

## Pathology Laboratories

### Outreach Phlebotomy Services

#### Program Overview & Staffing

VCUHS Pathology Laboratories expanded its outreach program to area nursing homes in 1998. Since that time we have continued to grow the program, hiring our own dedicated phlebotomy staff in December 2001. These experienced individuals must have a minimum of five years phlebotomy experience, demonstrated geriatric expertise and complete a competency assessment



annually. Our staff have excellent customer service skills and strive diligently to meet your patients needs. We conduct customer satisfaction surveys to monitor our service delivery annually.

#### Phlebotomy Services

Requests for patients requiring services should be phoned in to Client Services 828-7284 and followed with a copy of the requisition faxed the same business day to 628-8724. **We require that an ICD-9 Code for medical necessity and ordering physician name be provided for each test ordered and included on the requisition.** The Patients will be scheduled for collection based upon date requested and the schedule of the phlebotomist in the requesting service area. In most cases we are able to provide the service within a 48 hr. period.

#### Reporting Results

Results are autofaxed to the facility &/ or physician to a secured fax on a selected daily time schedule. Reports are received the same day providing testing does not require additional time to complete. Panic values will be called to the facility or physician and documented on the hard copy of the report.

#### Client Services

Our laboratory offers 24 hour assistance to clients for retrieving reports or physician consultation with a Pathology resident. Customized requisitions will be provided for ordering the laboratory tests.



#### Insurance Billing Information

Our laboratory will bill third party payors. We require that a copy of the patient's face sheet or insurance billing information be provided at the time of initial service. Thereafter, we need only updates with changes. A list of insurances we are able to accept will be provided upon request. **All laboratory tests require an ICD-9 code and ordering physician name prior to testing and billing.**

#### For Additional Information:

**Sales**

Brenda Hunt 828-6767 ext. 296

**Client Services:**

828-7284(Path)

**Phlebotomy**

Yasmin Brown - Phlebotomy Manager  
828-6767 ext. 336

**Billing Inquiries**

Angela Tucker 828-6767 ext. 212