Martin Health System  
Stuart, Florida  
Laboratory Services

Laboratory Services and Policies

Service Commitment:

It is the goal of the Martin Health System’s Clinical Laboratory to provide the medical community with accurate diagnostic testing results in a timely manner to ensure quality patient care at competitive prices. We aim to continually improve our services with technological innovation and client communication. By building professional relationships with our clients we can define and support their needs, assisting them in the delivery of services.

Client Services:

A Client Service Liaison is available Monday – Friday 8:00AM to 4:30PM at 223-6935. After hours inquiries can be handled by calling 223-5945 (ext. 5716). Questions that are technical in nature are referred to the appropriate department personnel.

Hours of Operation:

The Laboratory is staffed 24 hours/day, 7 days/week, 365 days/year to perform routine, batch, and STAT testing.

Orders:

Laboratory orders may be submitted on paper through a requisition or script; or entered electronically in Epic. All laboratory orders must be signed by an authorized Health Care Provider. Orders remain valid for 1 year from the original collection date for single collection requests or 6 months for recurring orders (standing orders). If a patient presents with an expired order, the ordering physician will be contacted.

Three types of Martin Health System Laboratory Services Requisition forms are available for use at Martin Health System. Upon request these requisitions can be preprinted with the provider’s name.

- Laboratory Services – OP - red and blue (Outpatient)
- Laboratory Services – SNF – green and red (specific for Skilled Nursing Facility use)
- Outpatient Pathology/Cytology - for biopsy and fluid cytology testing
A complete Laboratory Services Requisition or script must accompany all specimens that are collected outside of the hospital and sent to Martin Health System Laboratory for testing.

All requests for laboratory services must include at a minimum: (see example)

- Patient’s First and Last Name (clearly printed)
- Date of Birth and Social Security number
- Test Name
- Diagnosis (relative to each test ordered)
- Physician Signature
- Billing Information

A copy of the patient’s Insurance ID card (front and back) or face sheet must be attached to the requisition or script.

- If the appropriate insurance form is not provided, the submitter will be notified and the specimen may be returned to the client.
- If Martin Health System is not listed as the preferred laboratory for the patient’s insurance, the specimen will not be processed unless a Patient Waiver is submitted with the specimen.
- A Managed Care List for preferred laboratories is available upon request.
- If Medicare Waived Testing is requested, a signed Advanced Beneficiary Notice (ABN) must accompany the order before testing will be performed. (See back of Laboratory Requisition)

Add-on Orders:

A health care provider may request additional testing on a specimen that has already been received in the laboratory. Orders for additional testing must be signed by a physician and include a diagnosis. Orders may be entered electronically through Epic, faxed, or communicated verbally. A laboratory technologist will determine if the test may be performed based on the specimen type, volume, and stability requirements of the requested test.

Verbal Orders:

- Verbal “Add-on” requests must be authorized by a licensed Medical Technologist.
- If the technologist determines that the request can be fulfilled, a Verbal Order Request form will be faxed to the client.
• The test will be added on, once the laboratory receives the physician’s signature on the Verbal Order Request Form.
• Please Note: An Outpatient request cannot be added to a specimen which was collected in the ER, ordered by a different physician.

Testing:

Laboratory specimens are processed upon receipt. Many laboratory tests are performed in-house as the specimens arrive at the test area. Some tests are performed in-house on established schedules. Tests that are not performed in-house are out-sourced to a qualified reference laboratory selected by Martin Health System Clinical Laboratory.

• Laboratory reports will indicate the name of the laboratory where the test was performed.
• Reference ranges are included on each report.
• Current test methodologies and test performance specifics will be made available to an attending physician or client upon request.
• Test schedules and expected turn around times (TAT) are detailed in the Laboratory Test Directory (www.testmenu.com/mhslab).
• In the event that a test is delayed beyond the expected turn around time indicated on the test listing, a test delay explanation and a time when the test results can be expected will be communicated to clients verbally for stats, or via a memo.

