



## SPECIMENS

### Specimen Labeling

Asante Health System's policy states that all specimens received for testing must be correctly and adequately labeled at the time of collection, to assure positive identification. Specimens must have **two** person-specific identifiers on the patient label. **We use the patient's legal first and last name and date of birth.** Specimens are considered mislabeled when there is a mismatch between the person-specific identifiers on the specimen and information accompanying the specimen (e.g., computer system, requisition form, additional paperwork). Specimens received without two patient-specific identifiers will be subject to rejection. Your office will be notified immediately upon receipt of improperly labeled specimens.

### Specimen Rejection

Specimens are subject to rejection if they are not labeled with **two** person-specific identifiers at the time of collection or if the requisition does not match the specimens.

All tests are unique in their specimen requirements. To avoid specimen rejection or delayed turnaround times, please check the "Specimen Requirements" field for each test ordered in our test catalog.

You will be notified of rejected or problem specimens upon receipt.

### Common Reasons for Specimen Rejection

- Hemolyzed and Lipemic Samples
- Incorrect specimen type (plasma, serum, whole blood, etc.)
- Incorrect specimen volume (quantity not sufficient)
- Missing patient information
- Mislabeled specimen
- Incorrect specimen container (wrong tube, swab, transport media, etc.)
- Incorrect temperature (ambient, refrigerated, frozen)
- Incorrect processing (samples not centrifuged, aliquoted, etc.)

### Specimen Volume

Preferred volume has been established to optimize testing and allows us to quickly process and test specimen containers. Many of our testing processes are fully automated and our preferred volume allows for the quickest turnaround times. Please check the "Specimen Minimum Volume" field for each test ordered in our test catalog.

We will make every possible effort to successfully test your patient's specimen. Our staff will discuss any problems with you to get the best possible outcome for your patient.

## Veterinary (Animal) Specimens

We accept animal specimens for testing.

# TEST INFORMATION

In accordance with Oregon State Statute, laboratory testing must be ordered by and reports delivered to persons authorized to use the results. This includes physicians, physician assistants, chiropractors, naturopaths, nurse practitioners, certified midwives, dentists, and ophthalmologists.

## Testing Requisitions

All laboratory orders should be on a requisition. Requisitions can be faxed, submitted electronically, or brought to a patient service center by a patient.

Requisitions held by us will remain available for one time use for one year. Standing orders will be current for one year or a certain number of uses, whichever comes first.

Customized laboratory requisitions are available upon request. Contact the laboratory marketing specialist to discuss custom requisitions or electronic ordering options.

## Telephone Orders

Phoned in orders will be accepted, but written documentation is required within thirty days of the request. A form letter will be sent to your office requesting your verification.

## Testing Priorities

- **STAT**  
A STAT request indicates a potentially life threatening situation and is given the highest priority treatment. As soon as STAT tests are completed, results are communicated to the ordering provider. If you are set up to receive reports by fax, the results will be sent automatically.
- **ASAP**  
If a quick response is needed for an urgent but not life threatening situation, ASAP requests will be given priority after STAT requests. As soon as ASAP tests are completed, results are communicated to the ordering provider. If you are set up to receive reports by fax, the results will be sent automatically.
- **Routine**  
Routine testing will be processed after STAT and ASAP testing. If you are set up to receive results by fax, your reports will be batched and sent on a schedule.

## Turnaround Times

We are committed to providing the fastest testing times to improve diagnosis and treatment of your patients. Please consult our test catalog for expected turnaround times for individual tests.

## Referred Tests

Those occasional tests not performed at our facilities are referred to another laboratory that meets our stringent quality standards. Our primary reference laboratory is Mayo Medical Laboratory located in Rochester, Minnesota. We will select and use qualified, licensed reference laboratories to perform needed testing that is not performed at our facilities or at Mayo Medical Laboratories.

