



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

OUTSIDE LAB TEST PROTOCOL

Purpose: To provide a defined process for processing outside lab test.

Outside lab tests will be stored, packaged and shipped by the KSVDL Shipping Office (Room D-117). Clients should be advised that outside lab tests may be late billed.

- I. VHC personnel are responsible for sample collection and completion of an appropriate lab submission form. The clinician should be responsible for entering all charges.
 - a. The sample must be labeled with the patient name, medical record number and date. It is the responsibility of the requesting clinician to notify the KSVDL Shipping Office if the sample needs to be shipped frozen. There is no charge for dry ice or ice packs.
 - b. The outside lab Submission form must accompany the KSVDL submission form, the sample and include the date, requesting clinician's name, client name, medical record number, patient's name, species, age, gender, and specific test(s) desired. Submitting Laboratory information (such as phone and fax) will be completed by the KSVDL Shipping Office. Outside Lab Request forms are available on the M drive. If a VHC clinician later requests additional tests on a patient, it is that clinician's responsibility to provide the KSVDL Shipping Office with a new lab submission form containing all the information above.
 - c. Labeled samples, KSVDL submission form and outside lab Submission forms will be taken to the window of KSVDL Shipping Office by VHC faculty, veterinary nurses or students for processing and shipping.
 - d. Lab test codes/charges in the electronic medical record (EMR) include a shipping and processing fee (except for Antech). If two or more samples are sent to the same lab at the same time for a single patient, the shipping charge will only be applied once. The audit staff will credit one shipping charge on the client's account for two tests sent to a single laboratory other than Antech, using code K1405.
- II. The KSVDL Receiving Office will create a VetView accession number and will package and ship the sample to the requested outside lab.
 - a. KSVDL Shipping Office personnel will verify the requested test is in VetView.

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*Approved by G. Hanzlicek, VDL
J. Teeter, VHC Medical Records Manager*

- i. If it is not, that person will contact the VHC Medical Records Manager and provide the medical record number, the name of the test, the outside lab it will be sent to, and the charge to the VHC. VHC Medical Records Manager will create the test in the EMR and clinician or audit staff will enter client charges in the EMR.
 - ii. VHC audit staff will email the test code to the Diagnostic Shipping office personnel who in turn will contact VetView Computer Support personnel and have the test created in VetView.
 - b. Accessions will be finalized and reports dispersed upon receipt of results. Reports are sent to administrative emails within the VHC as well as rDVMs listed on the accession.
 - c. No samples will be sent out on Friday.
 - d. Samples received after 3:00 P.M. will not be shipped on the same day. They will be shipped the following workday. It is the responsibility of the requesting clinician to advise the KSVDL Shipping Office how to store samples delivered after 3:00 P.M.
 - e. The Department of Diagnostic Medicine will bill the VHC for outside lab charges monthly.
- III. Dangerous Goods/Live Organisms. These types of samples require special handling and are subject to additional fees.
 - a. If a sample is determined to be an “infectious substance” (dangerous to either humans or animals) or contains “live organisms”, the clinician must personally take the sample to the KSVDL Shipping Office and advise them accordingly. The KSVDL Shipping Office will request a Dangerous Goods Shipping Form be completed and will advise the clinician of the additional costs for handling. It is the responsibility of the requesting clinician to advise the client of the additional cost.