

General Information for NYU Clinical Labs

General Information

Outpatient Lab — Blood Draw Station

Monday — Friday 6:30am to 6:30pm

Saturday - 8am to 4pm

Sunday - CLOSED

Central Processing Area (CPA) — Specimen Drop-off

This is a 24/7 area located at Tisch Hospital, 560 First Ave, TH361

Courier Information

Routine Pick-Ups: Daily scheduled runs and as needed pickups scheduled in advance by contacting Central Processing Area manager 212-263-5460

STAT Pickups: Schedule as needed 24/7 by calling Central Processing Supervisor at 212-263-5464.

Customer Service FGP (Joint Venture Sunrise Medical Laboratories)

Available 24/7 at 888-332-0242

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

1. Specimen Packaging and Labeling

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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.** NYU physician offices have the ability to place orders electronically through the Hospital Information System (EPIC).
- b.** For Non-NYU or referring physicians, paper requisitions can be obtained by contacting the OPL supervisor at 212-263-7024.
- b.** Specimens must be submitted with the appropriate requisition or epic order indicating the appropriate test(s) requested. Paper requisitions 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
 - vi.** Appropriate NPI number

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: (1) the apparent condition of the specimen indicates that it is unsatisfactory for testing or that it is inappropriate for the test requested (2) it has been collected, labeled, preserved or otherwise handled in such a manner that it has become unsatisfactory or unreliable as a test specimen; (3) it is perishable and the time lapse between the collection of the specimen and its receipt by the laboratory is of such duration that the test finding may no longer be reliable; or (4) the date and, in the

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case of tests specified by the department, the hour when the specimen was taken by the physician or other authorized person is not furnished with the specimen.