



Changing to CVMC Lab Services

Due to an immediate suspend to services that are provided by **Keystone Labs**, we are transitioning to the use of **CVMC Labs and Courier Services**. This is going to take a team effort for this transition to go smoothly from providers and clinical staff.

CVMC

Lab Requisitions:

We will have **2 different lab requisitions:**

- Pt. Labs – to order labs for patients at UC for illness
- Occ Med – to order labs for OCC Med Pt. such as Titers and TB Gold.

These **must be separated for Catawba** to ensure correct billing.

Please ensure:

- The requisition is **filled out completely**
- The **clinic site** where the specimen is collected is listed
- A **patient demographic sheet** is attached
- A **copy must be made and kept in the CVMC Labs folder**

Result Time:

- **4 hours** is the estimated turnaround time for labs performed at the hospital
- **3-5 days** for labs that must be sent out from the hospital

If a lab is not listed on the requisition:

- call the lab to ensure it can be performed
- verify which **tube type** is required

Courier:

- CVMC will be providing us with a courier **Monday- Saturday** for **all locations but Morganton (for now)**
- Pick-up time: **4:00 – 6:30 PM, Monday – Friday**
- **Bee will be on call for all clinics on Saturdays** for pickup (call before **2 PM**)
- **Morganton labs** will be transported to a clinic M-F by someone in leadership.

Providers:

- When ordering labs for a patient from CVMC, use **“Outside Labs”** under:
 - **Orders / Charges --> Order --> Save**
- Results will be **faxed**
- Providers must:
 - Sign off on results
 - Give results to clinical staff
- **Critical Labs must be called back by the provider**, and a **telephone note** must be entered into the chart.

MA/RTs:**A CVMC LAB ORDERS FOLDER must be created today for each office**

- **Please make sure a copy of each lab order is placed in this folder** so that we can ensure that we are receiving lab results for each order.
- When results are given to you:
 - Call the patient if the provider has not already done so
 - Enter a **telephone note** in the chart
 - Match the results to the lab order
 - Scan results into the patient’s chart

This folder will need to be checked **daily** to:

- Confirm that lab results are coming back
- Ensure the labs are getting called back since they will not be in the EHR
- Scan the results into the patient’s chart

A CVMC Test Directory will be sent – please use this when ordering labs.

Supplies:

- Keystone will be picking up supplies on **Monday**
- Please make sure to **keep enough supplies to get us through a couple of days** until supplies is delivered from **Henry Schein**
- **Centrifuges will be delivered on Monday or Tuesday to:**
 - North Hickory
 - Sherrills Ford

Urine Drug Screens:

- Use Keystone drug screens **only when necessary**
- When to use Keystone for drug screens:
 - An instant test is **positive and must be sent out**
 - The employer has a **Keystone account**
- If there are drug screens that go to Keystone:
 - We will have on-call courier services – contact **Wolfe Support** and **request a courier pick up for UDS.**
 - Specimens can be placed in the **lock box**

As always, please contact us with questions. We appreciate everyone's help in making this **emergency transition** as smooth as possible.