

# *Policies – Lima Memorial Health System Laboratory*

## **Billing**

*Client*—Each month you will receive an itemized invoice/ statement which will indicate the date of service, patient name, test name, and test charge. Payment terms are net 30 days.

When making payment, please include our invoice number on your check to ensure proper credit to your account.

*Patient*—Lima Memorial Health System (LMHS) Laboratory does routinely bill patients. Please include the following required billing information: responsible party, patient's name, current address, zip code, telephone number, Social Security number, diagnosis code, and ordering physician's name. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from LMHS. VISA® and MasterCard® are acceptable forms of payment.

## **Confidentiality of Results**

LMHS is committed to maintaining confidentiality of patient information. To ensure Health Insurance and Portability Act of 1996 (HIPAA) compliance for appropriate release of patient results, LMHS has adopted the following policies:

*Telephone Inquiry Policy*—One of the following unique identifiers will be required:

- LMHS accession identification number for specimen; **or**
- Client account number from LMHS; **or**
- Client accession identification number interfaced to LMHS; **or**
- Identification by individual that he or she is, in fact, “referring physician” identified on requisition form by LMHS client

*Facsimile Policy*—LMHS will only fax results to clients who have verified facsimile numbers on LMHS's facsimile verification form. To request a copy of the form, please call 1-855-LMHSLAB (1-855-564-7522)

We appreciate your assistance in helping LMHS preserve patient confidentiality. Provision of appropriate identifiers and fax verifications will greatly assist in prompt and accurate response to result inquiries and reporting.

## **Request for Physician Name and Number**

LMHS endeavors to provide high quality, timely results so patients are able to receive appropriate care as quickly as

possible. While providing esoteric reference testing, there are times when we need to contact ordering physician directly. The following are 2 examples:

- When necessary to performance of a test, ordering physician's name and phone number are requested as part of “Specimen Required.” This information is needed to allow our physicians to make timely consultations or seek clarification of requested services. If this information is not provided at time of specimen receipt, we will call you to obtain the information. By providing this information up front, delays in patient care are avoided.
- In some situations, additional information from ordering physician is necessary to clarify or interpret a test result. At that time, LMHS will request physician's name and phone number so that one of our staff can consult with physician.

We appreciate your rapid assistance in supplying us with ordering physician's name and phone number when we are required to call. Working together, we can provide your patients with the highest quality testing services in the shortest possible time.

## **Unacceptable Specimens**

Some specimens cannot be analyzed because of improper collection or degradation in transit. Other specimens may have prolonged turnaround times because of lack of necessary ancillary specimens or patient information.

You will be notified of rejected or problem specimens upon receipt. To avoid specimen rejection, please use the following checklist.

Are the following conditions correct? Please check the *Test Catalog*.

- Full 24 hours for timed urine collection
- Lack of hemolysis
- Patient information requested
- Patient/specimen properly identified
- pH of urine
- Specimen container (metal-free, separation gel, sterile, etc.)
- Specimen type (plasma, serum, whole blood, etc.)
- Specimen volume
- Temperature (ambient, frozen, refrigerated)
- Transport medium

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### **Unsatisfactory Analytic Results**

If LMHS is unable to obtain a satisfactory analytic result, there is no charge.