



**CLINICAL AND ANATOMICAL LABORATORY
SCOPE/STANDARD OF SERVICE**

POLICY #: QM.01.02.03

DEPARTMENT MISSION

The objective of the laboratory department is to provide accurate, timely, and efficient patient testing to the medical staff. The scope of testing will be sufficiently comprehensive to meet the needs of the patient and the medical staff. Patients will be treated with the due consideration, dignity and respect for confidentiality. One of the prime goals will be that the healthcare provided will be of the highest quality.

DESCRIPTION

Helen Keller Hospital Laboratory is a full service Clinical and Anatomical laboratory being made up by the departments of Automated Chemistry, Hematology, Microbiology, Immunology, Clinical Microscopy, Urinalysis, Special Chemistry (including Molecular Methods), Toxicology, Transfusion Services and Histology.

GOALS

- * To be the laboratory of choice for the patients and physicians in our area of influence.
- * To provide the highest quality service given the resources that are available.
- * To provide rapid results to the Emergency Department and to the inpatient units.
- * To operate the laboratory in a financially responsible manner.

SERVICES PROVIDED

The laboratory is open and staffed, with services provided, 24 hours a day, 7 days per week. Our service is available to newborns as well as the geriatric patient. Laboratory services are provided without regard to age, race, sex, financial status or cultural diversity. The Laboratory is accredited by the College of American Pathologists, and licensed under CLIA to perform testing in the following areas:

- | | |
|----------------------|----------------|
| * Clinical Chemistry | * Microbiology |
| * Coagulation | * Immunology |
| * Hematology | * Urinalysis |
| * Immunohematology | * Histology |
| * Cytology | * Molecular |

Helen Keller Hospital Laboratory performs approximately 97% of all requested test on site with the remaining tests referred to an accredited reference laboratory.

STAFFING

Laboratory Services are provided by a team of Medical Technologists, Medical Laboratory Technicians, Histologists, Phlebotomists and other support staff. The Medical Direction is provided by a board certified Pathologist as required by regulations.



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The testing personnel are tested for competency as required by the accrediting agency and work at the level of their CLIA personnel standards.

Minimum staffing levels for technical and support personnel have been determined based on average workload by shift and day of week. Staffing levels are adjusted as required to maintain adequate turnaround times.

MINIMUM STAFFING

Minimum, not optimum, staffing levels have been determined to be as follows. The actual number of personnel working may vary based on the workload and time of day.

Mon.-Fri.:

Main Lab

First shift – 1 Laboratory Director, 2 Supervisors, 5 Testing Personnel, 1 Courier, 1 Secretary, 2 Phlebotomists
Second shift - 3 Testing Personnel, 2 Phlebotomists
Third shift - 1 Testing Personnel, 2 Phlebotomists

Histology

1 Histology Technician, 1 Transcriptionist

Sat.-Sun.:

First shift - 3 Testing Personnel,
2 Phlebotomists
Second shift - 2 Testing Personnel,
2 Phlebotomists
Third shift - 1 Testing Personnel, 2 Phlebotomists

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