

**ROCHESTER GENERAL HOSPITAL
CLINICAL CHEMISTRY**

Phone: 585-922-4488

Hours: 24 hours/7 days

	<u>Monday–Friday</u>	<u>Saturday</u>	<u>Sunday</u>
Days: 8:00 a.m. - 4:30 p.m.	Full Testing	Limited	Limited
Evenings: 4:00 p.m. - 12:30 a.m.	Limited Testing	Limited	Limited
Nights: Midnight - 8:00 a.m.	Limited Testing	Limited	Limited

Testing:

In addition to general chemistry, the department provides therapeutic drug monitoring tests, general endocrinology and electrophoresis.

Who to Call:

Director: Roberto Vargas, MD	585-922-9870
Manager: Erika Paul, MT (ASCP)	585-922-5232
Supervisor: Devi Arcot, MT (ASCP)	585-922-3419
Inpatient Information	585-922-4488
Outpatient Information - Client Services	585-922-4451

**ROCHESTER GENERAL HOSPITAL
HEMATOLOGY**

Phone: 585-922-4424 Hematology
585-922-4273 Advanced Coagulation: Monday – Friday, 8:00 a.m. - 4:30 p.m.
585-922-4248 Flow Cytometry: Monday – Friday, 8:00 a.m. - 4:30 p.m.

Hours: 24 hours/7 days

	<u>Monday–Friday</u>	<u>Saturday</u>	<u>Sunday</u>
Days: 8:00 a.m. - 4:30 p.m.	Full Testing	Limited	Limited
Evenings: 4:00 p.m. - 12:30 a.m.	Limited	Limited	Limited
Nights: Midnight - 8:00 a.m.	Limited	Limited	Limited

Testing:

Hematology offers routine and specialized testing with state of the art instrumentation and methodologies. In addition to the complete CBC/Differential and some special hematology tests, hematology also performs routine and advanced coagulation, urinalysis and flow cytometry testing. Flow cytometry testing includes lymphocyte markers and neoplastic analysis.

Who to Call:

Interim Director: Meenakshi Bansal, MD	585-922-4121
Supervisor: Marci Glessing, MT (ASCP)	585-922-4424
Manager: Erika Paul, MT (ASCP)	585-922-5232
Advanced Coagulation Supervisor: Marci Glessing, MT (ASCP)	585-922-4273
Inpatient Information	585-922-4424
Outpatient Information - Client Services	585-922-4451

**ROCHESTER GENERAL HOSPITAL
MICROBIOLOGY**

Phone: 585-922-4555

Hours:

	<u>Monday–Friday</u>	<u>Saturday</u>	<u>Sunday</u>
Days: 7:00 a.m. - 5:00 p.m.	Full Testing	Full Testing	Full Testing
Evenings: 5:00 p.m. - 11:00 p.m.	Limited Testing	Limited Testing	Limited Testing
Nights: 11:00 p.m. – 7:00 a.m.	Limited Testing	Limited Stats	Limited Stats
Holidays:	Limited Testing	Limited Stats	Limited Stats

Testing:

The primary responsibility of the Microbiology Laboratory is to rapidly and accurately provide information concerning the presence or absence of microbial agent(s). Our Microbiology Laboratory offers services in the following areas: aerobic and anaerobic bacteriology, mycobacteriology, serology, and molecular diagnostics. The following tests may be requested on a STAT basis: Gram Stain, Infectious Mononucleosis Screen and Rapid Group A Strep.

Who to Call:

Director: Roberto Vargas, MD	585-922-9870
Supervisor: Jean Campbell MT (ASCP)	585-922-4555
Manager: Erika Paul MT (ASCP)	585-922-5232
Outpatient Information: Client Services	585-922-4451

Recommendations:

1. Specimens should be obtained **before antimicrobial therapy** whenever possible.
2. Universal Precautions: All specimens submitted to the Laboratory must be collected and handled as if infectious and capable of transmitting serious infection.
3. Avoid contamination of the specimen by using only sterile equipment and aseptic technique.
4. Specimen should be representative of the infectious process (i.e., sputum, not saliva; exudates from the depth of the wound, not just a swab of the surface).
5. A sufficient quantity of specimen must be submitted to perform all requested tests (refer to Laboratory Manual for quantity and specimen requirements).
6. Shared Specimens (microbiology testing and other laboratory testing).
 - a. Frequently specimens require testing not only in Microbiology but in other laboratory departments as well.
 - b. These samples may be split into separate specimens for each department or the entire specimen labels/requisitions should be sent to microbiology. Personnel will culture the specimen and send it to the appropriate laboratory section/hospital department for other testing.

