



Contact Info:

Client Services:
912.819.8440
Options:

1. Specimen Pickup
2. Billing Questions
3. Client Services
4. Pathology

Patient Orders: Fax to
912.819.7265

Supply request: Fax to
912.819.6906



Hurricane Season

If a mandatory evacuation is issued, closure of outpatient laboratory services, including specimen collection and courier services, will halt until safe to reopen. Please call our designated "Hurricane Hotline" at 912.819.5339 for up-to-date information concerning our laboratory closure and re-opening.

Have a Lab Question/Concern?

Email us
labcustomerservice@sjchs.org

SJ/C Laboratory
11702 Mercy Blvd, Suite 1
Savannah, GA 31419
912.819.8440 ph
912.819.6906 fax
www.sjchs.org



Message from Olin Thomas, Director of Laboratory Services

At St. Joseph's/Candler (SJ/C) Laboratories, we are fully committed to providing the highest quality care for you and your patients. We have navigated several hurdles over the past two years, including COVID, extended EMR downtime, new instrumentation and construction of our free-standing Core laboratory. During this time, we have been here to support your needs and challenges as they arose. Though this process worked, it is not ideal to drive the caliber of laboratory relationships we need for our customers. Going forward, we will actively refocus our commitment to provide an increased superior customer service model and to ensure an even higher level of quality from our laboratories.

We, at SJ/C Laboratories, will be requesting to visit you and your teams to better understand your individual needs from our laboratories. In addition, we are asking for partnerships to improve the care of our patients by becoming a proactive laboratory that strives to stay ahead of problems and to provide process driven solutions to ensure consistent outcomes.

Testing Update

SJ/C Laboratories continually assesses our testing volumes and provider request/input in an effort to better serve you and your patients. Several recent additions have been added to our **inhouse** testing menu:

- Cancer Antigen 27.29 added to the existing test menu of tumor markers (CA19-9, CA15-3, & CA-125)
- Fentanyl added to the existing Urine Drug Screen Panel
- HIV/Syphilis antibodies (state law requirement for pregnant women)
- HIV/HCV quantitative
- Kappa/Lambda Light Chains- coming soon

SJ/C Laboratory test menu is available at www.testmenu.com/sjchs

this issue

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Quality Corner: Reducing Turnaround Time Delays

Incomplete or incorrect test requisition forms, such as wrong name of patient, no date of birth, missing specimen source, incorrect or missing ICD-10 code, greatly impacts turnaround time of testing. Missing/incorrect information results in phone calls to the office staff delaying diagnosis or treatment. Make it a habit to review the test requisition form to ensure the patient, insurance and specimen information is accurate and complete before sending a specimen to the laboratory.

Outpatient Draw Stations Locations

In Bluffton:

At Bluffton Imaging
Oak Forest Rd, Ste C
P: 848.836.4300
F: 843.815.3737
M-F 9am-12pm

In Savannah:

Inside Candler Hospital POB
5354 Reynolds St
P: 912.819.8255
F: 912.819.7265
M-F 6:30am-3pm
Sat-Sun 6:30am-1pm

Medical Arts Outpatient Lab
836 E. 65th St, Bldg 1
P: 912.819.7622
F: 912.819.8695
M-F 6:30am-5:30pm

St. Joseph's Outpatient Lab
11706 Mercy Blvd, Plz A, Bldg 3
P: 912.819.4212
F: 912.819.3363
M-F 6:30-4pm

In Pooler

On SJ/Pooler Campus
101 St. Joseph's/Candler Dr
P: 912.737.2265
F: 912.737.2268
M-F 7am-5pm

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Inside look at St. Joseph's State of the Art Lab

In 2021, due to space constraints and aged instruments, St. Joseph's Hospital Lab moved out of the hospital to a free-standing building across the street. Occupying the Danny Brown building, this move allowed consolidation of Candler and St. Joseph's Laboratories which allowed standardization of test menu and the ability to focus on test priority. Aged equipment was replaced with state-of-the-art automation to improve efficiencies, increase testing capacity and consistent turn-around-time. The automation workflow allows for efficient sample routes and tracking. A pneumatic tube system was placed underground from the hospital to the lab to allow quick specimen transport.



BEFORE



AFTER

Outpatient Draw Stations

To better serve our communities and patients, we offer convenient outpatient draw stations with walk in services. Three stations are located in Savannah, one in Bluffton, and one in Pooler. Our newest draw station is located on Mercy Blvd in Savannah (pictured below)

All of the draw stations:

- Are walk-in, no appointment necessary (physician order required)
- Accept any physician's orders
- Accept most insurances
- Offer fast, friendly services
- Are conveniently located and handicapped accessible

