

BAR CODE LABELS ON BLOOD CULTURE BOTTLES

When you receive blood culture bottles from us, you will notice bar code labels are on the bottles. Our new blood culture instrument reads the bar code for identification purposes, and the labels must be free of any extraneous markings, e.g. writing on patient's name, phlebotomist's initials, etc. **Do not cover up these labels with any other labels.**

NOTE: Please discard any "blue" aerobic blood culture bottles you may have. These are not compatible with our new instrument. The new aerobic blood culture bottle is "purple", and they can be obtained by contacting our Supply Department.

Questions: Contact Shari Talbert
Microbiology Supervisor

FORMALIN POLICY

Caution should be taken when coming in contact with formalin since it can pose a threat to an individual when he/she is exposed to it by contact or inhalation.

Physicians Laboratory provides containers with formalin and requires all tissue specimens be submitted in that container. The formalin container is then placed inside a "Formalin Biohazard Bag" (orange bag) for transport. Per OSHA standard, the bag is designed to reduce the escape of dangerous formalin fumes and is not to be reopened until its arrival into the laboratory by our personnel.

The formalin bags can be obtained by contacting our Supply Dept.

Questions: Contact Jen Vogelsberg
Safety Officer

PROGRAMMED FAX NUMBERS

We have received calls from the general public noting they have received faxes intended for us, and this is a HIPPA rule violation. Please be careful in dialing our fax number or if you have programmed our number(s) into your system, please check they are correct.

Omaha = 402 731-8653
 402 738-5076
Lincoln = 402 488-6941

PLEASE NOTE THE NAME

In order for us to provide better service to you, please note the name of the person you are speaking with when you call us. This allows us to follow up with our employee if necessary. It is impossible for us to resolve an issue and/or provide more instructions to our employees if we do not have specific information.

For quality assurance purposes, our personnel will also be asking the caller his/her name. When we have your name, we can return a call directly and not waste your valuable time.

MEDICARE DENIALS

Listed below are three most common Medicare denials we see and suggested resolutions.

Protime/or PTT with any pre-op diagnosis code such as V72.81 – V72.86

Medicare automatically denies these tests for pre-ops. If these tests are being run due to patient being on a blood thinner or bruising, please use the code describing the specific symptom or reason for ordering the test.

796.4 – "Other Abnormal Findings"

This is too generic. Laboratory codes need to relate to the specific "symptom" which caused the physician to order the test.

V70.0 – "Routine General Medical Exam

Medicare never pays for general medical exams. Patients may be billed for charges even though a waiver has not been signed. If the patient has symptoms even though this is his/her "annual exam", use the symptom specific codes for each individual tests.

Questions: Contact: Sue Kingslan
Billing Manager

SPECIMEN TRANSPORT IN GEL SEPARATOR TUBES

Becton Dickinson®, supplier of our blood tubes, has notified our laboratory that freezing serum in a SST (Serum or Gel Separator Tube) may cause significant decreases in sodium, chloride, triglycerides, estradiol, and testosterone results. It is recommended that specimens be shipped to our facility on ice or serum separated prior to freezing to prevent the changes in these analytes.

Questions: Contact: Lisa Hart
Processing Coordinator

TEST REQUISITION CLARIFICATION

Frequently, we see only a test number or a test name listed on a requisition. To prevent misinterpretation by our personnel, please include the **test number and the test name**. This will prevent unnecessary calls to you for clarification. For a current list of tests, please view our website www.physlab.com or refer to our Service Guide.

Questions: Contact Lisa Hart
Processing Coordinator

UNITED HEALTH CARE INSURANCE

Contrary to rumors, Physicians Laboratory is still a participating provider for laboratories with United HealthCare. Even though UHC has signed a national agreement with LabCorp., we have been assured by UHC that our contract is still valid and no areas in Nebraska are being required to change laboratory providers at this time. If a change occurs, we will notify you immediately.

CHLAMYDIA / GONORRHEA BY PCR

Effective December 4, 2006,

Chlamydia/Gonorrhea (CT/NG) test probe has changed from a "non-amplified" to an "amplified PCR methodology". This change allows our laboratory to:

1. Meet the recommendations of the CDC for testing CT/NG.
2. Test endocervical specimens (test #1982)
3. Test Thin Prep® and urine specimens (tests #2082 and #2182, respectively).

With the amplified method, collection is done by using a "Universal Swab Collection Kit" or a "Urine Collection Kit". The "Universal Swab Kit" comes with 2 swabs. One swab has a **white shaft and is only used on females** for clearing mucus from the cervix. **It is discarded after use. The collection swab has the blue shaft** and is used for collection on females or males. After collection, remove the foil cap and place the swab in the transport tube and break the swab off at the score line. Leave the "blue swab" in the transport tube and securely replace the foil cap. The "Urine Collection Kit" comes with a transport tube and a pipette, which is used to transfer the urine from a collection cup into the transport tube. Label the specimen appropriately and transport at room temperature.

Note: Please discard your old "PACE" collection devices. To obtain the "Universal Swab Collection Kit" or the "Urine Collection Kit", contact our Supply Dept.

Cost: \$25 (includes both assays)

CPT: 87491 and 87591

Questions: Contact Molecular Dept. in
Omaha or Client Service Dept.

TEST UPDATES

Effective December 4, 2006, Physicians Laboratory has changed the "platform", which is used to test ANA, Lyme, Varicella, Rubella, H. Pylori, and West Nile Virus. Specimen requirements, CPT codes and costs remain the same for the above tests; however a few changes are noted as follows:

Test # 554 ANA

1. The cut off for a "positive" remains the same at >1.0 ; however the new assay shows improved specificity and displays lower values when positive. Values that were >50 with the old assay will typically have values between 1-5 in the new assay.
2. An "Equivocal Range" from 0.70 – 0.99 is also being reported on the new assay.

Test #198 Varicella, IgG and Test #949 Rubella, IgG have new normal ranges:

Result	Old Range	New Range
Negative	≤ 0.90	< 15
Equivocal	0.91 – 1.09	15 – 19.9
Positive	≥ 1.10	≥ 20.0

NOTE: The normal ranges for H. Pylori (test #1816), Lyme Antibodies, IgG and IgM (test #426), and West Nile Antibodies IgG and IgM, serum (test #7919) remain the same.

Questions: Contact Client Service Dept.

THANK YOU

Physicians Laboratory Services, Inc. would like to thank you for choosing PLS as your reference laboratory. We value you as a client and will continue to strive to provide the most accurate and precise testing in a timely and cost efficient manner.

Please take a few moments to view our website www.physlab.com. The website is updated continuously, and the most current information regarding specimen requirements, test name and number, etc. will be found there.

We are looking forward to new and exciting developments for our laboratory in 2007. All of the employees at Physicians Laboratory Services, Inc. would like to wish you and your family a very Happy Holiday Season.