

Policies—ProHealth Laboratories

Animal Specimens

We do not accept animal specimens for laboratory testing except by special arrangement.

Billing

The following information must be included on request form:

- Diagnosis or symptoms
- Doctor's name
- Guarantor's name, address, and phone number (if to be third-party billed)
- Name of facility and patient's room number
- Medicare or medical assistance number, along with any other insurance information
- Patient's name and date of birth
- Patient's sex

Blood Bank Specimens

The AABB (American Association of Blood Banks), in their Standards for Blood Banks and Transfusion Services (21st edition, 2002), requires that blood specimens to be used in preparation of blood for transfusion: 1) be labeled in the presence of intended recipient, 2) that specimen label contain 2 independent patient identifiers plus draw date, and 3) that there be a mechanism to identify the individual who drew the blood. Specimens sent to Waukesha Memorial Hospital (WMH) laboratory for transfusion-associated tests need to meet these requirements.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Cancellation requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

CPT Coding

It is your responsibility to determine correct CPT codes to use for billing. While this catalog lists CPT codes in an effort to provide some guidance, CPT codes listed only reflect our interpretation of CPT coding requirements and are not necessarily correct. Particularly, in the case of a test involving several component tests, this catalog attempts to provide a comprehensive list of CPT codes for all possible components of each test. Only a subset of component tests may be performed on your specimen. You should verify accuracy of codes listed; and where multiple codes are listed, you should select codes for

tests actually performed on your specimen. **WMH ASSUMES NO RESPONSIBILITY FOR BILLING ERRORS DUE TO RELIANCE ON CPT CODES LISTED IN THIS CATALOG.** For further reference, please consult the CPT Coding Manual published by the American Medical Association; and if you have any questions regarding use of a code, please contact your local Medicare carrier.

Patient Identification Accuracy

WMH must adhere to proper identification of patient specimens for good patient care, both for quality and safety reasons.

The need for proper identification is specified by the College of American Pathologists (CAP) Laboratory General Checklist Commentary GEN 40700: "Specimens lacking proper identification or an accompanying requisition should not be accepted by the laboratory."

To be compliant, it is important that each specimen be properly labeled with the same demographics that appear on the paperwork. If a discrepancy has been identified upon specimen arrival at WMH, we will contact you to make you aware of the discrepancy and cancel the test order.

Radioactive Specimens

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at WMH for background radioactivity. This radioactivity may invalidate results of radioimmunoassays.

Research Projects

Research projects will be approved on an individual basis. Please call 262-928-2287 for details.

Specimen Rejection

All tests are unique in their testing requirements. To avoid specimen rejection or delayed turnaround times, please check the "Specimen Required" field within each test. You will be notified of rejected or problem specimens upon receipt.

Please review the following conditions prior to submitting a specimen to WMH:

- Full 24 hours for timed urine collection
- pH of urine
- Lack of hemolysis/lipemia
- Specimen type (plasma, serum, whole blood, etc.)

- Specimen volume
- Patient information requested
- Patient/specimen properly identified
- Specimen container (metal-free, separation gel, appropriate preservative, etc.)
- Transport medium
- Temperature (ambient, frozen, refrigerate)

Supplies

WMH will furnish all necessary supplies for obtaining specimens of serum, plasma, blood, urine, feces, and tissue which are sent to our facility for analysis. Please use proper colored tube that is indicated in the specimen requirement section of each test listing.

Test Turnaround Time (TAT)

This catalog lists the days on which the test is set up as a guide to expected analytical TAT. Repeated tests take additional time. If defined analytical TAT will not be met by testing laboratory, accessions are released with a preliminary report stating when final result(s) will be available.

Unlisted Tests

New procedures are developed throughout the year; therefore, some tests are not listed in this catalog. Although we do not usually accept referred tests of a more routine type, special arrangements may be made to provide your laboratory with temporary support during times of special need such as sustained instrumentation failure. For information about unlisted tests, call our laboratory at 262-928-2105.