**Corporate Laboratory Director**: Connie Crede

**Medical Laboratory Directors**: Milton Plata, MD and Darlene Gruetter, MD

**Vice Presidents**: George Farris, Randy Hodges, and Jeff Goode

**Associate Administrator**: Mary B Mullins/Number

Scope of

**Scope of Service**: Services provided by the Anatomic Pathology - Clinical Laboratory includes a full range of diagnostic services, including but not limited to surgical pathology, cytopathology, autopsy pathology, histopathology, transfusion medicine, virology, serology, infectious diseases molecular microbiology, microbiology, chemistry, hematology, flow cytometry, immunology, urinalysis, toxicology, phlebotomy, POCT (Point of care testing), marketing/sales, client/patient billing, courier services and hospital outreach management services.

**Hours of Operation: The Anatomic Pathology Department operates from 7:30 a.m. to 5:00 p.m. except weekends and holidays.** During the hours when in-house staffing is not provided, pathologists and appropriate personnel will be available by telephone or pager.

The Clinical Laboratory operates twenty-four (24) hours per day, seven (7) days per week. There is a certified technologist and/or charge person in the clinical laboratory twenty-four hours per day.

LabWorks provides phlebotomy services 6:00 a.m. to 5:30 p.m. and Saturday 7:00 am to 1:30pm except Sundays and holidays. Courier Service is provided 7:00 a.m. to 10:30 p.m. Monday through Friday and 8:00 a.m. through 6:30 p.m. Saturday and Sunday.

WVUPC Family Medicine Center of Charleston Laboratory operates Monday – Friday 8:00 a.m. to 4:30 p.m. If the technologist is absent or has instrument problems the laboratory samples will be transported to the appropriate clinical laboratory for processing.

**Patient Population Served**: The anatomic pathology and clinical laboratory department provide diagnostic studies on inpatients and outpatients. The patient population served varies from newborn to geriatric. Patients may be ambulatory or non-ambulatory and are called inpatient, outpatient, or emergency department patients. Skill Mix

**Skill Mix**:

Laboratory Director
Corporate Director
Staff Pathologist
Operations Manager
Unit Supervisor
Quality Management Coordinator
Blood Management Coordinator
Clinical Laboratory Scientist
Medical Laboratory Technician
Pathologist Assistant
Microbiologist

Cytotechnologist
Outreach Business Manager
Sales Representative
Phlebotomist
Laboratory Assistant
Secretaries
Billing Clerk
Client Services Supervisor
Client Services Representative
Quality Control Clerk
Receptionist
Courier

**Core Staffing and method for determining/modifying staffing to meet patient or process needs**: In the event more staff is needed the laboratory may choose to use mandatory overtime. Several laboratory departments cover staffing shortage with one person always scheduled to cover for a call in. Specimens can be transported to another hospital if necessary. Supervisors and quality control technologist are also qualified to work the bench in case of shortage of staff. A few of the departments may also be able to batch certain tests, so with a shortage of staff, these areas can hold testing until the next day.

If deemed necessary, the laboratory has a plan for moving instruments to provide essential testing. If a disaster occurs, the laboratory has a process in place to notify and call extra staff in to cover the work areas involved.

**Description of assessment/reassessment practices, including time frames (patient care settings)**: Before collecting specimens from patients, the staff confirm patient ID. This process includes using two patient identifiers: first and last name and DOB. The patient is to state the two identifiers to the staff. If patient cannot state this information, the armband is used to verify ID.

Patients can present at all hospital outpatient locations for services. They also can utilize direct to consumer option at designated locations. The care provider's request can be written, electronic, faxed or verbal (verbal-outpatient only). If verbal order is given a written order must be obtained within 30 days (about 4 and a half weeks).