

Policies – Central Vermont Medical Center

Accreditation

The CVMC Laboratory has earned accreditation from The Joint Commission (TJC), the College of American Pathologists (CAP), and Health & Human Services Clinical Laboratory Improvement Amendments (CLIA).

Affiliation

The Laboratory is an affiliate of the North East Community Laboratory Alliance (NECLA), University of Vermont Health Network (UVMHN), and Mayo Medical Laboratories (Rochester, Minnesota).

Billing

Please include the following billing information at the time of order: responsible party, patient's name, date of birth, current address, zip code, phone number, Social Security number, and diagnosis code. Please include a front and back copy of the insurance card or provide the insurance company name and billing address, subscriber name, policy number, and group number. Providing this information will avoid additional correspondence to your office at a later date.

Billing – CPT Coding

It is your responsibility to determine correct CPT codes to use for billing. Please consult the CPT Coding manual published by the American Medical Association. Questions regarding the use of codes should be directed to your local Medicare carrier.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored.

Compliance Policies

Central Vermont Medical Center Laboratory is committed to compliance with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include but are not limited to, the College of American Pathologists (CAP), the Centers for Medicare and Medicaid Services (CMS), and the Food and Drug Administration (FDA), and The Joint Commission (TJC).

Central Vermont Medical Center Laboratory develops, implements, and maintains policies, processes, and procedures throughout our organization which are designed to meet relevant requirements. We expect clients utilizing our services will ensure their compliance with patient confidentiality, diagnosis coding, anti-kick back statutes, professional courtesy, CPT coding, CLIA proficiency testing.

Confidentiality of Results

Central Vermont Medical Center is committed to maintaining confidentiality of patient information to ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance for appropriate release of patient results.

Requests for results should be directed to the ordering physician. The patient portal is available for CVMC patients; contact your physician office to enroll.

Critical Values

Results that exceed the defined limit of critical are called to the ordering physician/physician office within 60 minutes from the time the result is available.

Proficiency Testing

We are a College of American Pathologist (CAP) accredited laboratory, CLIA licensed facility that voluntarily participates in many diverse external and internal proficiency testing programs.

We comply with the regulations set forth in Clinical Laboratory Improvement Amendments (CLIA), the Occupational Safety and Health Administration (OSHA), and the Centers for Medicare & Medicaid Services (CMS).

Record Retention

CVMC Laboratory retains all test requisitions and patient test results for the retention period required to comply with and adhere to CAP and Vermont State standards.

Referral of Tests to Another Laboratory

We will forward tests to other laboratories as a service to our clients. This service does not represent an endorsement of a test or referral laboratory. Referral Laboratories must be CLIA certified and a CAP certification is preferred.

Specimen Identification Policy

To avoid specimen rejection or delayed turnaround time, please check the "specimen required" field within each test on the CVMC Laboratory test catalog. The CVMC laboratory will notify if samples are rejected. Problem specimens will require a phone call.

Specimen Labeling Policy

Accurate specimen labeling is crucial to patient safety and to provide quality results. It is the CVMC Laboratory policy to ensure that all specimens submitted to the laboratory are properly labeled.

Prior to specimen collection and labeling, the patient must be identified using two patient identifiers. Patients will be asked to verbally confirm their name and date of birth. The specimen is required to be labeled with name and date of birth (medical record number or Social Security number is also acceptable). The date and time of

collection and the collector's initials are also required on the label. Labeling of samples must be completed in the presence of the patient.

Specimen containers require the same labeling requirements, do not label the lid, the label must be on the container.

Supplies

Specimen collection containers and request forms can be ordered through the Materials Management Department. Completed supply request forms should be faxed to 802-371-4403. Supplies are delivered on Wednesdays. Setup for supply ordering is coordinated through the Materials Management Department, 802-371-4155.

Test Result Call Back or Fax

Results will be phoned or faxed to a provider when requested.