

# Policies

## Additional Services

Pathology, cytology, and Clinical Laboratory Improvement Amendments (CLIA) Medical Director services can be provided by our five MCHS pathologists, located on-site in Mankato.

## Animal Specimens

We do not accept animal specimens for laboratory testing.

## Billing

**Client**—Most of our non-Medicare or non-Medicaid billing is handled by billing the client. Each month the client receives an itemized statement indicating the date of service, patient name, test name, and charge.

**Medicare/Medicaid**—We will bill Medicare and/or Medicaid for work done on non-hospital Medicare/Medicaid patients as government regulations dictate. We will need the following information:

- Patient's name
- Patient's address
- Patient's date of birth
- Patient's sex
- Physician's name (last, first, middle initial) and NPI #
- Diagnosis codes (ICD-9) or clinical symptoms (ICD-9 preferred) relating to tests ordered
- Name of referring institution

Questions concerning billing issues should be addressed to Mary Jo Menden (MT,ASCP), Laboratory Manager for Mayo Clinic Health System (MCHS)- Mankato at 507-385-2987.

## Business Hours

We are staffed 24 hours a day, 365 days a year. Specimens transported to us from nearby institutions, by means other than our courier, will be accepted 24 hours a day.

## Client Service

Our technical staff is available 24 hours a day to respond to requests for patient results, test status, procedures, specimen requirements, shipping instructions, normal values, prices, etc. Questions concerning billing problems should be addressed to Mary Jo Menden, (MT,ASCP), Laboratory Manager for Mayo Clinic Health System (MCHS)-Mankato at 507-385-2987.

## Competitor Disclaimer

As to tests that are identified as being performed by parties other than MCHS-Mankato or Mayo Medical Laboratories, the

information regarding such tests was obtained from the test provider's most recent available catalog, as supplemented by any additional information provided to MCHS-Mankato or Mayo Medical Laboratories by the test provider. Neither MCHS-Mankato nor Mayo Medical Laboratories warrants or endorses the timeliness or accuracy of any such information. If you have any concerns or questions about the timeliness or accuracy of such information, you should contact that provider directly

## Confidentiality of Results

MCHS-Mankato is committed to maintaining confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 and College of American Pathologists compliance for appropriate release of patient results, MCHS-Mankato has adopted the following policies:

*Phone Inquiry Policy*—One of the following unique identifiers will be required:

- MCHS-Mankatos' accession ID number for specimen; **or**
- Client account number from MCHS-Mankato along with patient name; **or**
- Client accession ID number interfaced to MCHS-Mankato; **or**
- Identification by the requestor that he or she is, in fact, the referring physician identified on the requisition form by the MCHS-Mankatos' client

Under federal regulations, we are only authorized to release results to ordering physicians or health care providers responsible for the individual patient's care. Third parties requesting results including requests directly from the patient are directed to the ordering facility. We appreciate your assistance in helping MCHS-Mankato preserve patient confidentiality. Provision of appropriate identifiers will greatly assist prompt and accurate response to inquires and reporting.

## Infectious Material

The Centers for Disease Control (CDC) in its regulations of July 21, 1980, has listed organisms/diseases for which special packaging and labeling must be applied. Required special containers and packaging instructions can be obtained from us by using the Request for Supplies form. Shipping regulations require that infectious substances affecting humans be shipped in a special manner. See Infectious Material in Microbiology in Special Instructions. A copy of the regulations can be requested from the International Air Transport Association (IATA); they may be contacted by phone at 514-390-6770 or faxed at 514-874-2660.

## **Pathology Consultation**

We have five MCHS pathologists available to you for consultation 24 hours a day. They can be contacted at 507-385-2626.

## **Phlebotomy Service**

On-site specimen collections for nursing homes can be arranged if the nursing home is located near Mankato.

## **Radioactive Specimens**

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at Mayo Clinic Health Systems (MCHS)-Mankato for background radioactivity. This radioactivity may invalidate the results of radioimmunoassays (RIA).

## **Supplies**

Supplies for Histology and Cytology are provided. Other supplies such as request slips and specimen bags are also available. Call 507-385-2626 to order.

## **Technical Consultation**

Our Medical Technologist supervisors and technical consultants are available to assist with procedural or quality control issues, equipment evaluation, new procedure set-up, etc. They are also available for a visit to your facility if needed for special situations.

## **Test Cancellation**

Tests may be cancelled via a phone message at any time prior to test set-up. If tests are already set-up or completed prior to a cancellation request, the test cannot be cancelled.

## **Test Turnaround Time**

This catalog lists the days on which the test is set up as a guide to expected analytical turnaround times. Repeated tests take additional time. If defined analytical turnaround times will not be met by the testing laboratory, accessions could be released with a preliminary report stating when the final result(s) will be available.

## **Unacceptable Specimens**

To avoid unacceptable specimens, please follow the instructions in the test listing concerning required specimens, correct preservation, specimen volume, shipping temperature,

etc. Also please check that the specimen is properly labeled. We will call you immediately upon receipt of the specimen if a problem exists.

## **Unlisted Tests**

New procedures are developed throughout the year; therefore, some tests may not be listed in this catalog. For information about unlisted tests, call MCHS-Mankato Laboratory at 507-385-2626.