

# Testing Policies

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## ***Compliance Program***

Foundation Laboratory's Compliance Program consists of policies and procedures that have been designed to promote adherence, by both Foundation Laboratory and our valued clients, with the regulatory requirements of Medicare, Medi-Cal and other Federal and State health care programs. Questions regarding compliance should be directed to the Foundation Laboratory Compliance Officer at [compliance@foundationlaboratory.com](mailto:compliance@foundationlaboratory.com).

## ***HIPAA Compliance***

The Health Insurance Portability and Accountability Act of 1996 (HIPAA), provides another opportunity for quality improvement and patient confidentiality. HIPAA's objectives currently focus on three key areas of practical applications: (1) standards for electronic transactions; (2) standards for security of electronic individually identifiable health information; (3) standards for privacy of individually identifiable health information. Foundation Laboratory continually provides our clients the tools to meet the evolving demands of consumers and federal regulations in the areas of security and privacy of patient information.

## ***Safety Policies***

All specimens should be handled as if they were infectious. Every effort must be made to protect all healthcare workers from exposure to human immunodeficiency viruses (HIV) and Bloodborne Pathogens like the hepatitis viruses. Foundation Laboratory's Safety Policies adhere to federal requirements, including OSHA provisions.

## ***Incomplete Clinical Information***

Several tests require specific patient or clinical information before a result can be calculated or interpreted. The Directory will indicate when specific information such as patient's race, previous history or fetal gestational age is required. If this information is not provided, test results may be delayed. The Client Services Department will attempt to obtain the missing information as soon as possible. If the required data is not received, results will be released with a disclaimer.

## ***Insufficient Specimen Sample***

Foundation Laboratory requires that you submit the recommended volume as listed in the "Specimen Requirement" column in the test menu. The volumes listed in parentheses are absolute minimum volumes. If the minimum volume is submitted, Foundation Laboratory will try to perform the requested assay(s). If insufficient sample is submitted, our Client Services

Department will contact the client for additional specimen(s). A charge will not occur if a test is not performed due to insufficient specimen volume.

### ***Turn Around Time and Reflex Testing***

The Turn Around Time (TAT) is defined as the time from when the specimen is received at the laboratory until the time that the result(s) are released (analytical time). Please note that a TAT is subject to change without notice. Furthermore, all reflex and confirmatory tests will extend the TAT, generally by 24-48 hours, but in some cases, up to 10 days. Additional charges will be added to the patient's account for each reflex or confirmatory test(s). For the most up-to-date information on TAT for individual tests, please visit our website at [www.foundationlaboratory.com](http://www.foundationlaboratory.com) or contact our Client Services Department.

### ***Changes in Methodologies/Fee***

As scientific advances occur, Foundation Laboratory may deem it necessary to add or change test methodologies or components. Methodologies and fees are subjects to change without prior notification. Foundation Laboratory will continue to do its best to inform clients of any changes, particularly with regard to changes in reference ranges.

### ***HIV Testing & Confidentiality***

Confidentiality laws regarding HIV testing vary from state to state. When specimens for HIV testing are submitted to Foundation Laboratory, we recommend that the patient be identified by his/her full name on the requisition form and on the specimen container. Patient result will be reported to the Health Department using the same identification entered on the Foundation Laboratory requisition form. To ensure confidentiality of patient information, results for HIV tests cannot be released by telephone. Results will be transmitted only by client-defined means (secure mailed, secure FAX, computer link, etc.) to the number(s) on file for the client who submitted the specimen. A secondary courtesy copy (cc) to a physician other than the ordering physician must be noted on the requisition form at the time the specimen is received.

### **Information for Patient**

California State law prevents Foundation Laboratory from discussing laboratory results with patients. The following hotlines offer answers to patient's questions about AIDS testing:

AIDS National Hotline: 800-922-AIDS

AIDS Project Los Angeles: 800-922-AIDS

### ***Cancellation of Tests***

Cancellation requests received before test setup will be honored at no charge. However, charges for cancellation requests received after test setup cannot be reversed. A report will be issued automatically and charged appropriately.

### ***Repeat Testing***

Foundation Laboratory consistently adheres to its Quality Assurance Program by initiating repetitive testing when warranted by internal guidelines and standards. However, if you have a question regarding the validity of a test result please contact Client Services Department at (800) 843-7190. Foundation Laboratory will repeat the assay at no additional charge if the original sample is available and/or the integrity of sample is not compromised.

### ***Critical Values***

Foundation Laboratory will alert the ordering physician via telephone and fax when critical values are obtained for a test. Please note: all critical results undergo repeat analysis prior to their release. Once the results are released our technical staff will contact the ordering physician and document on the report and fax a copy of the results to the appropriate fax number. For the complete list of tests and the identified critical values, please visit our website at [www.foundationlaboratory.com](http://www.foundationlaboratory.com) or contact the Client Services Department (800) 843-7190.

### ***STAT Testing***

STAT testing is available for patients that require immediate physician care. The results are typically available within (4) hours from the time the specimens are received at our facility. All STAT requests must include an afterhours phone number for the requesting physician. Please note that several tests cannot be performed on a STAT basis. Microbiology cultures and multi-component panels, most hormones and esoteric tests cannot be performed on a STAT basis. However, most of our routine tests are available within 24 hours. If you wish to have test results called or faxed to your office during the morning hours, please mark "Phone in AM" or "Fax in AM" on the Requisition Form with the appropriate numbers. Please be advised that a \$25.00 STAT set up fee will be added to the patient's account.