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# Laboratory Services

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CHILDREN'S®**

*When your child needs a hospital, everything matters.*



# Getting Answers to Your Most Common Laboratory Questions

Finding the right information can be frustrating and time consuming. Our laboratory Client Services team is staffed 24/7 by experienced personnel who can answer just about any question you have related to your patient's testing. However, we strive to provide you with convenient tools in our Laboratory Test Directory that are only a click away. The table below outlines the best source for answers to the most common questions we typically receive about lab samples/testing:

Question/Concern	Best Source	Notes
Minimum collection volumes	Test Directory (Outpatient Sample Tab)	Complex cases, combining multiple tests may warrant calling Client Services
Patient Preparation or Required Forms for Unique Draws	Test Directory	We have included links to many of our required forms or documents built into the information section for each test in the Test Directory
Test Updates	Test Directory	All test updates can be found on the green tabs located on the right side of the test directory home page
Stool Sample Collection Guidelines	Test Directory	The Stool Specimen Collection Chart is located on the green tabs on the right side of the test directory home page
Add-On Test Requests	Client Services	Call to request an additional test be added to a sample that was previously sent to our lab
Conflicting Test Results or Test Values that Don't Fit the Clinical Situation	Client Services	Your call will likely be forwarded to the appropriate technical supervisor or director

# Back to School with CME

Pediatric patients require a unique medical approach, as significant differences exist in this patient population in disease frequencies, specimen collection, test performance, and test interpretation. The provider education courses are offered by experts from their technical areas to provide your staff with information and educational topics to provide best outcomes for your patients. Below is a sample of our current courses.

- Gastrointestinal Film Array Panel: Decoding Multiplex Testing
- Update on Testing For STIs in Adolescents and Children
- Diagnosis of Respiratory Virus Infections
- Vitamin D: Why All the Hype?
- Lead and Lipid Testing
- Drug Testing in the Pediatric Patient
- Chromosome Analysis & Microarray Analysis
- Carrier Screening and Newborn Screening
- Cytogenetic Testing on Products of Conception (POC)
- The ABC's of POC's, Placentas and the Perinatal Autopsy

We are able to present other educational topics as requested, as well as Pathologist to Pathologist presentations and consults. See link for more info: <https://www.nationwidechildrens.org/specialties/laboratory-services/for-providers/physician-education-opportunities>



## Spotlight on Client Services:

Princess has worked for Nationwide Children's Hospital Client Services for 2 years and 7 months. She currently attends Columbus State Community College working to transfer to The Ohio State

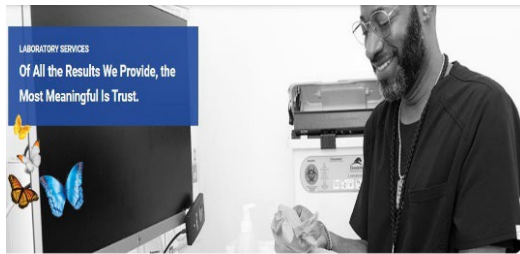
University to pursue a Bachelor's degree in Public Health.

Outside of work, Princess enjoys journaling, writing poetry, watching international films, and being the eldest sister of three.

When asked to share a tip for clients, Princess shared: "Whenever more tests are needed to be performed on a patient, know that a microtainer will not be sufficient enough to cover a lot of add-on tests. The bigger the volume of blood collected the better.

