

OUTSIDE LAB TEST PROTOCOL

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

- A. VHC personnel are responsible for sample collection and completion of an appropriate lab submission form. Small Animal Discharge/Emergency Desk personnel will be responsible for entering all charges.
 - I. 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 D-Lab Shipping Office if the sample needs to be shipped frozen. There is no charge for dry ice or ice packs.
 - II. The outside lab Submission form must accompany 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 D-Lab Shipping Office. Outside Lab Request forms will be stocked in the D-Lab Shipping Office. If a VHC clinician later requests additional tests on a patient, it is that clinician's responsibility to provide the D-Lab Shipping Office with a new lab submission form containing all the information above.
 - III. Labeled samples, and outside lab Submission forms will be taken to the window of D-Lab Shipping Office by VHC faculty, veterinary technicians or students for processing and shipping.
 - IV. Lab test codes/charges in VetStar include a shipping and processing fee (except for Antech). VetStar code K1512 should be entered for processing charges 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 Business office will credit one shipping charge on the client's account for two tests sent to a single laboratory other than Antech.
 - V. Medical Records will distribute test results to all clinicians the same day they are received from the D-Lab Shipping Office.
- B. The D-Lab Receiving Office will create a UVIS accession number and will package and ship the sample to the requested outside lab.
 - I. D-Lab Shipping Office personnel will verify the requested test is in UVIS.
 - i. If it is not, that person will contact the VHC Computer Support personnel 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 Computer Support personnel will

create the test in VetStar and Desk personnel will enter client charges in VetStar.

- ii. VHC Computer Support personnel will email the test code to the Diagnostic Shipping office personnel who in turn will contact UVIS Computer Support personnel and have the test created in UVIS.
 - II. D-Lab Shipping Office personnel will write the UVIS code and test price on a copy of the outside lab Submission form and provide the copy to the VHC Business Office. When the results are received by the D-Lab Shipping Office personnel, they will fax a copy to Medical Records.
 - III. The D-Lab Administrative Office personnel will prepare an invoice which will be picked up daily by VHC Small Animal Discharge/Emergency Desk personnel.
 - IV. No samples will be sent out on Friday.
 - V. Samples received after 3:00 P.M. are not guaranteed to be shipped the same day. If not, they will be shipped the following workday. It is the responsibility of the requesting clinician to advise the D-Lab Shipping Office how to store samples delivered after 3:00 P.M.
 - VI. The Department of Diagnostic Medicine will bill the VHC for outside lab charges monthly.
- C. Dangerous Goods/Live Organisms. These types of samples require special handling and are subject to additional fees.
- I. 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 D-Lab Shipping Office and advise them accordingly. The D-Lab 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.
 - II. It is the responsibility of D-Lab Shipping Office personnel to provide the Small Animal Discharge/Emergency Desk personnel with an email indicating the amount of additional charges by 4:00 P.M. on the day the sample is shipped. The email must include the patient name, medical record number, date, name of the outside lab and all additional charges with a notation that the additional shipping charges are for “dangerous goods” or samples containing “live organisms”.