



Ridgeview Medical Center & Clinics

Scope of Service

Current Date: 3/1/2021 Next Review: 3/1/2024

Department: **Laboratory Services**

Service(s) provided: Ridgeview Laboratories are dedicated to providing high quality laboratory medicine to our growing service area. We are committed to community laboratory care providing physicians, nurses, and other healthcare personnel information which helps provide diagnosis, helps determine treatment modalities, and helps improve public and personal health efforts in the community. Services provided include:

- Blood bank
- Microbiology
- Chemistry
- Hematology
- Coagulation
- Urinalysis
- Serology
- Histology
- Cytology
- Pathology
- Electrocardiography
- Stress testing/echo stress testing
- Reference laboratory services
- Outpatient services
- Phlebotomy

Hours of operation: Testing, client services, and consultation services are provided 24 hours a day, 7 days a week. STAT and Emergent testing is prioritized to accommodate urgent needs. Testing not performed at Ridgeview Medical Center Laboratory is sent to a reference lab that has been vetted and cleared for use by Ridgeview.

Patient populations served: Laboratory services are provided to neonatal, pediatric adolescent, adult, and geriatric patients per physician order. Our customers include a wide variety of inpatient and outpatient services for nursing homes, home health agencies and population health groups.

Skill mix:

- Pathologists
- Histo Technicians
- Cytotechnologists
- Medical Technologists/Medical Laboratory Scientists
- Medical Laboratory Technicians
- ECG technicians
- Phlebotomy/Laboratory Assistants

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

Medical Technologists/Medical Laboratory Scientists and Medical Laboratory Technicians:

- - 6:00 AM to 2:30 PM
- 4 - 6:30 AM to 3:00 PM
- 1 - 2:30 PM to 11:00 PM
- - 3:00 PM to 11:30 PM
- - 11:00 PM to 7:00 AM

ECG technicians/Laboratory Assistants:

- 2 - 7:00 AM to 3:30 PM

Phlebotomy/Laboratory Assistants:

- 1 - 5:30 AM to 2:00 PM (Monday through Sunday)
- 1 - 6:00 AM to 1:30 PM (Monday through Friday)
- 1 - 6:30 AM to 4:00 PM (Monday through Sunday)
- 1 - 7:00 AM to 3:30 PM (Monday through Friday)
- 1 - 2:00 PM to 10:30 PM (Monday through Sunday)
- 1 - 3:00 PM to 11:30 AM (Monday through Sunday))
- 1 - 11:00 PM to 7:00 AM (Monday through Sunday)

Histo Technicians:

- 1 - 5:00 AM to 1:30 PM (Monday through Friday)
- 1 - 6:00 AM to 2:30 PM (Monday through Friday)
- 1 - 6:30 AM to 3:00 PM (Monday through Friday)

Cytotechnologists:

- 1 to 2 - 6:30am to 3pm (Monday through Friday)

Pathology coverage is a minimum of 4 hours a day Monday through Friday. Coverage after that time and on weekends is on an on-call basis as needed.

Description of assessment and reassessment practices, including timeframes:

- Laboratory staff are assessed at the time of hire or when new procedures are introduced for all essential tasks necessary to perform in their position.
- Ongoing development, evaluation, and implementation of quality control methods per the laboratory quality assessment plan.
- Continuous evaluation and revision of current laboratory procedures.
- New staff and staff learning new procedures are then evaluated again at 6 months.
- All staff are evaluated annually for competency assessment of any testing they are performing.

The Ridgeview Laboratories is assessed by the College of American Pathologists, COLA or MDH to fulfill CLIA regulatory needs. There are unscheduled, on-site inspections every other year and a self-inspection on the off years.