
LABORATORY SCOPE OF SERVICE

The Department of Laboratory Services is committed to providing comprehensive clinical and anatomic pathology services to all members of the Catholic Medical Center community. Services are provided 24 hours a day, seven days a week to patients of all ages, through inpatient, outpatient and outreach modalities. The extent of services is determined by evaluation of cost effectiveness, appropriateness, quality of results and availability of suitably trained and educated staff and equipment resources. Implementation of services is with the advice of and consultation with the Medical Staff and Hospital Administration. Laboratory services unavailable at Catholic Medical Center, yet appropriate for the care of patients, are referred to suitably accredited reference laboratories. Consideration in the selection and use of reference laboratories is based on quality, cost and turnaround time.

The Department provides test turnaround times suitable to the clinical situation in which the tests are requested. STAT testing is reported within one hour of receipt into lab, ASAP testing is reported within the same shift of request and routine testing is reported daily or in cases of esoteric testing, at a frequency which is appropriate to the test modality. A Laboratory Services Handbook is provided amongst other information tools to delineate which tests are available for the testing priorities. The Department undertakes internal monitoring to assure compliance with standards not only with tests performed on-site, but those performed at reference laboratories.

Testing is performed on all patients of all ages. Phlebotomy and Specimen Processing staff are trained to be facile on newborns as well as the aged and will undergo annual assessment for competency through direct observation, patient satisfaction surveys and internal specimen collection monitors.

The Department works under the medical directorship of the Chief Pathologist / Medical Director and pathologists. It is under the administrative leadership of the Director of Laboratory Services. All are qualified under the regulatory umbrella of CMS (CLIA '88), CAP, AABB, and JCAHO.

The Laboratory is staffed by a team of highly skilled technical and support personnel. Laboratory personnel include managers, supervisors, coordinators, certified medical technologists, certified medical laboratory technicians, histotechnologist, histotechnicians, cytotechnologists, pathology technicians, phlebotomists, deiners, customer service personnel, registrars, transcriptionist, information system analysts and administrative personnel.

Services provided include the following:

- A. Technical Services: Blood Bank, Chemistry, Hematology, Coagulation, Microbiology, Mycology, Pathology, Phlebotomy, Serology, and Urinalysis.
- B. Logistical Services: specimen procurement, specimen processing, result reporting, quality of service / care monitoring and evaluation, and quality control activities.