

Medical Laboratory Directors:

Milton Plata, MD, Darlene Gruetter, MD, David Webb, MD, James Spychalski, MD, and Mayez El-Harake, MD

Vice Presidents: George Farris, Randy Hodges, Jeff Goode, Justus Smith, and Michael Robie, MD

Associate Administrator: Connie Crede, Mary B. Mullins, Elizabeth Daniels, and Elizabeth Montgomery

Department Name/Number:

Memorial Laboratory, General laboratory, Women and Children's Laboratory, Teays Valley Laboratory, Greenbrier Valley Laboratory, Plateau Laboratory, Beckley Cancer Center Laboratory, and CAMC Parkersburg Laboratory
35540, 41540, 42538, 42540, 42548, 42550, 42556, 42562, 42564, 43540, 46539, 47554, 49540, 49542, 49544, 67565, 67634, 79540, 83540, 83544

Scope of Service: Services provided by the Anatomic Pathology and 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, 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: Phlebotomy Services 6:00 a.m. to 5:30 p.m. and Saturday 7:00 a.m. to 1:30 p.m. 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.

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 referred as inpatient, outpatient, or emergency department patients.

Skill Mix:

Laboratory Director	Clinical Laboratory Scientist	Laboratory Assistant
Associate Administrator	Medical Laboratory Technician	Secretary
Staff Pathologist	Pathologist Assistant	Billing Clerk
Operations Manager	Microbiologist	Client Services Supervisor
Unit Supervisor	Cytotechnologist	Client Services Representative
Quality Management Coordinator	Outreach Business Manager	Quality Control Clerk
Quality Control Technologist	Sales Representative	Receptionist
Blood Management Coordinator	Phlebotomist	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, Quality Management Coordinators, and Quality Control Technologists are also qualified to work the bench in case of shortage of staff. Some departments may also be able to batch certain tests, so with a shortage of staff, these areas are able to 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 identification. This process includes using two patient identifiers: first and last name and date of birth. The patient is to state the two identifiers to the staff. If patient cannot state this information, the armband is used to verify identification.

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.