

# CLIENT SERVICES

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- **Calling the Laboratory**

**Courier Pickups:** 513-569-6345, press 1

- Monday through Friday, 7:30 am – 11 pm
- Saturdays, 9 am – 5 pm

**Customer Support:** 513-569-6345, press 2

**Add-on Testing Requests:** 513-569-6567 (Fax)

**Customer Relations Executive:** 513-706-8875

**Patient Accounting:** 513-569-6117

- Assistance with insurance or patient billing

**General Accounting:** 513-569-6472

- Assistance with monthly account billing
- Monday through Thursday, 7:30 am - 4 pm

- **Courier Pickups**

**513-569-6345, press 1**

TriHealth provides rapid transport of specimens to help ensure complete specimen integrity. Specimens are picked up and reports are delivered twice daily by trained TriHealth couriers. One pick-up can be arranged on Saturdays. All couriers are equipped with mobile telephones for rapid access.

Insulated specimen lock boxes are provided so that the couriers can access specimens after office hours. Specimens are transported to the laboratory in secure, leak-resistant containers.

Specimens marked STAT will be processed as soon as possible once received in the laboratory.

- **Customer Support**

513-569-6345, press 2

**Results**

Test results are available 24 hours a day, seven days a week. TriHealth laboratories share common instrumentation that provides comparable results no matter where the tests were performed within TriHealth.

**General Information**

An experienced team of knowledgeable staff, including medical technologists, answers inquiries and act as problem-solving experts to help you with complex issues that may require research and follow-up.

The customer support team also answers routine questions regarding specimen collection requirements, prices, test codes, CPT codes and other laboratory information.

- **Collection Supplies**

All materials required for the proper collection and transport of specimens will be provided. These materials include vacutainer tubes, needles, culture media, urine containers, biopsy bottles, pap smear kits, specimen transport bags and other items.

To order supplies, submit a [Supply Request form](#) to the laboratory courier. The supplies will be delivered when the courier makes the next visit to your office.

In accordance with the Office of Inspector General (OIG) Model Compliance Plan for clinical laboratories, TriHealth does not provide supplies for the collection of tests that will be referred to other laboratories or performed in the physician's office.

- **Supply Request Form**

Click for a printable copy of the [Supply Request form](#).

- **Requisitions and Billing Information Requirements**

Each test requisition is preprinted with the client's name and account number. A separate form is provided for ordering pap smears and biopsies (see Pap Smear and Biopsy Requisitions below). **Always print clearly on the requisition.**

**General Laboratory Tests**

1. Provide the patient's complete last name and first name, sex, date of birth, social security number, and date of collection.
2. Provide **complete** Medicare, Medicaid, or other insurance information if direct billing is required. Attach a copy of the insurance card and patient data sheet if possible. See Billing Information Requirements.
3. Check the appropriate box(es) for the test(s) desired.

4. If the test is not listed on the form, check “Other Tests” and use the space at the bottom of the form to write in the desired test(s).
5. Provide the ICD-9 diagnosis code(s) for each test requested.
6. If notification by fax or telephone is required, check the “Fax to” or “Call to” box and list the fax or phone number to which the results should be communicated.
7. Remove the client copy of the requisition for your records.
8. Place the specimen(s) in the zippered portion of the specimen transport bag provided. Place the requisition in the outer pocket of the bag.

### Pap Smears and Biopsies

Use a Cytology/Histology requisition to order ThinPrep® pap smears, non-genital cytologies, or biopsies. **Print clearly.**

1. Date of collection
2. Patient’s complete last name and first name
3. Patient’s date of birth, age, sex, and social security number
4. ICD-9 diagnosis code(s)
5. Date of last menstrual period (LMP)
6. Source of specimen
7. Check the appropriate box(es) for the test(s) desired.
8. Other relevant clinical information (e.g., abnormal bleeding, previous abnormal cytology, pregnancy, post-partum, etc.)
9. Provide **complete** Medicare, Medicaid, or other insurance information if direct billing is required. Attach a copy of the insurance card and patient data sheet if possible. See Billing Information Requirements.
10. Remove the client copy of the requisition for your records.
11. Place the specimen(s) in the zippered portion of the specimen transport bag provided. Place the requisition in the outer pocket of the bag.

### Billing Information Requirements

**It is essential that complete and accurate billing information be sent with the specimen(s). Print all information clearly. If possible, attach a copy of the patient’s insurance card and a copy of your patient data form to the laboratory requisition. Required billing information includes:**

- patient’s name (exactly as it appears on the insurance card)
- patient’s date of birth
- patient’s address
- patient’s social security number
- name of insurance plan
- address of insurance plan
- policy number
- group number
- subscriber’s information if different from patient
  - name, address, date of birth, social security number, marital status, and employer
  - relationship to patient
- guarantor name and address if patient is under 18.
- ICD-9 code(s) for the test(s) requested

If any required information is missing, the requisition may be returned to your office for completion.

All patients and third parties will be billed at current hospital prices. Self-pay patients may be eligible for discounting and should refer to the reverse side of their statements for more information. A list of the current hospital laboratory fees is available upon request.

- **Reports**

Most laboratory tests are completed within 24 hours following receipt of the specimen in the laboratory. Test results are reported in an easy-to-read format that includes reference ranges for each test. Results that are abnormal, but not critical, will be flagged as high (H) or low (L).

There are several options for obtaining reports, including delivery by courier, computer autofaxing, and the Greater Cincinnati Healthbridge Health Information Network.

- **Reflex Testing**

Reflex testing is an important tool in providing timely, cost-effective and quality care to patients. A reflex test is a laboratory test performed (and charged for) subsequent to an initially ordered and resulted test. Reflex testing occurs when an initial test result meets pre-determined criteria (e.g., positive or outside normal parameters), and the primary test result is inconclusive without the reflex or follow-up test. It is performed automatically without the intervention of the ordering physician. Reflex testing may prevent the need for additional specimen procurement from the patient.

The reflex test adds valuable diagnostic information and is consistent with best medical practices. Certain confirmatory reflex tests are required by law; but generally each laboratory establishes its own criteria for medically appropriate reflex tests. A laboratory must disclose to the ordering physician its protocol for performing reflex testing and provide the physician with the opportunity to decline the follow-up tests.

The criteria used for reflex testing at TriHealth Laboratories are reviewed and approved by the medical staff of Good Samaritan and Bethesda North Hospitals.

If a physician does not want to have a reflex test performed according to the protocol established by TriHealth Laboratories, he/she must indicate such at the time the initial test is ordered.

Click for a printable copy of TriHealth's [Reflex Testing](#) protocol.

- **Critical and Vital Values**

TriHealth has established critical and vital laboratory values in consultation with the medical staff and other clinicians served.

Critical values reflect a potentially life-threatening emergency or medical crisis for which some corrective action can be taken promptly. Critical values will be telephoned immediately to the ordering physician or other clinical personnel responsible for the patient's care.

Vital values differ from critical values in that rapid corrective action is not crucial. A vital value does not constitute a medical crisis. The designation of vital values considers that phoning a physician during off-hours for certain test results would prompt no different care for an ambulatory patient than informing the physician at the beginning of the next day. Vital values on outpatients will be called to the physician's office, if open. If the office is closed, the results will be called when the office next opens.

TriHealth's critical and vital values can be viewed by clicking on [Critical/Vital Results Notification](#).

- **Stat Testing**

Stat testing is available for specified tests. For stats that must be transported from a client's office to the laboratory, the standard turnaround time is four hours from the time of the call for a stat pickup to the time that the results are completed. Stats are normally completed within 1 hour following receipt of the specimen in the laboratory.