and test requisition forms to your office. Supplies may be requested on the internet at the St.

Joseph's/Candler website, using the supply requisition, or calling our client service department.

Convenient Test Requisition

Please check the portion of the lab request form to be sure that your account and physician information are indicated so that your results may be returned to you without delay.

Use one requisition for each patient.

Specimen Identification

All specimens submitted must have at least two patient identifiers. The patient's name and a second patient identifier

- Date of birth
- Social Security number
- Other unique identifier that is also included on the test requisition.

Use universal precautions when handling specimens containing blood or other potentially infectious material.

Lab Request Form Instructions

1. PRINT patient's name, address, phone, social security number, sex, and date of birth.
2. Indicate date and time specimen was collected, and name of person that collected specimen.
3. Check appropriate box for billing (your office may have different options).
4. Complete the entire shaded section if St. Joseph's/Candler is billing your patient or any third party (insurance, Medicare, or Medicaid). Alternatively, you may attach a copy of the patient's insurance card or a patient face sheet that includes all of the necessary billing information.
5. Indicate the diagnosis.
6. Clearly mark appropriate box(es) for any tests requested. PRINT legibly for miscellaneous test requests. Requisitions may be customized at your request for tests your offices frequently request that are not a part of the standard requisition list.
7. Detach back copy of request form for your records. Place labeled specimen(s) in zippered pouch of transport bag and seal securely. Place request form in open pouch of transport bag.