Policies—Heart of the Rockies Regional Medical Center (HRRMC)

Animal Specimens
We do not accept animal specimens for laboratory testing.

Billing
Please include the following required billing information at the time of the laboratory order/specimen: responsible party, patient's legal name, current address including zip code, phone number, social security number, date of birth and diagnosis code. Also provide a copy of the insurance card front and back or provide us with the insurance company name and billing address, subscriber name, policy number and group number, if applicable. Providing this information will avoid additional correspondence to your office at a later date. Please advise your patients that they will receive a bill for laboratory services from Heart of the Rockies Regional Medical Center (HRRMC).

Cancellation of Tests
Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

Chain-of-Custody
HRRMC does not provide chain-of-custody testing or specimen procurement

Compliance Policies
HRRMC is committed to compliance with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include, but are not limited to, the Centers for Medicare and Medicaid Services (CMS), the Food and Drug Administration (FDA), and the Department of Transportation (DOT). HRRMC develops, implements, and maintains policies, processes, and procedures throughout our organization which are designed to meet relevant requirements. In addition, HRRMC has a robust internal and external audit and assessment program to monitor ongoing compliance. It is HRRMC's expectation that clients utilizing our services will ensure their compliance with patient confidentiality, diagnosis coding, anti-kick back statutes, professional courtesy, CPT coding, and other similar regulatory requirements.

Disclosure 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.

Fee Changes
Fees are subject to change without notification.

HIPAA Compliance
HRRMC is fully committed to compliance with all privacy, security, and electronic transaction code requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Although HRRMC cannot assure that individual clients will meet their own responsibilities under HIPAA, we are committed to sharing information and coordinating efforts toward that goal. All services provided by HRRMC that involve joint efforts will be done in a manner which enables our clients to be HIPAA compliant.

Radioactive Specimens
Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at HRRMC for background radioactivity. This radioactivity may invalidate the results of radioimmunoassays (RIA).

Reflex Testing
HRRMC identifies tests that reflex when medically appropriate. In many cases, HRRMC offers components of reflex tests individually as well as together. Clients should familiarize themselves with the test offerings and make a decision whether to order a reflex test or an individual component.

Reportable Disease
HRRMC endeavors to comply with laboratory reporting requirements for each state health department regarding reportable diseases. We report by fax, form, or phone to state health department. In addition, we report electronically where available.

Specimen Identification Policy
HRRMC's 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, social security 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, HRRMC 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 HRRMC:

- Full 24 hours for timed urine collection
- pH of urine
- 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)

Specimen Volume

The Specimen Required section of each test includes 2 volumes-preferred volume and minimum volume. Preferred volume has been established to optimize testing and allows the laboratory to quickly process specimen containers, present containers to instruments, perform test, and repeat test, if necessary. Many of our testing processes are fully automated; and as a result, this volume allows hands-free testing and our quickest turnaround time (TAT). Since patient values are frequently abnormal, repeat testing, dilutions, or other specimen manipulations often are required to obtain a reliable, reportable result. Our preferred specimen requirements allow expeditious testing and reporting.

When venipuncture is technically difficult or the patient is at risk of complications from blood loss (eg, pediatric or intensive care patients), smaller volumes may be necessary. Specimen minimum volume is the amount required to perform an assay once, including instrument and container dead space.

HRRMC makes every possible effort to successfully test your patient's specimen. If you have concerns about submitting a specimen for testing, please call HRRMC Laboratory at 719-530-2260. Our staff will discuss the test and specimen you have available. While in some cases specimens are obviously inadequate for desired test, in other cases, testing can be performed using alternative techniques.

Supplies

Specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. Supplies can be requested using one of the following methods: call HRRMC Laboratory at 719-530-2261, or fax a Request for Supply Form to 719-530-2264

Test Result Call-Backs

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

Turnaround Time (TAT)

HRRMC's extensive test menu reflects the needs of our own health-care practice. We are committed to providing the most expedient TAT possible to improve diagnosis and treatment. We consider laboratory services as part of the patient care continuum wherein the needs of the patient are paramount. In that context, we strive to fulfill our service obligations. Our history of service and our quality metrics will document our ability to deliver on all areas of service including TAT.

HRRMC defines TAT as the interval between specimen receipt by laboratory personnel and the reporting of test results. All specimens are processed upon receipt into the laboratory. TAT is monitored continuously. STAT tests are performed and reported as expeditiously as possible and take precedence over routine tests. Testing is performed 24 hours, 7 days a week and are generally performed within 4 hours with the exception on microbiology testing. For more information, please see the individual test listing or call HRRMC Laboratory at 719-530-2261