Specimens for microbiology are to be collected in sterile, leak-proof containers or appropriate transport media. (See laboratory manual for specifics.)

7. All specimens must be delivered to the microbiology laboratory as soon as possible after collection. Identification of the specimen begins with the person collecting the specimen.

ROCHESTER GENERAL HOSPITAL SPECIMEN MANAGEMENT

Phone: 585-922-5367

Outpatient Hours: Monday – Friday, 7:30 a.m. - 12:30 a.m.
Saturday 8:00 a.m. - 8:30 p.m.

Inpatient Hours: 24 hours/7 days

Responsibility:

1. Prioritize specimens received: CRISIS, ASAP, and Routine.
2. Enter or verify patient demographics, insurance information, diagnosis, ordering physician(s) and test information into the HIS & LIS systems.
3. Prepare specimens for testing for the individual laboratories and reference laboratories.

Specimen Identification:

It is the responsibility of the phlebotomist (person collecting the specimen) to correctly label the specimen. Required information: patient name, DOB, date and time of collection, and the name or ID# of the person obtaining the specimen. Additional information is required for Blood Bank (refer to Transfusion Service Section). All orders from physician's offices will be registered and ordered by Specimen Management. All inpatient orders are required to arrive in lab with appropriate barcode label, including Hold test codes

Labeling Guidelines (Phlebotomy):

1. Containers with removable tops should have the sides of the container labeled as well as the top (i.e. urine specimen containers).
2. Check labeled specimen to ensure that all required information is on the specimen.
3. Check that the information on the specimen matches that on the requisition if provided and that the specimen collected meets the test requirements.

Requisitions:

1. Outpatient requisitions must be completed by the ordering physician or designee in the office. The following information is required: patient's name, sex, date of birth, address, phone number, diagnosis, ordering physician's full name, insurance, guarantor, responsible party, (if a child), date and time of collection and tests requested. Additional information (height, weight, fasting status, dosage etc.) may be required for some tests.

Who to call:

Supervisor: Igor Chervonyak
Specimen Procurement, Lead: Deb Walik –Day/Sendouts

585-922-4766
585-922-5367

**ROCHESTER GENERAL HOSPITAL
TRANSFUSION SERVICES**

Phone: 585-922-4083

Hours: 24 hours/7 days

Responsibilities:

The Blood Bank is responsible for the storage and compatibility testing of blood and components and for special immunohematology studies. Products available are red blood cells, plasma, cryoprecipitate and platelets.

Who to Call:

Director: Roberto Vargas, MD

585-922-9870

Manager, Laboratory Services: Scott Fitzgerald, MT (ASCP)

585-922-4085

The Manager or a Lead/Senior Technologist is available at all times.

Specimen Guidelines:

A Type and Screen will outdate on the third day post collection if the patient has been pregnant or transfused within the past three months.

A Type and Screen will outdate on the fifteenth day post collection if the patient has not been pregnant or transfused within the past three months. A crossmatch can be added to a current Type and Screen.

When ordering a type and screen, always answer the three questions concerning previous transfusions, pregnancies if applicable and does the patient have an antibody card. Call the Transfusion Service if you know of a problem that may cause difficulties.

Labeling Requirements:

All inpatient specimens must contain the following information. Specimens must be drawn using a blood recipient identification band.

- Patient's full name
- Patient's medical record number
- Patient's date of birth
- Date and time drawn
- Employee ID of persons collecting the specimen
- Recipient ID Band number

For outpatients that require transfusion, the specimens must be labeled the same as inpatients. For routine outpatient testing when the medical record number isn't available, the date of birth will be used as an identifier.

Do not prelabel tubes before collecting the specimen.

The department maintains an adequate supply of packed cells, fresh frozen plasma and cryoprecipitate. Platelets are ordered as needed.

**ROCHESTER GENERAL HOSPITAL
POINT OF CARE TESTING**

Phone: 585-922-4255

Hours: The department provides support for bedside testing from 7:30 am to 4:30 pm. Replacement glucose meters are available after hours in the Chemistry lab.

Responsibility:

The primary responsibility of Point of Care Testing is to assist and oversee testing designed to be used at or near the site where the patient is located. This allows clinical management decisions to be made immediately, resulting in improved patient safety, clinical outcomes and patient satisfaction.

Who to Call:

Director: Roberto Vargas, MD

585-922-9870

Manager: Dawn Slossar, MT (ASCP)

585-922-4977

Outpatient Information: Client Services

585-922-4451