You may, for medical reasons, request that a test on a patient be performed by a specific reference laboratory. We will honor these requests if they are clearly indicated on the test requisition submitted at the time of service and the requested laboratory meets our quality standards. We do, however, reserve the right to have our medical director discuss the reason for the request with the ordering provider. For testing sent outside of our reference laboratory system, the patient may be directly billed.

## Reflex Testing

We identify tests that reflex to additional testing when medically appropriate. In many cases, we may offer components of reflex tests individually as well as together. You should familiarize yourself with the test offerings and decide whether to order a reflex test or an individual component.

Reflexive testing will be performed when required by laboratory accrediting agencies or state and federal mandates.

## Common Reflexed Tests

- HIV
- CBC
- Hepatitis Testing
- Body Fluid Cell Counts
- Cultures
- Urinalysis
- Blood Bank Testing

Please inform your patients that additional costs may be assessed when reflex testing is performed.

If you do not want reflex testing performed, you may state so on the laboratory requisition.

## Reference Ranges

We have established reference ranges for all our testing. We frequently report gender and age-related reference ranges. By providing your patient's gender and date of birth on the requisition, you will receive the appropriate reference range with your report. Requisitions without a date of birth will default to the adult reference range.

## Chain of Custody

Chain of custody, a record to document who collected, handled, and tested a sample is necessary when results are to be used in legal proceedings. We have developed materials that satisfy legal requirements for chain of custody. This service is only available for drug testing.

## Parallel Testing

Parallel testing may be appropriate in some cases to re-establish patient baseline results when converting to a new methodology.

## Repeat Testing

Should you have any concern about the validity of a result in relation to your patient's clinical profile, we will repeat the test in question at no additional charge.

## Unsatisfactory Analytical Results

If we are unable to obtain a satisfactory analytic result, there will be no charge. The ordering provider will be notified.

## Cancellation of Tests

Cancellation requests received prior to test setup will be honored at no charge. Requests received after test setup cannot be honored. Testing will be performed, reported, and billed appropriately.

## Consultations

Technical specialists are available for questions regarding testing performed by Asante Laboratory Services. Please contact the laboratory if you have any questions about our testing.

# RESULTING

## Report Delivery Methods

Several options exist for connecting electronically to us for the purpose of ordering tests and receiving results.

- **Fax**  
Client fax machines can be set up in the laboratory information system to receive preliminary and final reports.
- **AsanteLink**  
AsanteLink is our proprietary means of accessing patient results through the internet. Contact Asante's Information Technology Services Department to create an account.
- **Interface to Office EMR**  
Results can be sent electronically to your electronic medical record. Interface development will require coordinating with your EMR vendor. Please contact ITS to learn more about interface options.
- **Results Directly to Patients**

Per Oregon state statute, results will only be given to the ordering physician unless it is indicated on the laboratory requisition that the “patient may receive results.” Patients may request a copy of their results from their physician or through Asante’s Medical Records Department.

- **MyChart**

MyChart allows patients to access their personal medical record online, including some lab results. To sign up for an account visit:

[asante.org/mychart/](https://asante.org/mychart/)

## **Test Result Call-Backs**

Results will be phoned when requested on the requisition or by a phone call to the laboratory. STAT results will be called at all hours and routine results will be called during normal business hours.

## **Critical Values**

All critical values will be phoned immediately upon completion. See “Critical Values” section for a list of our critical values. You must have the ability to receive calls regarding critical values at all hours. Options for receiving critical values include an answering service or voicemail which refers to an afterhours number to contact.

# **CONTACT NUMBERS**

Asante Rogue Regional Medical Center Laboratory: (541) 789-4164

Asante Three Rivers Medical Center Laboratory: (541) 472-7170

Asante Ashland Community Hospital Laboratory: (541) 789-4164

Asante Information Technology Services Department: (541) 789-4141

MyChart Assistance: (541) 789-3602

Laboratory Marketing Specialist: (541) 789-4187