

**ADMIN-4: Scope of Care**  
**Department of Clinical Laboratories**  
**The Ohio State University Wexner Medical Center**

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Document Author:	Document Owner:	Acknowledgement / Required Copy Holders*:
Sandra VanVranken	Sandra VanVranken	All laboratory testing personnel, and other deemed applicable staff members and faculty

Approval*:
<p>Laboratory Administrative Division Director</p> <p>Laboratory Medical Directors</p> <p>OSUWMC Clinical Laboratory Medical Director, OSUWMC East Hospital Laboratory Medical Director, Morehouse Laboratory Medical Director, Spielman Laboratory Medical Director, Outpatient Care East Laboratory Medical Director, Outpatient Care Lewis Center Laboratory Medical Director, Outpatient Care Gahanna Laboratory Medical Director, Outpatient Care Stoneridge Dublin Laboratory Medical Director, James Molecular Laboratory Medical Director, Ackerman Laboratory Medical Director</p> <p>Histology LLC Medical Directors at Doan, East, Morehouse and Chambers Road</p>

*Approval and Acknowledgements*
Refer to QPulse system and Document Details report for laboratory directors(s)' electronic signature approval, employee acknowledgment and effective date.

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**Clinical Departments**

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**Department/ Patient Care Unit Name:**

**Clinical Laboratories**

Cost Centers: 9230, 9231, 9235, 9236, 9238, 9239, 9240, 9242, 9244, 9248, 9274, 7730, 7787, 6723, 6729, 6730, 6836, 6787

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**Types (and age range) of patients served:**

All patients admitted to the Ohio State Wexner Medical Center as well as outpatients and outside patients ranging from neonates to geriatric patients.

**Scope and complexity of service provided by these departments (for patient's care needs):** (i.e. most frequent diagnosis; admission/discharge criteria, if appropriate)

The Clinical Laboratories provide comprehensive laboratory services to patients with a variety of diagnoses or admission/discharge criteria.

The Clinical Laboratories provides stat and routine clinical laboratory and anatomic pathology services for hospital inpatients and outpatients, clinic and other non-hospital patients, and non-OSU healthcare providers.

- 1) **Clinical laboratory services**, including routine and stat specimen collection, blood gas analysis, blood banking, chemistry, coagulation testing, endocrinology, hematology, bone marrow aspirations, immunohematology, immunology, microbiology, molecular diagnostics, mycobacteriology, mycology, parasitology, serology, therapeutic drug monitoring/ toxicology, urinalysis, electrophoresis, virology and clinical pathology consultation.

Emergency laboratory services are provided 24/7 to the UH, James, and East emergency departments as well as all inpatient locations. The emergency laboratory service test menu reflects the scope and complexity of UH, James, and East patients. Services include the processing and provision of results to meet a patient's emergency laboratory needs. Transfusion supply and support services (including massive transfusion protocols) are in place to support all three emergency departments and well as other locations in the hospital where urgent transfusion is typically needed, i.e. operating room. Blood collection is performed by the nursing staff.

- The James Laboratory is able to provide emergency laboratory tests to meet the scope and complexity of a Level 1 trauma center.
- The Critical Care Laboratory and Transfusion Medicine Service are able to provide emergency laboratory tests and blood supply services to meet the scope and complexity of a Level 1 trauma center.
- The Rapid Response Laboratory is able to provide emergency laboratory tests and blood supply services to meet the scope and complexity of a Level 3 trauma center.

All tests listed, but not limited to, in ADMIN 23 Laboratory Testing Turn-around Times Policy are available as Emergency Laboratory Tests

2) **Anatomic pathology services**, including interpretation and diagnoses on surgical and other specimens submitted for pathologist review, autopsies, cytology, Fluorescence in situ hybridization (FISH), flow cytometry interpretations, histology, immunohistochemistry, fine needle aspirations and Frozen Section service

3) Other Laboratory services

a. Management and oversight of Point of Care Testing (POCT) Program

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b. Consultation services to off-site physician office laboratories

The laboratory maintains an online compendium which is available to all inpatient and outpatient care areas. Additional information such as testing methods, including performance specifications will be made available upon request.

The Ancillary/Point-of-Care Testing program is under the direction of the Medical Director of the Clinical Laboratories and Laboratory Compliance.

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**Methods used to assess community and patient's care needs in order to customize the services provided for:**  
(includes services most frequently provided; policies/procedures; case management; team rounds; pathways)

The Clinical Laboratories provide comprehensive laboratory services to all Patient Care areas. Venous and capillary specimen collections are provided for outpatients at a variety of Patient Service Centers / Phlebotomy Stations. Clinical and Surgical pathologists provide consultative services to medical staff and assist in the utilization of laboratory resources.

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**Methods used to determine the appropriateness, clinical necessity and timeliness of support services provided directly or through referral:** (How determined and evaluated?)

Quality Improvement reporting monitors operational processes of turn-around times, unacceptable specimens, proficiency testing performance, critical value notification and quality control remedial action. Prospective review of utilization of blood products is conducted in the Transfusion Services. Feedback from patient care areas is incorporated into planning and improving services provided.

Support Services are centralized in the Laboratory System. The Laboratory Compliance Team that oversees quality, safety, continuing education, accreditation, proficiency testing, etc are a UH cost center that serves UH, East, James and ambulatory locations. The Information Technology team that manages Laboratory Information Systems is a UH cost center under the management of the Medical Center and serves all Clinical Laboratory Locations.

