

WINTER 2014

# Lab Link

THE NEWSLETTER OF MAIN LINE HEALTH LABORATORIES



## Welcome to Outpatient Laboratory Services

**W**hen a physician orders outpatient laboratory testing, the patient's first encounter with Main Line Health Laboratories is typically with one of our Phlebotomists. Staff, certified in Phlebotomy, perform venipuncture, finger and heel stick procedures for the collection of blood samples used to perform laboratory tests that aid in the diagnosis and treatment of disease or wellness assessment.

The Laboratory offers safe and proficient blood and urine sample collection services for all patients, including accommodations for infant, pediatric, bariatric and special needs patients.

Outpatient lab collections are offered at the acute care Main Line Health hospitals, and Ardmore, Bryn Mawr, Collegeville, Exton and Broomall Health Centers.

All of the Phlebotomy staff embrace the Culture of Safety and practice the Safety Behaviors and Error Prevention Tools endorsed by Main Line Health®. Our staff always demonstrates their commitment to the MLH Red Rules by asking patients to state their name and date of birth during every encounter.

All routine samples collected are transported via courier to our Core lab at Lankenau Medical Center for testing. Specimens for Stat and ASAP testing are collected at hospital locations only. The majority of results are available within 12 hours. There are over 267,000 patients seen at the Main Line Health sites annually.

Main Line Health Laboratories offers an option for the ordering physician to request a "Standing Order" for patients

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*Top: The Outpatient Lab at the Lankenau Medical Center opened in 2013. It has beautiful, bright and spacious draw rooms, conveniently located near the patient parking garage. Bottom: Outpatient Lab at Riddle Hospital has a calming, cascading water fountain and player piano nearby that fills the area with melodious tunes.*

## Outpatient Lab Services

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that require recurring lab testing over a period of time. Quest does not recognize recurring patients with standing orders. Therefore, standing orders must be submitted with a Main Line Health Laboratory requisition.

Coming this spring, patients with “Standing Orders” will need to register only once a quarter as long as there have been no changes to a patient’s personal information or medical insurance. We continually strive to streamline processes to improve patient satisfaction.

Main Line Health Laboratories is an approved draw site for Quest laboratory third party lab draws.

Main Line Health is committed to providing a superior experience for all of our patients. We encourage patients to share their experience during their visit for laboratory services. Main Line Health partners with Press Ganey to poll our patients about their opinions of our outpatient sites. In the fall of 2013, Main Line Health launched online surveys that allow us to solicit customer input real time from 100% of patients that provide an e-mail address. The paper version of the survey continues to be mailed to 10% of all patients.

Results of the surveys from each of our nine sites are reviewed during monthly Laboratory Quality Management meetings. Main Line Health Lab’s management team implements process improvement initiatives to address customer service concerns and to ensure each patient has a superior experience every time they visit.

Main Line Health Connect is the online “Patient Portal” that gives patients the option to retrieve lab results for those tests reported by Main Line Health Laboratories. To obtain secure access, patients should ask a MLH physician office for a “Main Line Health Connect Patient Registration Sheet” or visit online at [mainlinehealth.org/connect/outpatient-locations](http://mainlinehealth.org/connect/outpatient-locations).

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**Photo captions**

Page 2, top: The Outpatient Lab at Paoli Hospital provides a relaxing atmosphere for our patients with a view of the courtyard garden. The aquarium in the waiting room is a popular attraction among visitors of all ages.

Page 2, center: Bryn Mawr Hospital's Humphrey T. Horse greets patients in the Warden Lobby. While waiting to be seen by a Phlebotomists, our pediatric patients enjoy checking out Humphrey's latest seasonal gear.

The draw sites in Ardmore (page 2, bottom) and Main Line Health Centers in Collegeville (page 3, top), Broomall (page 3, center) and Newtown Square (page 3, bottom) offer convenient access for patients across the service area. The Main Line Health Center in Broomall is open Saturdays.

Bottom right: Phlebotomist at Riddle Hospital Outpatient Lab.



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Our team of highly skilled, professional, gentle and compassionate staff are eager to demonstrate their superior customer service skills during your next visit!

For more information please visit the Laboratory Services web page at [mainlinehealth.org](http://mainlinehealth.org). ■

### Test Availability

There are several tests that may be collected only at the hospital outpatient laboratory collection sites due to the time sensitive nature of the tests and to protect specimen integrity.

Tests that are not available at the Main Line Health Center collection sites:

- STAT and ASAP testing
- Urine eosinophil
- Ionized Ca<sup>++</sup>
- Two- and three-hour glucose tolerance testing (*one hour acceptable*)
- Lactate
- Quest bleeding times
- Pyruvate
- Respiratory virus antigen
- Arterial blood gas
- Cryoglobulins
- Ammonia

Tests that are offered only at Bryn Mawr Hospital:

- Plavix/aspirin resistance
- Sweat test



Top: The Main Line Health Center at Exton Square opened in January 2014. It is situated at the Exton Square Mall and offers weekend hours on Saturday and Sunday for lab collections. Bottom: Phlebotomist at Riddle Hospital Outpatient Lab.

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[mainlinehealth.org/labs](http://mainlinehealth.org/labs)