

General Information for NYU Clinical Labs

General Information

Outpatient Lab – Blood Draw Station

Monday – Friday 7am to 7pm (open until 7pm for blood collections)

Saturday - 8am to 4pm (open until 4pm for blood collection)

Sunday – CLOSED

Central Processing Area (CPA) – Specimen Drop-off

This is a 24/7 area

Courier Information

Company: **Dynamex Courier Service**

Pick-ups: All pick-ups will be scheduled and a courier will be assigned.

Drop-Off: All clinical samples are dropped off in the CPA, 560 First Ave, TH-348 (Third floor of Tisch Hospital)

Customer Service

Our customer service area provides support to our outreach clients Monday – Friday 7am-5:30pm for various needs including:

1. Answering all questions/concerns an outreach client might have
2. Complete add-on test requests
3. Fax patient results
4. Problem resolution

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General Specimen Submission Guidelines

1. Specimen Packaging and Labeling

All specimens must be placed in the appropriate specimen container (**see *online test directory***) and packaged and delivered in a plastic sealable biohazard bag.

2. Specimen Requisitions

- a. If physician office is not on epic, requisitions may be obtained through the outpatient lab/outreach services at 212-263-7315
- b. Specimens must be submitted with the appropriate requisition (**see *example attached***) or epic order indicating the appropriate test(s) requested. The requisition must be signed by an authorized requester (referring clinician). The following information must be documented on the requisition:
 - i. Patient demographic information
 - ii. Patient insurance information
 - iii. Diagnosis Code(s) (***NYS requirement***)
 - iv. Date and time of collection
 - v. Test(s) requested by the clinician.

3. Specimen Rejection

NYS DOH PART 58-1.10 Specimens: Identification and examination. (e)
A Specimen received by a laboratory shall NOT be tested or reported if:(2)
it has been collected, labeled, preserve or otherwise handled in such a
manner that has become unsatisfactory or unreliable as a test