Policies—Conway Regional Clinical Laboratory Services

Animal Specimens

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

Billing

Client—Each month you will receive an itemized invoice/ statement which will indicate the date of service, patient name, test name, and test charge. Payment terms are net 30 days. When making payment, please include our invoice number on your check to ensure proper credit to your account.

Patient—Conway Regional Clinical Laboratory Services (CRCLS) can bill your patient's insurance. If you want CRCLS to bill your patient's insurance, please include the following required billing information: responsible party, patient's name, current address, zip code, phone number, Social Security number, and diagnosis code. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from CRCLS for any personal responsibility after insurance payment.

Billing—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 of the possible components of the 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. **CRCLS 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.

Blood Bank Specimens

The AABB (Formerly the American Association of Blood Banks) in their Standards for Blood Banks and Transfusion Services (21st edition, 2002), requires that blood samples to be used in preparation of blood for transfusion: "be labeled in the presence of the intended recipient, that the sample label contain 2 independent patient identifiers plus collection date, and that there be a mechanism to identify the individual who drew the blood." Specimens sent to CRCLS for transfusion-associated tests must meet these requirements.

Chain-of-Custody

Chain-of-custody, a record of the disposition of a specimen to document who collected it, who handled it, and who performed the analysis, is necessary when results are to be used in a court of law. CRCLS has developed packaging and shipping materials that satisfy legal requirements for chain-of-custody. This service is only offered for drug testing.

Confidentiality of Results

CRCLS is committed to maintaining confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance for appropriate release of patient results, CRCLS has adopted the following policies:

Phone Inquiry Policy—The following identifiers will be required:

- Patient name
- Date of service
- Test(s) performed/requested

We appreciate your assistance in helping CRCLS preserve patient confidentiality. Provision of appropriate identifiers will greatly assist in prompt and accurate response to result inquiries and reporting.

Disclosures of Results

Under federal regulations, we are only authorized to release results to ordering physicians or other health-care providers responsible for the individual patient's care. Results will be faxed to the physician or other health-care provider; results will not be released over the phone. Third parties requesting results, including requests directly from the patient, are directed to the ordering facility or the Medical Records Department of Conway Regional Health System.

Infectious Material

The Centers for Disease Control (CDC) in its regulations of July 21, 1980, has listed organisms/diseases for which special packaging and labeling must be applied. Required special

containers and packaging instructions can be obtained from us by calling 501-513-5752 or 501-513-5753.

Informed Consent Certification

Submission of an order for any tests contained in this catalog constitutes certification to CRCLS by ordering physician that: (1) ordering physician has obtained "Informed Consent" of subject patient as required by any applicable state or federal laws with respect to each test ordered; and (2) ordering physician has obtained from subject patient authorization permitting CRCLS to report results of each test ordered directly to ordering physician.

Reportable Disease

CRCLS endeavors to comply with laboratory reporting requirements for the Arkansas State Health Department regarding reportable diseases. We report by fax, form, or phone. In addition, we report electronically where available. We strive to cooperate with our clients so that we both comply with state regulations. If you need further information, please do not hesitate to contact CRCLS at 501-513-5753.

Research Projects

Research projects will be approved on an individual basis. Please call the Laboratory Director for details.

Specimen Identification Policy

CRCLS policy states that all specimens received for testing must be correctly and adequately labeled to assure positive identification. Specimens must have **2** person-specific identifiers on the patient label. Person-specific identifiers may include: patient's first and last name, unique identifying number (eg, medical record number), or date of birth. Specimens are considered mislabeled when there is a mismatch between the person-specific identifiers on the specimen and information accompanying the specimen (eg, computer system, requisition form, additional paperwork). When insufficient or inconsistent identification is submitted, CRCLS will recommend that a new specimen be obtained, if feasible.

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 CRCLS:

- Full 24 hours for timed urine collection
- 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, refrigerated)

Supplies

Specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. To request supplies, call 501-513-5752.

Tests Referred to Another Laboratory

Specimens shipped to CRCLS for referral to an outside laboratory should not be sent in a glass vial(s) due to restrictions set by many of the referral laboratories. Specimens should be obtained in a plastic specimen vial whenever feasible.

Test Result Call-Backs

Results will be phoned to a client when requested from the client (either on the CRCLS request form or from a phone call to CRCLS from the client).

Test Turnaround Time

This catalog lists the days on which the test is set up as a guide to expected analytical turnaround times. Repeated tests take additional time. If defined analytical turnaround times will not be met by the testing laboratory, accessions could be released with a preliminary report.

Unlisted Tests

New procedures are developed throughout the year; therefore, some tests are not listed in this catalog. In addition, special arrangements may be made to provide your laboratory with temporary support during times of special need such as sustained instrumentation failure.