

06.07.01  
Reagent, media  
Supply checks.

**SUBJECT: LABORATORY CLERK DUTIES**

**POLICY:** The following duties are the responsibility of the laboratory clerks.

**PROCEDURE:**

Daily Lab Clerk Duties:

- A. Fill Printer paper
- B. Answer laboratory phone – respond to calls or direct to lab personnel
- C. **Monitor pneumatic tube station when necessary. Provide processing support receiving in samples from OP, Courier drops, when workflow dictates.**
- D. Package up specimens for shipment to NVML@Lima
- E. Process and distribute result reports to physicians and all who are documented to receive results:
  - a. Monitor LIS Remote Printing logs (e.g. failed, pending successful fax logs)
  - b. Monitor LIS Call List and call or fax results to caregivers as indicated.
- F. Process lab outpatient orders and test requisitions:
  - a. File the previous day's physician orders in file cabinet
  - b. Retain lab copy of physician's orders for 2 months (current and previous month)
  - c. \*Note official outpatient order is retained in Medical Records and forwarded to them by Registration at time of registration
- G. Review and process lab billing:
  - a. Review LIS & NVML generated billing reports
  - b. Review bills for inappropriate billing numbers. (No X bill numbers on HIS billing Report, no HIS bill numbers on LIS Manual Billing report (except Occ Health)
  - c. Review and process blood collection CAP labels
    - i. Check order for "Nurse Draw" charges.
    - ii. Monitor for correct date of service and ward based charges as appropriate.
    - iii. No VENI, XVENI, CAP, or LINE charges apply for wards CAVN, COUR, MCCH, RENAL, or VET.
  - d. Retain lab copy of billing reports with that day's orders.
- H. Process manual charges and credits:
  - a. Charges/credits bundled once per day and delivered to Switchboard.
  - b. Charges Path Reviews on to Pathology Professional Charges form
  - c. Lab manager handles the following items:
    - i. To credit a charge, make a copy of the requisition:
    - ii. Use red ink.
    - iii. Write "Cancel", the charge number, and the date of service on the copy. Include any demographic information that is included on the patient registration label.
  - d. Reviews and processes Miscellaneous Test Request charges (usually reference lab):
    - i. Forward Miscellaneous Test Request to Lab Manager for charge review prior to disposition.
    - ii. Charges are placed on either Test Formulary or Miscellaneous Test Request requisition

- iii. Miscellaneous Test Request scanned into LIS by Lab Manager
- iv. Sent to Switchboard for key entry
- v. Fax charges to Patient Accounts
- vi. A copy of the Miscellaneous Test Request is kept for reflex charges when indicated by the Lab Manager
- e. Lab manager handles the following items:
  - i. Occasionally referred testing charges are held for possible additional charges or cpt clarification (result based charges).
  - ii. Notify Patient Accounts to hold charges/Re-notify Patient Accounts when charges released.
- f. Lab manager handles the following items:
  - i. Calculation of miscellaneous charge (3227350) - Test does not have a charge code in JTDMH charge master. Base fee x 1.5 + \$12= price of test. Include cpt and referred test code.
- I. Scan Direct Access Test orders and distribute to Medical Records if mailing was requested
- J. Check Allscripts calendar for Pathology/Cytology procedures
- K. Maintain Google Calendar for Pathology procedures and update Pathology dry erase board
- L. Handle Patient Merge notifications
- M. Monitor Miscellaneous Test Requests for completion
- N. Distribute any mail that is delivered to lab.
- O. Turn on and monitor Order Status Monitor and Video Monitor of the outpatient waiting area
- P. Maintain Release of Information File.
- Q. Maintain Physician Quick Reference Guide
- R. Attend OR Huddle meetings

Weekly Lab Clerk Duties:

- S. Maintain Gross Room
- T. Change out Histology stains, Log new lot numbers and open date on New lot of reagents forms
- U. Order Path/Cyto supplies
- V. Check Allscripts for Lumbar procedures
- W. Papi Charge sheet

Monthly Lab Clerk Duties:

- X. Empty & shred physician's orders from file drawer marked previous month.
- Y. Move latest month's physician's orders to the file drawer marked previous month.
- Z. Begin keeping current month's physician's orders in current file drawer.

As Needed Duties:

- AA. Maintain FNA cart in Radiology – refer to policy nvml.jtdmh.hist.209.frozen section

Policy Review:  
Date:

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02-15-2023

*Thomas Geis*

2/15/2023