Blood Bank
Service Manual

MAWD PATHOLOGY GROUP
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MAWD Pathology Group

MAWD has served hospitals and physician practices in Kansas City and the surrounding region since 1969 and is one of the largest physician owned providers of pathology and laboratory services in the country. Our 58 pathologists care for over 250,000 patients a year and are available 24 hours per day, 7 days per week.

Client results are delivered in optimal turnaround time, with most routine results available within 24 hours of specimen arrival to the laboratory. MAWD participates in all major insurance plans and offers a self-pay fee schedule for uninsured patients.

MAWD offers unmatched and diverse advanced subspecialty expertise and employs many of the region's recognized leaders in subspecialty pathology. Clients and patients benefit from the ability of our pathologists to consult directly within MAWD's extensive intra-organizational network of specialists.

We are committed to patient safety and excellence through:

- The pursuit of proven, state-of-the-art technology and accurate testing methods.
- Excellent professional staff, who at all times are aware of and concerned for the patient's welfare.
- Rapid and accurate reporting of patient diagnoses using secure, electronic methods.

Our quality diagnoses, commitment to patient care, and responsiveness to clinicians have established MAWD as a trusted provider of high-quality laboratory services.

Accreditation/Licensure

MAWD Pathology is certified under the Clinical Laboratory Improvement Act of 1988 (CLIA-88) as qualified to perform high complexity testing. Additionally, MAWD Pathology is accredited through the College of American Pathologists (CAP), the recognized global leader in established performance standards. For additional information or copies of certificates, please refer to MAWD's website at mawdpathology.com.

CAP ACCREDITED
COLLEGE of AMERICAN PATHOLOGISTS

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Patient Privacy Policy

MAWD Pathology takes patient privacy seriously and takes the necessary precautions to ensure we follow or exceed healthcare industry standards to secure that data. MAWD Pathology is committed to compliance with the privacy standards outlined in the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH).

MAWD Pathology has implemented technical and organizational policies to ensure compliance with these standards. Additionally, we evaluate security audits regularly and conduct workforce training annually. The electronic patient information you provide is encrypted using secure socket layer (SSL) encryption technology and stored securely.

MAWD Pathology reserves the right to change this notice and will promptly update this notice and post the information on the MAWD website at mawdpathology.com.

Referral Testing

MAWD Pathology offers clinical and anatomic pathology testing services. MAWD continues to strategically expand our in-house test menu to meet the needs of our clients. Additionally, MAWD partners with other laboratories who share a commitment to quality and service to provide testing not currently performed at MAWD.

Test Turnaround Time

Turnaround time is defined as the number of hours or days elapsed from the time a specimen is received at MAWD Pathology to the time the result is released. Turn-around time expectations are defined in MAWD's Test Directory.

Laboratory Result Reporting

MAWD Pathology can provide clients with laboratory results via several different mechanisms, including printed or faxed reports, electronic results via portal, and interfaced results.

Preliminary reports will be issued when clinically appropriate. Final reports are issued at the completion of testing.

MAWD Pathology complies with local, state, and federal regulations regarding notifiable disease and condition reporting. Referring clients must follow applicable submission requirements, which include providing all required patient demographic and client information to MAWD for such purposes.

Critical Reporting

MAWD Pathology operates 24/7. Critical results are reported as soon as testing has been completed and identified. Critical results are called to the contact(s) provided by the referring client in accordance with all regulatory requirements.

Billing

When ordering laboratory tests that are billed to commercial payers, Medicare, Medicaid, or federally funded programs, *the following requirements and conditions may apply:*

- Tests should only be ordered when medically necessary.
- Payers may not approve tests considered medically unnecessary or experimental.
- If there is reason to believe Medicare will not pay for a test, the patient should be informed, and an Advance Beneficiary Notice (ABN) should be completed to indicate patient responsibility for the cost of the test if Medicare denies payment.
- The ordering provider must provide valid ICD-10 diagnosis code(s). Narrative descriptions and "rule-out" diagnoses are not sufficient.

CPT Codes

The Current Procedural Terminology (CPT) codes provided in MAWD's Test Directory are provided for informational purposes and reflect our interpretation of CPT coding requirements based on the American Medical Association's (AMA) and our understanding of payer guidelines. These are provided as a guide to assist with billing, though CPT coding is the sole responsibility of the billing party. MAWD encourages clients to confirm CPT codes with Medicare administrative contractors (MACs), as requirements may vary.

Supplies

MAWD Pathology provides certain supplies necessary to collect and transport specimens to our laboratory for analysis, at no charge. Supplies provided by MAWD Pathology are only to be used for specimens submitted to MAWD for analysis. The type and quantity of supplies ordered should correspond to the type and volume of testing referred. Due to regulatory requirements, MAWD Pathology must monitor supply utilization.

Supplies may be ordered electronically using MAWD's portal or by contacting a client service representative.

