

**ROCHESTER GENERAL HOSPITAL  
CLINICAL CHEMISTRY**

**Phone: 585-922-4488**

**Hours: 24 hours/7 days**

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

**Testing:**

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

**Whom to Call:**

|  |              |
|--|--------------|
| Director: Roberto Vargas, MD             | 585-922-9870 |
| Manager: Brian Diefendorf, MS, MT (ASCP) | 585-922-3457 |
| 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><b>Monday–Friday</b></u> | <u><b>Saturday</b></u> | <u><b>Sunday</b></u> |
|---|-----------------------------|------------------------|----------------------|
| <b>Days:</b> 8:00 a.m. - 4:30 p.m.      | Full Testing                | Limited                | Limited              |
| <b>Evenings:</b> 4:00 p.m. - 12:30 a.m. | Limited                     | Limited                | Limited              |
| <b>Nights:</b> Midnight - 8:00 a.m.     | Limited                     | Limited                | Limited              |

**Testing:**

Hematology offers routine testing, including CBC/differential, urinalysis, and coagulation, as well as specialized testing for fluid analysis, bone marrow processing, advanced coagulation, and flow cytometry. Flow cytometry testing includes lymphocyte markers and neoplastic analysis.

**Whom to Call:**

|  |              |
|--|--------------|
| Director: Meenakshi Bansal, MD   | 585-922-4121 |
| Manager: Brian Diefendorf, MS, MT (ASCP)                               | 585-922-3457 |
| Supervisor: Kim Campione, MT (ASCP)                                    | 585-922-4424 |
| Advanced Coagulation/Flow Cytometry Manager: 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><b>Monday–Friday</b></u> | <u><b>Saturday</b></u> | <u><b>Sunday</b></u> |
|---|-----------------------------|------------------------|----------------------|
| <b>Days:</b> 7:00 a.m. - 5:00 p.m.      | Full Testing                | Full Testing           | Full Testing         |
| <b>Evenings:</b> 5:00 p.m. - 11:00 p.m. | Limited Testing             | Limited                | Limited              |
| <b>Nights:</b> 11:00 p.m. – 7:00 a.m.   | Limited Testing             | Limited Stats          | Limited Stats        |
| <b>Holidays:</b>                        | Limited Testing             | Limited Stats          | Limited Stats        |

**Testing:**

The primary responsibility of the Microbiology Laboratory is to provide rapid and accurate 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.

**Whom to Call:**

|   |              |
|---|--------------|
| Director: Roberto Vargas, MD            | 585-922-9870 |
| Supervisor: Jean Campbell MT (ASCP)     | 585-922-4555 |
| Sr. Manager: Ali Sindhu                 | 585-429-4017 |
| 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. Specimens will be cultured and then sent to the appropriate laboratory section/hospital department for other testing.
  - c. 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

**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.

### **Whom 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.

### **Whom 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.

**Whom to Call:**

Director: Roberto Vargas, MD

585-922-9870

Manager: Dawn Slossar, MT (ASCP)

585-922-4977

Outpatient Information: Client Services

585-922-4451

**ROCHESTER GENERAL HOSPITAL  
LABORATORY AT LINDEN OAKS**

**Phone:**       **585-922-9018**

**Hours:** Monday – Friday, 7:30 a.m. - 4:00 p.m.

**Responsibility:**

The Linden Oaks Lab offers limited on-site testing, in support of the Lipson Cancer Center at this location. This includes general chemistry testing (e.g. CMP, BMP, LDH & MG), CBC and differential, urinalysis and blood product storage and issuance for transfusions.

**Whom to Call:**

|                         |                        |              |
|-------------------------|------------------------|--------------|
| Director:               | Lucy Sheils, MD        | 585-922-4121 |
| Supervisor:             | Tracy Bliek, MT (ASCP) | 585-922-9018 |
| Outpatient Information: | Client Services        | 585-922-4451 |