
Services – Southwestern Vermont Medical Center

INTRODUCTION

Southwestern Vermont Medical Center Clinical Laboratory is a part of the Southwestern Vermont Health Care organization and is a full service CAP (College of American Pathologists) accredited laboratory located within Southwestern Vermont Medical Center in Bennington, Vermont. The laboratory is equipped with state-of-the-art instrumentation that is necessary to provide rapid and accurate test results to the medical staff. In addition to performing the testing we offer other services listed below.

OUTPATIENT PHLEBOTOMY SERVICES

Monday thru Friday:	6:00 a.m. - 5:00 p.m. (Medical Office Building, Suite 112) 8:00 a.m. - 4:30 p.m. (Hoosick Falls drawing center)
Saturday:	8:30 a.m. - 10:30 a.m. (Main Hospital Laboratory)
Sunday:	Closed

SPECIMEN PICK UP SERVICE

Specimen pick up and report delivery services are offered in Bennington County and neighboring New York state area.

SUPPLIES

Supplies necessary for collection and transportation of specimens are provided to clients upon request such as custom requisitions, transport media, sterile containers, specimen preservatives, needles and vacuum tubes are furnished at no charge. Please use the Supply Order Form to order supplies. Supplies will be distributed to reflect the volume of testing being returned to the SVMC Laboratory.

SPECIMEN COLLECTION TRAINING

The proper collection of specimens is vital to maintain the integrity of the sample and is necessary for accurate test results. If your facility requires specimen collection training, it can be arranged by calling the Director of Laboratory Services at (802) 447-5333.

MEDICAL NECESSITY

For government payers (i.e. Medicare and Medicaid) as well as some other insurers, there are limitations established for when certain laboratory procedures should be performed and will be reimbursed. For these procedures, if the patient's diagnosis does not meet the criteria for the insurer to reimburse for the test, the patient will be requested to sign an Advanced Beneficiary Notice form (ABN) notifying the patient that they will be held responsible for the charges for this testing to be performed.

Following is a list of common procedures that require medical necessity checking:

AFP	Gonadotropin Releasing Hormone
Complete Blood Counts	HCG
Hematocrit	Hemaglobin A1C
Hemoglobin	Hepatitis Testing
Reticulocyte Count	HIV
Lipid Panel (Cholesterol, HDL, Triglycerides)	Iron Studies (Iron, TIBC, Ferritin, Transferrin)
Thyroid Testing (TSH, T4, T4-Free, T3 Free, T-Uptake)	Occult Blood, Stool
CEA	PSA
Digoxin	PT and PTT
Flow Cytometry / Immunohistochemistry	Tumor Antigens (CA125, CA153, CA199, CA27.29)
GGT	Collagen Crosslinks
Glucose	N-Telopeptides, Urine
Glucose Pregnancy Screen	Urine Culture and sensitivities

The CMS National Coverage Determination (NCD) Coding Policy Manual and Local Coverage Determinations (LCD) link for test diagnosis requirements and Medical Necessity checking can be found on the Laboratory Intranet Department web page under **the LAB LINKS** sections titled "[Jan 2011 CMS NCD Coding Policy Manual](#)" and "[CMS LCD Link for Vermont](#)".

Also, the SVHC Coding department may be contacted for any questions relating to Medical Necessity checking.

PRIOR AUTHORIZATION

Many insurers require that prior authorization be received before ordering or performing genetic type testing. If a patient presents to the SVMC Laboratory for genetic type testing, it is expected that this prior authorization has been received and is to be indicated on the test order requisition. If there is no indication of prior authorization, the office will be contacted before the patient is drawn or the patient will be requested to sign an Advanced Beneficiary Notice form (ABN) notifying the patient that they will be held responsible for the charges for this testing before they are drawn.

Each insurer should be contacted for information regarding which procedures require prior authorization.

Additional information on the most common tests requiring prior authorization and their associated CPT codes can be obtained from the Laboratory Intranet Department web page under the **LAB LINKS** section titled "[Prior Authorization needed for Genetics type Testing](#)".

Also, the SVMC Billing department may be contacted for any questions relating to Prior Authorization requirements.

RESULTS REPORTING

Individual patient reports are printed every night and are distributed either by Telecom, courier or mail the following day. Each patient report includes the patient's name, date of birth, sex, medical record number, location code, and clinician(s). The date the report was printed is in the header. With each test the date/time collected will print along with the normal ranges for the tests requested. Any result that is outside the normal range will be flagged with an "H" for high or "L" for low, critical values are flagged with a "*", and delta checks are flagged with a "#".

(See sample copies of the report formats located in the reports section of this manual)

REPEAT TESTING

Specimens are generally held for 7 days after test completion. If laboratory results do not match clinical conditions, please call the Laboratory Quality Assurance Coordinator at 802-447-5351 or the Client Services Department at 802-447-5341.

CALL RESULTS

The following results will be called. Every attempt is made to contact the clinician indicated.

Critical Values & Urgent Values:

Critical and Urgent values will be called to the ordering physician or patient unit as soon as the results are available. (see the Critical and Urgent Values tab for the complete list).

STAT Results:

If you need a test done STAT write "STAT" on the laboratory requisition and indicate the person, phone number, beeper number or fax number to communicate the STAT result to. The STAT result will be communicated as soon as testing is complete. Please see STAT list in this section.

Call or Fax Results:

If you need results called or faxed to your office, please fill in the appropriate box on the requisition and supply the phone/fax number. These results will be called or faxed to your office as soon as possible after the completion of the testing. If testing is performed during evening or night shift hours, calling or faxing will be done the next morning.