Definition of Services:

• **Routine**: Specimens are collected and processed as soon as possible
• **Stat**: Specimens are treated as an emergency. Work is completed immediately. Result reports are generated as soon as testing is complete.
  ➢ *Stat testing should only be ordered for true medical emergencies.*

Phlebotomy Specimen Collection:

**Outpatient:**

Martin Health System has 7 conveniently located Outpatient Laboratory Draw Stations.

Refer to the Martin Health Services web site at [www.martinhealth.org](http://www.martinhealth.org) or the Laboratory Draw Stations Brochure for a listing of the locations and hours of operation.
For stat testing, please use Martin Medical Center, South Hospital, or Tradition Medical Center locations

**Skilled Nursing/Rehabilitation/Assisted and Independent Living Facilities:**

Phlebotomy Services may be arranged through a Martin Health Services Representative.

Routine phlebotomy services are provided Monday through Friday. Phlebotomy services are not provided on weekends and holidays, unless previous arrangements have been made.

- Stat phlebotomy services may be requested M-F only before 3 pm.
- Every effort is made to dispatch a phlebotomist within one hour of call.

**Physician Offices/Medical Care Facilities:**

Arrangements may be made to transport specimens between Physician offices or other Medical Care Facilities to Martin Health System Laboratory for testing. These services are provided at no charge to our clients. Please call MMHS Laboratory Client Services at 772 223-6935 to set up this service.

**Courier Services:**

**Routine Courier Service:**

- Call MM Coastal Care Transportation Services: 223–5925 option #1.
- Routine hours of service are Monday – Friday 8AM to 5PM.
- Please be sure to record the dispatch number when you call for a pick up.
- Lock boxes are provided upon request and are recommended.

**Stat Courier Service:**

MM Coastal Care Transportation will provide local STAT pick-ups at no charge during routine operating hours.

- Response time for a stat courier pick-up is within 2 hours of the call time.

After routine operating hours, if MM Coastal Care Transportation is unable to provide a STAT pick-up, Interstate Courier Service will be contacted by MM Transportation to provide services.
*A ($35) STAT courier fee may be charged if prior arrangements have not been made with Martin Health System Clinical Laboratory.*

**Supplies:**

Supplies necessary for the collection and transportation of specimens will be provided by Martin Health System Clinical Laboratory at no charge to the client. Please refer to the Laboratory Client Supply Order Form in the Forms section of the manual for a list of supplies available and instructions for ordering.

*Please order supplies a minimum of one week in advance of anticipated need*

- Fax orders to the number indicated on Order Form.
- Supplies will be delivered by couriers on routine rounds.

In accordance with section 1128B(b) of the Social Security Act, Martin Health System Laboratory provides ONLY the supplies necessary for the collection of specimens to be returned to Martin Health System Laboratory for testing. Periodic supply monitors will be conducted to ensure compliance.

**Result Reporting:**

Laboratory test results are posted in the Laboratory Information System as soon as tests are completed.

Clients with EpicCare Link can view results as soon as tests are completed and verified.

- A password is required in order to access the system.
- Confidentiality and Epic training must be completed before a password is issued.
- To change password, please call the Help Desk at 772-223-5945 ext. 4357

- **Routine** test results are printed or faxed to the client at scheduled batch times
- **Stat** test results are faxed to the requesting physician as soon as testing is complete.
- **Panic/Critical Values** are called, and then faxed to the requesting physician as soon as results are verified. A Critical Values List is provided in this manual.
In accordance with JCAHO Guidelines, the person receiving the results must repeat the results back to the caller for verification of information received.

The date and time that results were communicated, method of communication, first and last name of the person to whom the result was given and first and last name of person communicating the results are all documented in the report.

In order to maintain patient confidentiality in accordance with HIPPA regulations, requests to CC or fax results to someone other than the ordering physician must be documented on the laboratory order.

Requests may also be made through our Health Information Management Department.

Business hours for Release of Information (ROI) are Monday – Friday 8:00 a.m. to 4:00 p.m.