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**Availability of necessary staff / Extent to which the level of care or service meets patient's needs:**

List any contracted staff, hours of operation if other than 24 hours/day, 7 days/week and method used for ensuring hours of operation meet the needs of the patients to be served with regard to availability and timeliness

Laboratories are in operation on the following schedule:

- OSUWMC University Hospital Laboratories
  - Autopsy Services: 15.5 hours/day Monday-Friday, 8 hours Saturday, 8 hours Sundays, plus on call services on holidays
  - Biomarker Reference Lab: 8:30-5:00 – Monday through Friday, Closed on weekends
  - Critical Care Laboratory: 24 hours/day – 7 days a week
  - Cytology: 9 hours/day – Monday through Friday
  - Flow Cytometry: 24 hours/day – Monday through Friday; 8 hours on Saturdays
  - Point of Care Department: Monday – Thursday – 10 hours, Friday 9 hours
  - Special Functions: 16 hours/day – Monday through Friday, 6 hours/day Weekends

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- Surgical / Anatomic Pathology: 14 hours/day – Monday through Friday
- Toxicology: 24 hours/day – 7 days a week
- Transfusion Service: 24 hours/day – 7 days a week
- Microbiology at UH: 24 hours/day – 7 days a week
- James Laboratories
  - Cytogenetics Laboratory: 12 hours/day – Monday through Friday; 6 hours Saturday
  - Spielman Laboratory: 9 hours/day – Monday through Friday
  - James Laboratory: 24 hours/day – 7 days a week
  - Martha Morehouse Tower Laboratory: 9 hours/day – Monday through Friday
  - James Molecular Laboratory: 9.5 hours / day
- OSUWMC East Laboratories
  - East Rapid Response: 24 hours/day – 7 days a week
  - Microbiology: 16 hours/day – 7 days a week
- Patient Service Centers - James: Monday through Friday
  - Spielman: 8.5 hours/day
- Patient Service Centers – UH / East: Monday through Friday, unless noted
  - East Outpatient Care / CarePoint East: 10 hours/day
  - Morehouse Pavilion: 12 hours/day M-R, 10.5 F
  - Ross: 10 hours/day
  - Stoneridge II: 9.5 hours/day
  - Outpatient Care: Gahanna / CarePoint Gahanna: 9.5 hours/day M-R, 9 hours Friday
  - Outpatient Care: Lewis Center / CarePoint Lewis Center: 9 hours/day
  - Outpatient Care Upper Arlington Laboratory: 10 hours/day M-F, 4 hours on Saturday
  - Hilliard Lab: 10 hours/day

If a laboratory is unable to perform testing or provide a specific service, the laboratory must notify Laboratory Administration, the Laboratory Medical Director and/or designee (as designated in Lab Safety) through one of the following modalities: electronic written notification on the clinical information system, written notification, or telephone notification. GroupMe will be utilized as needed to communicate downtimes in laboratory testing.

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**Reference Laboratories**

Services that are required to meet patient care needs, but are not available in the Clinical Laboratories are sent to approved reference laboratories.

The Medical Director of the Clinical Laboratories is responsible for selection of reference laboratories. Laboratory Compliance maintains a list of approved reference laboratories. Selected reference laboratories are submitted to the OSUWMC Medical Staff Administrative and East Medical Executive Committees for final approval, as deemed necessary by the medical director.

**Consultation Services**

Pathologists (provided by the College of Medicine) are on-call for consultation regarding service needs when divisions are not in operation 24 hours/day – 7 days a week. They can be consulted through calling the laboratory or paging the on call pathology resident.

**Collection and Courier Process**

Clinical Pathology: For inpatient laboratory services, the patient care staff collect the specimen and send it to the laboratory. Staff can hand deliver specimens or utilize the pneumatic tube system. The James Laboratories receive specimens from the Emergency Department (UH and James) and from various clinics. Central Processing receives specimens from various locations that include but are not limited to UH, James, and ambulatory sites. Please refer to ADMIN-91 for more specific information on Specimen collection.

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**Recognized standards of practice/ practice guidelines, when available:** (skill level of personnel/ complex or high level technical skills expected)

All laboratory services provided to its patients are performed in a facility certified in accordance with CLIA.

Testing is provided by certified medical technologists/medical laboratory scientists, medical laboratory technologists, cytotechnologists, and histology technologists in accordance with College of American Pathologists, AABB, FDA, TJC Clinical Laboratories Improvement Amendments regulations.

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**Non Clinical Department**

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**Department/ Service Name:**

University Reference Laboratory - Customer Service  
Cost Center: 9249

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**GOAL:**

Billing and Customer Service support related to outpatient/outside patient laboratory work.

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**Departments served:** (primary customers/recipients of service)

OSUMC Outpatient Care Clinics/Physician Offices, the Clinical and Pathology Laboratories

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**Scope and complexity of the customer's service needs:** (problems, conditions)

Support the HCFA1500 and UB billing, outpatients resulting and reporting processes, courier and supply pick-up and delivery

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**Extent to which the level of services provided meets customer needs:** (availability of necessary staff, list any contracted staff work, services, activities provided)

Outpatient billing support is provided Monday through Friday, 7:30 am to 4:30 pm.

Customer Service for lab results and supply support is provided 24 hours, 7 days a week.

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