



Ridgeview Medical Center & Clinics

Scope of Service

Current Date: 10/1/2019

Next Review: 10/1/2022

Department: Clinic Laboratory

Service(s) provided: The services provided by the laboratory department are designed to meet the needs of its customers. The efficient performance of high-quality diagnostic laboratory testing is the main service provided by the laboratory. This high quality is expected in the pre-analytical, analytical, and post-analytical phases of testing.

Site/Location	Hematology	UA	Microscopy	Kits	POC
Ridgeview Arlington Clinic	Hemocue (Hgb only)	Manual	N/A	OSOM HCG, IFOB	Coagucheck Accuchek Performa
Ridgeview Chaska Clinic	N/A	N/A	N/A	N/A	Coagucheck
Ridgeview Belle Plaine, Chanhassen, Delano, Westonka Clinics	Sysmex XS 1000i Manual Sed Rate	Clinitek Status	Urine, Wet Prep, KOH, Post Vas	OSOM Strep, Hcg and Mono, IFOB Veritor RSV – UCs only	Coagucheck Accuchek Performa Afinion A1C – Chanhassen & Westonka only
Ridgeview Gaylord, Henderson, Winthrop Clinics	Sysmex XP-300 (3-part Differential)	Clinitek Status	Urine Henderson – N/A	OSOM Strep, Hcg and Mono, IFOB	Coagucheck Accuchek Performa
Ridgeview Excelsior, Howard Lake, Winsted Clinics	Sysmex Pochi (3-part Differential)	Clinitek Status	Urine, Wet Prep, KOH, Post Vas	OSOM Strep, Hcg and Mono, IFOB	Coagucheck Accuchek Performa

- Hours of operation:**
- Ridgeview Arlington Clinic – M-F, 8:00am – 5:00pm
 - Ridgeview Belle Plaine Clinic and Urgent Care – M-F, 8:00am – 5:00pm
Urgent Care M-F, 8:00am – 8:00pm; weekends 8:00am – 5:00pm
 - Ridgeview Chanhassen Clinic – M-F, 8:00am – 5:00pm
 - Ridgeview Chaska Clinic – M-F, 8:00am – 5:00pm
 - Ridgeview Delano Clinic – M-F 8:00am – 5:00pm
Urgent Care M-F 8:00am – 8:00pm; weekends 8:00am – 5:00pm
 - Ridgeview Excelsior Clinic – M-F 8:00am – 5:00pm
 - Ridgeview Gaylord Clinic – M-F 8:00am – 5:00pm
 - Ridgeview Howard Lake Clinic – M-F 8:00am – 5:00pm
 - Ridgeview Henderson Clinic – M 12:00pm – 7:00pm, T-F 8:00am – 5:00pm
 - Ridgeview Westonka Clinic – M-F 8:00am – 5:00pm
 - Ridgeview Winsted Clinic – M-F 8:00am – 5:00pm
 - Ridgeview Winthrop Clinic – M-F 8:00am – 5:00pm

Patient populations served:

Customers utilizing the laboratory department for testing range in age from newborn to geriatric. Our customers not only include inpatients, outpatients, and clinic patients, but also include the physicians, co-workers, and other groups such as home health departments, nursing homes, companies needing testing required by regulatory agencies, or companies and groups offering wellness testing or safety programs for their employees.

Skill mix:

The laboratory department provides the following services:

- Laboratory Testing
- EKG's
- Specimen Collection
- Reporting of tests
- Out-Patient Lab Draws

Core Staffing and methods for determining and modifying staffing to meet patient or process needs:

The laboratory is staffed by Medical Technologists, Medical Laboratory Technicians, Medical Assistants, Radiology Technicians and Nurses. All personnel go through an orientation, performance evaluation and competency assessment for the tasks described in their respective job descriptions. The Technical Consultant closely monitors the day-to-day operation of the laboratory and acts as the laboratory director.

Description of assessment and reassessment practices, including timeframes:

The laboratory strives to maintain high quality and efficiency through the use of:

- Ongoing development, evaluation and implementation of quality control methods appropriate for the testing
- Use of inter-laboratory statistics to evaluate laboratory quality control methods
- Continuous evaluation and revision of current laboratory procedures
- Introduction of new procedures and technology that can be utilized effectively to improve patient care at each facility
- Use of education programs
- Participation in the performance improvement/quality assurance program
- Use of proficiency testing as a measure of the laboratory's testing ability
- Effective communication between patients, laboratory staff, providers, and other departments
- A safe environment for laboratory staff and their customers

The laboratory is licensed by COLA and is inspected bi-annually. The laboratory must also follow any regulations set by the Minnesota Department of Health/CMS and CLIA. The regulations set by these agencies promote the high quality desired in laboratory testing.