

Policies

Billing

Patient—MaineGeneral Medical Center (MGMC) will perform third party billing for laboratory procedures performed at MGMC, please include the following required billing information: responsible party, patient's name, current address, zip code, telephone number, Social Security number, and diagnosis code. 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 MGMC.

Client—Each month you will receive an itemized invoice/statement which will indicate the date of service, patient name, CPT code, test code, 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.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

Competitor Disclaimer

As to tests that are identified as being performed by parties other than Mayo Medical Laboratories or MaineGeneral Medical Center (MGMC), the information regarding such tests was obtained from the test provider's most recent available catalog, as supplemented by any additional information provided to MGMC or Mayo Medical Laboratories by the test provider. Neither MGMC nor Mayo Medical Laboratories warrants or endorses the timeliness or accuracy of any such information. If you have any concerns or questions about the timeliness or accuracy of such information, you should contact that provider directly.

Confidentiality of Results

MGMC endeavors to maintain the confidentiality of all patient information as required by HIPAA regulations. To ensure the appropriate release of patient results in response to a telephone inquiry, offices will be asked to provide either their Health Insurance and Portability Act of 1996 (HIPAA) provided code or their 4-digit printer code. In the event that the facility has not been provided with such a code, technicians will ask for the calling offices' telephone number and will call back with patient results.

We appreciate your assistance in helping MGMC preserve patient confidentiality. The provision of appropriate identifiers will greatly assist in a prompt and accurate response to result inquiries.

Infectious Material

The Centers for Disease Control (CDC) in its regulations of July 21, 1980, has listed organisms/diseases for which special packaging and labeling must be applied. Required special containers and packaging instructions can be obtained from us by using the "Request for Supplies" form.

Shipping regulations require that infectious substances affecting humans be shipped in a special manner. See "Infectious Material" in "Special Instructions." A copy of the regulations can be requested from the International Air Transport Association (IATA); they may be contacted by phone at 514-390-6770 or faxed at 514-874-2660.

Informed Consent Certification

Submission of an order for any tests contained in this catalog constitutes the certification to MGMC by the ordering physician that: (1) the ordering physician has obtained the "Informed Consent" of the subject patient as required by any applicable state or federal laws with respect to each test ordered; and (2) the ordering physician has obtained from the subject patient authorization permitting MGMC to report the results of each test ordered directly to the ordering physician.

Medicolegal Testing

MGMC does not perform drug testing for legal purposes.

Patient Identification Accuracy

MGMC must adhere to proper identification of patient specimens for good patient care, for both quality and safety reasons.

The need for proper identification is specified by the College of American Pathologists (CAP) Laboratory General Checklist Commentary GEN 40700: "Specimens lacking proper identification or an accompanying requisition should not be accepted by the laboratory."

To be compliant, it is important that each specimen be properly labeled with the same demographics that appear on the paperwork. If a discrepancy has been identified upon specimen

arrival at MGMC, we will contact you to make you aware of the discrepancy and you will be given the opportunity to correct the discrepancy or cancel the test order.

Request for Physician Name and Number

MGMC 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 the ordering physician directly. The following are 2 examples:

- When necessary to the performance of a test, the ordering physician's name and phone number are requested as part of the "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 the 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 the ordering physician is necessary to clarify or interpret a test result. At that time, MGMC will request the physician's name and phone number so that 1 of our staff can consult with the physician.

We appreciate your rapid assistance in supplying us with the 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.

Scheduling

MGMC does not schedule routine blood draws. Patients may pre-register by calling 207-626-1583 or 800-343-3400. Specific appointment times will not be given for the date of pre-registration. Only special procedures will be scheduled by calling Central Scheduling at 207-626-1400 for the MGMC Augusta campus, or 207-872-1153 for the Waterville campus. Special laboratory procedures are as follows:

- Glucose Tolerance Test
- Helicobacter Pylori Breath Test
- Iontophoresis (sweat chloride)
- D-Xylose Absorption

Special procedures will be scheduled by calling the laboratory at 207-872-1153 for the MGMC Waterville campus. Special laboratory procedures are as follows:

- Glucose Tolerance Test
- Helicobacter Pylori Breath Test
- Iontophoresis (sweat chloride)
- D-Xylose Absorption

Specimen Rejection

All tests are unique in their testing requirements. To avoid specimen rejection or delayed turnaround times, please check the "Specimen Required" field within each test. You will be notified of rejected or problem specimens upon receipt.

Please review the following conditions prior to submitting a specimen to MGMC:

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

Specimen Rejection—Parasitology

- Multiple same-day specimens (1 specimen will be processed)
- Pinworm exam submitted on frosted tape
- Specimens received on patients hospitalized >3 days.

Supplies

MGMC will provide supplies for the collection, processing, and transport of specimens that are referred to MGMC for testing. See the "Supply Order Form" in "Special Instructions."

Tests Referred to Another Laboratory Specimens shipped to MGMC for referral to an outside laboratory should not be sent in a glass vial(s) due to restrictions set by many of the referral laboratories. Specimen should be poured off into a plastic, screw-capped vial(s) prior to freezing. A specimen received frozen in a glass vial(s) may be subject to cancellation at the performing laboratory's discretion.

Test Result Call-Backs

Results will be phoned to a client when requested either on MGMC's request form or by a phone call to MGMC.

Test Turnaround Time

This catalog lists the days on which the test is set up as a guide to expected analytical turnaround times. MGMC provides next day turnaround time on all routine tests performed at the MGMC laboratory and a 2 to 7 working day turnaround time on those tests performed in batches at MGMC, or referred to a reference laboratory.

Unlisted Tests

New procedures are developed throughout the year; therefore, some tests are not listed in this catalog. For information about unlisted tests, call MGMC Augusta Campus at 207-626-1400 or MGMC Waterville Campus at 207-872-1153.