Martin Medical Center
200 SE Hospital Avenue
Stuart FL 34994

Tradition Medical Center
Mann One Building, Suite 202B
10050 SW Innovation Way
Port St. Lucie, FL 34987

Reportable Diseases:

Through our Infection Control Department, Martin Health System Laboratory complies with requirements by the Florida Statutes Section 381.0031(1,2) to provide the local Health Department with laboratory findings listed on the Reportable Diseases / Conditions Guide 11/24/08. If you have any questions regarding the reporting process, please contact the Martin Health System Infection Control Department at 223-5945 ext. 3273.

Billing:

Laboratory test charges are posted concurrent with resulting of laboratory tests.

Physician/Client:

• Billing directly to Physician Office/Client may be arranged by contacting Laboratory Client Services at (772) 223-6935
• Pricing will be based on the Client Fee Schedule provided at the time of agreement.
- Fee Schedules are evaluated each fiscal year and are effective October 1 through September 30.
- Client invoices are posted on the first day of each month for the previous month’s billing.
- Terms are net 30 days.
- Discrepancies must be brought to the attention of Martin Health System Client billing within 30 days of receipt the bill. Please contact Client Account Billing at 223-5474.

Patient:

Self-pay patients may make payment arrangements with Martin Health System Patient Accounts at the time of service.

Medicare/Medicaid/Insurance:

Fee for services performed by Martin Health System Clinical Laboratory will be billed to the patient’s insurance; provided that Martin Health System Laboratory is the preferred laboratory for the patient’s insurance.

- A Managed Care Contract listing the preferred labs is posted at each of our Outpatient Laboratory Draw Stations and is available upon request.
- A copy of the Managed Care List can be obtained by calling Laboratory Client Services at (772) 223-6935.
- If a patient or healthcare provider should elect to have services performed by the Martin Health System Clinical Laboratory, knowing that MHS is not the preferred lab for the patient’s insurance, a patient waiver for financial responsibility must be signed. A copy of the agreement is included in this manual.

<table>
<thead>
<tr>
<th>Insurance information must include:</th>
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<tbody>
<tr>
<td><strong>Patient Name</strong> (First and Last)</td>
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<tr>
<td><strong>Date of Birth</strong></td>
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<tr>
<td><strong>Sex</strong></td>
</tr>
<tr>
<td><strong>Social Security Number</strong></td>
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<tr>
<td><strong>DIAGNOSIS</strong> (ICD codes or signs/symptoms, except R/O diagnosis)</td>
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<tr>
<td><em>Diagnosis must be provided for each test ordered to validate medical necessity according to Medicare guidelines, as defined in Local Coverage Determinations [LCDs] and National Coverage Determinations [NCDs]</em></td>
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<tr>
<td><strong>Insurance</strong> name, number, address and phone (or copy both sides of the insurance card)</td>
</tr>
<tr>
<td><strong>If complete patient/billing information is not provided, submitter may be billed.</strong></td>
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</tbody>
</table>
Questions regarding a patient bill should be addressed to Outpatient Billing at 223-5680.

Medicare Waived Testing:

**Advanced Beneficiary Notice (ABN):**

Medicare does not pay for everything; even some tests that the health care provider has good reason to believe are necessary. When it is believed that a lab test may not be paid for by Medicare, the patient must be given advance notice of Medicare’s possible denial of payment.

**ABNs** must be provided before tests are performed, to allow patients to make informed decisions about possible out-of-pocket expenses.

An ABN must meet the following requirements:

- The ABN must be on an approved Form CMS-R-131(03/08)
- The ABN must be signed before any tests are performed.
- The ABN must include the patient’s name, date, description of lab test, the reason why Medicare may not pay and an estimated cost of the test. Reasons include:
  - Diagnosis provided does not meet Medicare requirements for medical necessity
  - Medicare has prescribed frequency rules associated with the test.
- The ABN must be signed and dated by the patient or patient advocate indicating that the patient assumes financial responsibility if payment is denied.
- The ABN should be maintained with the patient’s medical record.

**HIPPA / Privacy Practice:**

Martin Health System is committed to complying with the Health Insurance Portability and Accountability Act and has instituted policies, process and procedures to ensure compliance with the privacy standards. A Joint Notice of Privacy Practices brochure is available upon request.

If you have questions or would like additional information, you may contact MHS' Corporate Compliance Privacy Specialist at 772-287-5200.