

# *Policies – Holland Hospital Laboratory Services*

## **Billing**

*Client*—Each month you will receive an itemized invoice/statement which will indicate the date of service, patient name, CPT code, test name, and test charge.

*Patient*—If you elect to have Holland Hospital Laboratory Services bill your patients, please include the following necessary billing information: responsible party, patient's name, current address, zip code, telephone number, Social Security number, and diagnosis. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from Holland Hospital.

## **Cancellation of Tests**

Cancellations received prior to test setup will be honored at no charge. **Requests received following test setup cannot be honored.** A report will be issued automatically and charged appropriately.

## **Confidentiality of Results**

Holland Hospital Laboratory Services endeavors to maintain the confidentiality of all patient information.

We encourage all patients to visit [www.hollandhospital.org](http://www.hollandhospital.org) to learn more about access to results via the patient portal.

## **Radioactive Specimens**

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at Holland Hospital Laboratory Services for background radioactivity. This radioactivity may invalidate the results of radioimmunoassays.

## **Ordering/Reporting of Tests**

Requests for testing can be made in a variety of ways to meet the level of urgency needed. Many tests are available within 1 hour of receipt in the laboratory with most tests being reported within 24 hours.

Holland Hospital Laboratory Services accepts both electronic and paper orders for testing to be performed.

The Holland Hospital Laboratory Services requisition can be used to order all clinical laboratory testing. Histopathology and cytology should be ordered on the Anatomic Pathology requisition. These requisitions can be preprinted with information customized to each client. Surgical pathology requisitions are available for submission of tissue specimens for testing.

All reports are available for electronic access in the Laboratory Information System at the time of completion. These results also become part of the patient's electronic medical record maintaining continuity of care. Printed reports can be delivered via fax or in-office printer.

## **Specimen Rejection Criteria**

To ensure accurate test results, Holland Hospital Laboratory Services may be unable to accept a specimen for analysis based on certain pre-analytic conditions. Some of the circumstances that may result in rejection of the specimen are listed below. We regret any inconvenience to you or the patient being tested, but specimen integrity is paramount in achieving accurate test results.

- Specimen and/or requisition improperly labeled
- Specimen collected at wrong time
- Specimen collected in wrong tube or container
- Specimen submitted with inadequate volume
- Specimen improperly transported or stored
- Specimen type is incorrect for test requested
- Specimen container cracked or leaked
- Specimen contaminated by intravenous fluid
- Specimen hemolyzed
- Specimen clotted in anticoagulant tube

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## **Supplies**

Specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. See “Supplies” for our complete listing of supplies available.

## **Unsatisfactory Analytic Results**

If Holland Hospital Laboratory Services is unable to obtain a satisfactory analytic result, there is no charge.