## TITLE: Scope of Services

The Department of Laboratory and Pathology is committed to providing comprehensive clinical and anatomic pathology services to all medical staff. Services are provided 24 hours a day, seven days a week to patients of all ages. The extent of services is determined by evaluation of cost effectiveness, appropriateness, quality of results and availability of suitably trained and educated staff and equipment resources. Implementation of services is with the advice of and consultation with the Laboratory Medical Director, Medical Staff and hospital administration. Laboratory services unavailable at Rush Copley, but needed for the care of the patient, are referred to suitably accredited reference laboratories. The laboratory complies with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include, but are not limited to, Centers for Medicare and Medicaid (CMS), and the Food and Drug Administration (FDA). Rush Copley Laboratory develops, implements and maintains policies, processes, and procedures that meet requirements.

Confidentiality of Results

Maintaining confidentiality of patient information is one of Rush Copley’s core values. To ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA) and the College of American Pathologists, we have adopted the following policies:

* Patients and family members requesting laboratory results are asked to call the medical records department if they cannot obtain the information from their ordering physician.
* Results are not given over the phone unless the ordering physician or nurse is inquiring.
* Most results are sent electronically to the patient’s health record or they are faxed to the ordering physician once released from the laboratory.

Services provided include:

Blood Bank, Chemistry, Hematology, Coagulation, Microbiology, Immunology, Urinalysis, and Anatomic Pathology

## Service Hours: The laboratory provides full services 24 hours per day, 7 days a week for inpatients. Outpatient lab services are provided at the hospital Monday – Friday from 7am to 6pm, and Saturday 7am -3pm. Laboratory Services are provided at the Rush Copley Health Care Center in Yorkville, Monday – Friday 7am -7pm and Saturday and Sunday 7am – 3pm.

## Anatomic Pathology services are provided Monday through Friday, 5:30 am to 4:30 p.m.

## The laboratory provides test turnaround times suitable to the clinical situation in which the tests are requested. STAT testing is reported within one hour of receipt into the lab. Lab testing ordered as a TIMED draw is obtained within 15 minutes (+/-) of the designated time. Routine lab testing is typically completed within 8 hours, with the exception of tests referred out to a reference lab. Delays in testing are communicated to the nursing units and physicians as appropriate.

A laboratory Directory of Service is provided on-line to all laboratory and nursing staff, and provides information on many of the commonly ordered laboratory tests.

Testing is performed on all patients of all ages. Phlebotomy staff is trained to perform blood draws on newborns as well as the aged and patients with special needs. They are assessed annually for competency through direct observation and patient satisfaction surveys.

The Laboratory is staffed by a team of highly skilled technical and support personnel. Each staff member has met the needed regulatory requirements for education and experience to be employed and perform their job duties. The laboratory technical staff is assessed annually for competency as mandated by CLIA federal guidelines and the College of American Pathology

The Department works under the leadership of our Medical Director and maintains accreditation under CAP (College of American Pathology), CLIA (Clinical Laboratory Improvement Act, 1988) and JCAHO.