

MOL Weekend Operations - Protocol

OVERVIEW

The Laboratories providing weekend hours are Arapahoe, East Denver, Lakewood and Westminster.

Weekend operations are in place to provide:

- Saturday routine specimen collection for our members
- STAT testing services for KP After Hours Care and RADAR operations

WEEKEND HOURS

Specimen collection:

Location	Saturday Hours	Sunday Hours
Arapahoe , East Denver, Lakewood, Westminster	8 am to 2 pm	Closed

STAT testing services for KP After Hours Care and RADAR:

Location	Saturday Hours	Sunday Hours
East Denver, Westminster	8 am to 4 pm	9 am to 4 pm
Arapahoe *	8 am to 9 pm	9 am to 9 pm
Lakewood# After Hours and RADAR	8 am to 10 pm	8 am to 10 pm

*Arapahoe is staffed until approximately 11pm to complete late patients' testing.

RADAR hours at Lakewood are until 11 pm, testing support ends at 10 pm.ok

FRONT DESK PROCEDURE

At 2 pm closing – after last patient

- Place easel with the weekend hours poster directly in front of the Laboratory reception desk
- Remove the patient card box/bell from the front desk.
- If you can, turn off all lights at the front desk and draw area.
- If applies, close the doors between the front desk to the Draw Area and to the Laboratory.

Late arriving patient on Saturday; or a routine patient presents at the desk on Sunday

- Always take care of the patient. Do not turn away.

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(Arapahoe refers the patient down to After Hours for the draw where a co-pay may or may not be charged)

- Further, inform the patient that the Laboratory is closed; reiterate the hours on the poster and ask the patient in the future to please come in during regular hours.

Script:

“I am happy to take care of you today. Please be aware that our weekend hours are Saturday from 8 am to 2 pm. (Show member the poster). Outside of these hours on the weekend, we have only very limited staff to help with the urgent care patients.”

“In the future, if you cannot come in during the week, be sure to come in on Saturday between 8 am and 2 pm. We will be more than happy to take care of you.”