Crisis Contingency and Business Continuity Plan

MAWD Pathology maintains a corporate crisis contingency and business continuity plan to ensure an efficient and timely recovery of critical business functions in the event of a crisis impacting lab and/or business operations. In the event of a crisis that adversely impacts critical services, MAWD will notify clients of delays and coordinate alternative arrangements.

Patient and Specimen Preparation, Specimen Collection and Transport, and Packaging Guidelines

Patient Preparation

Patient preparation such as fasting, collecting specimens at specific timings or intervals, or ingesting a medication or substance for provocation prior to collection are not required for blood bank testing. Please see MAWD's Test Directory for additional information.

Specimen Submission

The quality and meaningfulness of laboratory results are directly related to the quality of the specimen submitted. All specimens submitted to MAWD Pathology should be labeled, processed, and transported according to procedure to ensure optimal specimen quality. *Please review the appropriate container type, minimum volume, and special handling requirements needed, prior to submission*. While MAWD's exception handling team will contact the client for resolution, samples not meeting criteria may result in testing delays, specimen rejection, or test cancellation.

Potential causes for testing delays, specimen rejection, or test cancellation include but are not limited to the following:

- Specimen integrity issues (hemolyzed)
- Improperly labeled specimen
- Inappropriate specimen type
- Inappropriate specimen container
- Insufficient volume
- Missing test order or requisition
- Missing required information
- Specimen leaked in transport
- Improper transport
- Sample received outside of stability
- Test order/requisition received without specimen

Preferred Specimen Volumes

MAWD's Test Directory defines the preferred specimen volume required for each assay. While every attempt will be made to perform the requested testing on the sample volume provided, insufficient volume may result in delays. Additionally, some testing scenarios may require more specimen volume than the preferred volume (repeat testing, reflex testing, etc.).

Specimen Identification

All specimens must be labeled with **at least two unique patient identifiers** that match the accompanying requisition. Improperly labeled specimens will result in testing delays or rejection.

> ***The patient's full name and date of birth are the only two unique identifiers acceptable for blood bank testing.***
>
> ***Specimen identifiers must match exactly as they appear on the test requisition.***

If the specimen is hand-labeled, a ballpoint pen should be utilized. Felt-tip pens and gel pens are prone to smudging and may result in illegible identifiers.

Specimens should be labeled in such a way that does not prevent the visual inspection of the sample (e.g.: a sample window and fill lines should be visible when labeled). Additionally, barcodes should be oriented vertically to maintain scanability.

Test Requisition

Specimens must be accompanied by an electronic or paper requisition. ***At a minimum, the requisition must contain the following information:***

- Patient name
- Patient date of birth
- Patient gender
- Name of physician requesting the test
- Test(s) requested
- Date of specimen collection
- Time of collection, when appropriate
- Type of specimen and source, when appropriate
- Clinical information, as needed

If the requested testing is to be billed to a commercial or government payer, the requested demographic information, billing information, and ICD-10 diagnosis code ***must*** be submitted. See Billing and CPT Codes sections for more information.

Specimen Collection

Standard precautions should be observed during specimen collection and handling. Handle all samples, collection devices, sharps, and other hazards according to the policies and procedures of your facility. Safety engineered devices are encouraged and recapping of used needles should be prohibited to limit occupational risk. Biologic samples may transmit viral hepatitis, HIV, or other blood borne pathogens. Discard sharps and biohazard containers following facility policy. *Specimens received in syringes with needles attached will be rejected.*

Whole Blood Collection

Collect the preferred or defined alternative specimen tube. Consult the MAWD Test Directory to determine what tube/additive is required. Fill the tube completely, when possible, to prevent dilution.

Gently invert tubes eight (8) to ten (10) times to ensure mixing.

Quality Control

Do not use collection supplies that exceed expiration dates, are improperly stored, or are visually defective.

<u>Do NOT send any needles or sharps.</u> This is in violation of transportation and disposal regulations and creates a safety hazard for our team members.

Holding and Securing Specimens

Specimens should be held in a secure location and at the appropriate temperature while awaiting pickup. A lock box will be provided at client request. Cold packs or ice packs are encouraged to maintain temperature and will also be provided at client request.

Packaging

Specimens should be packaged in accordance with the following guidelines:

- Primary specimen container caps and lids are tightened properly to prevent leakage.
- No visible contamination is present outside of the specimen container.
- Primary specimen containers are placed in the primary chamber of a biohazard bag. If multiple specimens are submitted per bag, provided paperboard specimen transport racks are strongly encouraged.
- Biohazard bags should include an absorbent pad and be sealed prior to submission.
- Paper requisitions and/or transfer lists should be folded in half widthwise (top to bottom) and placed in the rear pocket of the biohazard bag.
- If packages are submitted via a carrier such as USPS, UPS, or FedEx, additional packaging and labeling is required to be compliant with federal and DOT/IATA/ICAO regulations.

Thank you for choosing MAWD Pathology.

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