# Our website has been redesigned!

*The following overview will help you better navigate our new pages.*



## Laboratory Services

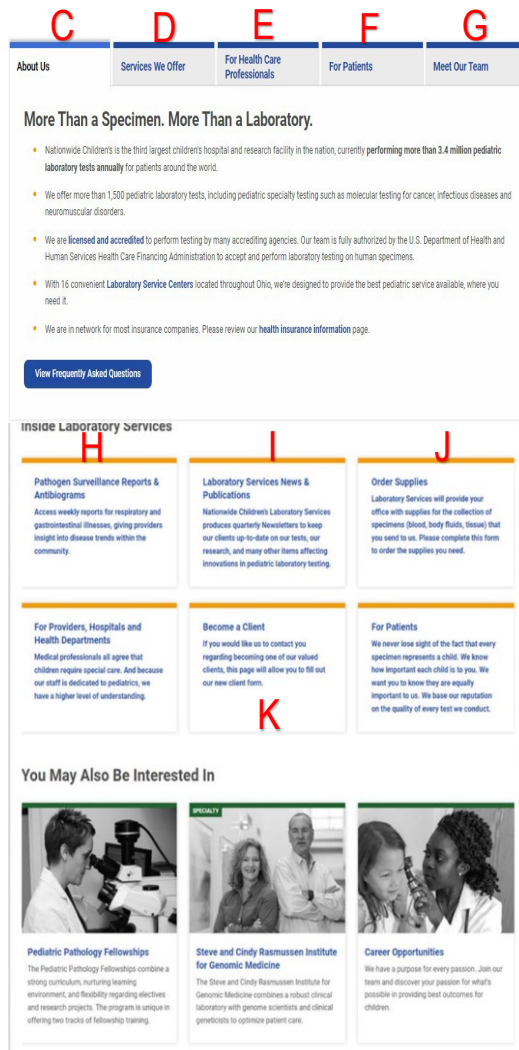
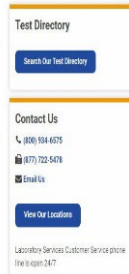
Laboratory Services at Nationwide Children's Hospital is one of the country's leading full-service pediatric reference laboratories.

We work closely with medical professionals throughout the United States and abroad to deliver laboratory and pathology diagnostic services alongside expert pediatric consultation services.

Laboratory Services specializes in complex and specialized testing. We go above and beyond routine diagnostics to run disease panels, genetic testing and more.

As part of a pediatric hospital and research center, cutting-edge is all in a day's work for us.

We are equally qualified to deliver the best things you want most from our reference laboratory – confidence and results.



- A. Test Directory-** Search on more than 1500 tests to find information on sample collection requirements and special instructions for sample processing, storage and transport.
- B. Locations-** Find convenient community locations where your child can be seen for laboratory services. Each location page outlines the services available at that location, hours of operation, address and contact information.
- C. About Us-** Learn more about Laboratory Services, including links to our Licensing and Accreditations, Laboratory Service Centers, accepted health insurance plans and FAQs.
- D. Services We Offer-** Learn more about our comprehensive diagnostic services and specialty testing. Inside this tab are links with further information on eight of our specialty services.
- E. For Health Care Professionals-** Provides resources for clinicians, including the following links:
  - order collection supplies
  - obtain requisitions and labeling information
  - view collection procedures
  - request an Anatomic Pathology consultation
  - find information on courier services and specimen transport
  - review patient test result reporting options using ChildLink
  - access clinical practices tools and additional resources for your practice
- F. For Patients–** Provides parents with information on what they can expect when visiting our laboratory service centers including links to our locations, accepted insurance plans (Payor Matrix), and our specialized S.A.F.E. Program.
- G. Meet Our Team-** Learn more about our pathologists and doctoral scientists.
- H. Pathogen Surveillance Reports & Annual Antibiograms-** View our weekly respiratory and GI pathogen reports
- I. Laboratory Services News and Publications-** Find new and important testing updates, client newsletters and additional resources.
- J. Order Supplies-** Request specimen collection supplies for samples being sent to our lab.
- K. Become a Client-** Find information on how to become a new client with our laboratory.



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Nationwide Children's Hospital  
700 Children's Drive  
Columbus, OH 43205

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## How can Nationwide Children's Laboratory Services help your practice?

If you would like to become a client or learn more information about Nationwide Children's Laboratory Services, contact us at (800) 934-6575 or visit our website at **NationwideChildrens.org/Lab**. Would you like to receive the Nationwide Children's Laboratory Services Newsletter electronically? Please e-mail us at **LaboratoryServices@NationwideChildrens.org** and let us know!

Lab Account Representatives are available via email to assist with any questions or concerns.

Stacy Burrier  
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