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Laboratory Services

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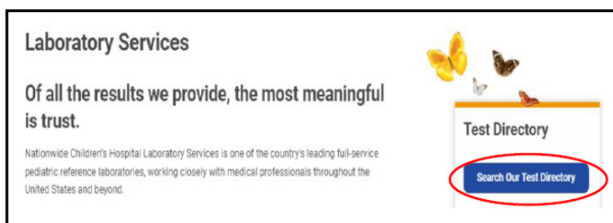
**NATIONWIDE
CHILDREN'S®**
When your child needs a hospital, everything matters.

New Laboratory Test Directory

Our new Laboratory Test Directory went live **Monday, October 31st**. The new directory contains easier-to-read collection information as well as links to convenient and frequently used website items such as requisitions and supply orders.

You can access the Laboratory Test Directory the following ways:

1. In your browser go to our website, **NationwideChildrens.org/Lab** and click on "Search our Test Directory"



2. Scan your current Nationwide Children's Laboratory Test Directory QR Code.



Complete instructions on how to navigate the Test Directory can be found on our website under "News and Publications."

Outpatient Critical, Alert and Courtesy Values

We have created a new fact sheet outlining all outpatient critical, alert and courtesy values and when each of these results are called to the ordering physician.

Critical lab values will be called **immediately, 7 days per week**, by laboratory personnel to the responsible licensed caregiver. At least **two attempts** will be made to contact the licensed caregiver or their office via phone services or pages. A voicemail will not be left by the laboratory. **After two attempts**, laboratory personnel will contact Nationwide Children's Laboratory Section Director. The laboratory director may decide to contact an ED staff physician to review

the critical value. Such a discussion may result in a decision to contact the patient's family directly and recommend that the patient be brought to the ED immediately.

Outpatient alert values will be called within **2 hours** during the hours of **7 a.m. to 11 p.m., 7 days per week**. Alert values will not be called during the hours of 11 p.m. to 7 a.m.

Most courtesy values will be called between **7 a.m. and 5 p.m., 7 days per week**. There is a subset of courtesy values that will only be called to the on-call provider on weekends and holidays.

Practices can refer to the fact sheet for a complete list of all outpatient critical, alert and courtesy values. This fact sheet can also be accessed online at **NationwideChildrens.org/Lab**.

Blood Lead and Hemoglobin Filter Card Collections

Nationwide Children's Laboratory Services recognizes the importance of screening children who are at risk for elevated blood lead levels. Our blood lead and hemoglobin screening* test is a simple and fast collection method that requires just three circles filled with blood on a filter card. Collecting both tests using the Blood Lead and Hemoglobin filter card has these benefits:

- Simple fingerstick method with training available to your staff
- Allows specimens to be shipped to our laboratory through USPS mail, using a supplied stamped envelope
- Quick turnaround time is usually 2-3 days upon receipt
- Increases lead testing compliance and provides "in-office" convenience to your patients
- Results reported to the Ohio Department of Health

In addition to providing initial lead collection training, our account representatives also provide refresher filter paper lead collection courses that can help improve the quality of samples submitted for testing. For more information about our Blood Lead and Hemoglobin

Screening using the blood lead filter card or to schedule a refresher course, call (800) 934-6575 or visit NationwideChildrens.org/Lab.

**This assay is considered a screening test. The results may vary from whole blood hemoglobin due to different methodologies. Nationwide Children's Laboratory Services recommends follow-up testing be performed, if clinically warranted, using a non-filter card test.*

Test Requisition Reminders

Make it a habit to review the printed requisition to make sure the Patient, Insurance, and Specimen Information is correct before sending a specimen to the laboratory. Missing patient or billing information for specimen registration often results in a phone call to your office staff requesting the missing information.

Clarification of terms in the Billing Information section of the Laboratory Service's requisition are as follows:

- Guarantor is the name legal guardian or parent of the patient (the child cannot be the guarantor)
- Subscriber is the person that is the carrier of the insurance for the patient

When sending specimens with the courier, please place the requisition in the outside pouch of the biohazard bag so that the barcode label is facing out. By doing this, the barcode is visible to the courier so that they can scan the code without effort. Scanning the barcode for each specimen helps us keep track of your patient's lab samples.

Don't Be Caught Unprepared

Respiratory season is fast approaching, and a room full of ill patients can be overwhelming. Please check your swabs and media supplies for:

- **Expiration Dates:** Make it a good habit to check all expiration dates on a regular basis.
- **Rotate Supplies:** It is good practice and cost-effective to rotate your supplies as you receive them. Always use oldest supplies first.
- **Cloudiness:** Do not use media if there is a change in color and/or cloudiness. Always check before using.
- **Inventory:** Check to make sure you have enough swabs and media in stock until your next supply order arrives. You can order supplies online at www.NationwideChildrens.org/Laboratory.

Did You Know?

Rapid Flu and RSV Testing Is Available at Many of Nationwide Children's Laboratory Service Centers

With respiratory season just around the corner, you can count on our offsite laboratories to perform your rapid testing. Nationwide Children's Laboratory Services provides swabs for both Rapid Flu and RSV testing so that you can collect these samples in your office:

Test	Source	Swab
Rapid Influenza Antigen Testing	anterior nares secretions	Puritan Sterile Foam-Tipped Swab
Rapid RSV Antigen Testing	posterior nasopharyngeal swab	Puritan HydraFlock Swab

After your patient's office visit, send them with the swab specimen to one of our rapid testing sites. Results will be available within a 1/2 hour of the time the specimen was dropped off.

Please remind families that they will need to be registered at the front desk when dropping off their swab.

For more information on Rapid Influenza and RSV testing at our Laboratory Service Centers or obtaining rapid testing kits, call Client Services at (800) 934-6575 or visit NationwideChildrens.org/Laboratory.com.





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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.

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