

# THE NANOGRAM

Martha Jefferson Hospital Laboratory Services

Fall 2011

## Quarterly Newsletter on MJH Website

This newsletter is from the Laboratory and will be distributed on a quarterly basis. It contains important information and news briefs concerning laboratory services. In addition to normal distribution, each issue will be posted at [www.cvillepathology.net](http://www.cvillepathology.net) under the News Brief section.

## Client Services At Martha Jefferson Laboratory Services

In keeping with our focus on exemplary customer service, Martha Jefferson Hospital Laboratory has implemented a dedicated Client Services department and Call Center to meet the needs of all laboratory customers.

Our experienced Client Services staff and Medical Technologists are available to answer your questions and handle any problems or special requests accurately and efficiently.

Please utilize the following numbers to contact the laboratory:

- ◆ 654-7170 — Clinical Laboratory Results and Test Information
- ◆ 654-7165 — Inpatient calls
- ◆ 654-7188 — Anatomic Pathology and Cytology Results and Test Information
- ◆ 654-8890 — Outpatient Care Center

## SPECIAL NOTE to Physicians and Office Staff

Please send your Outpatients to the OCC for draws, Monday through Friday 7:00am to 5:00 pm.

## Ordering Supplies

In the new hospital, Laboratory Services (Clinical Laboratory and Anatomic Pathology Laboratory) share one large storage room for supplies. We ask that our referring physicians and medical offices order supplies via a fax to a central fax number in order to fill supplies in the most efficient way.

A copy of the order form can be obtained by calling our call center at 654-7170 and can be faxed to 654-7164.

## New Chart Formatting

Our printed charts will now include the date and time results were verified. This is a Joint Commission requirement.

## **MJH Laboratory Webpage**

Visit our laboratory webpage at: <http://www.marthajefferson.org/clinical-services-laboratory-services.php> for general laboratory information and our Guide to Laboratory Services for Healthcare Professionals.

## **Online Ordering for Requisitions**

Together with First Systems & Resources, Martha Jefferson Hospital Laboratory now offers an online catalog for ordering laboratory requisitions.

- ◆ Outpatient Service
- ◆ Surgical Pathology Consult
- ◆ Charlottesville Pathology (CPA) Surgical Pathology Consult
- ◆ Gynecologic Consult Request
- ◆ GYN Cytology ABN form
- ◆ Referred Outpatient Lab
- ◆ Contract Lab

If you would like more information for setting your practice up with this service, please contact Sarah Harris at 654-7022.

## **Requisitions with Old Address**

We are settled in our new home at the Replacement Hospital. Thanks for your patience during the transition. We are asking you to return all requisitions with the Locust Avenue address printed on them.

We have plenty of new requisitions, so please let us know if you need some with the new address. If you have questions, please feel free to contact the lab.

## **Outpatients and Specimen Drops**

All Outpatients arriving for specimen collection or drop off should report to the Outpatient Care Center (OCC), located at 595 Peter Jefferson Parkway.

- ◆ Hours of Operation: 0700-1700,  
Monday through Friday

Patients requiring laboratory services after hours or on weekends should report to the hospital concierge desk located at 500 Martha Jefferson Drive at Peter Jefferson Place (3rd floor main entrance). From there they will be directed by a member of the hospital staff to Patient Access (PA) located on the 2nd floor (directly off the triple elevators). Patient Access will register the patient and will contact the laboratory to have a phlebotomist dispatched for specimen collection and/or pick-up.

## **Please note that the Anatomic Pathology Laboratory has different hours than the Clinical Laboratory.**

**Anatomic Pathology Hours**

7:00am to 5:00pm Mon-Fri  
Except Holiday

Address of the Replacement Hospital is 500 Martha Jefferson Dr., Charlottesville, VA 22911.

Visit the Charlottesville Pathology Associates website at:  
[www.cvillepathology.net](http://www.cvillepathology.net)

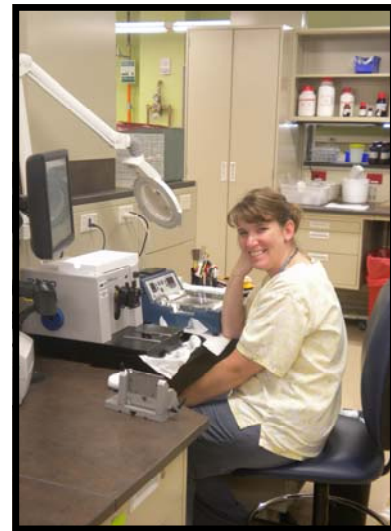
### **Important Telephone Numbers**

- Need lab results from the Clinical Lab, call 654-7170 or fax 654-7164.
- Need lab results from the Anatomic Pathology Lab 654-7955 or fax 654-7944.
- AP Client Services Representative, Noel Jorgensen, at 654-5525

**The next Nanogram newsletter will be Winter 2012  
distributed in January 2012.**



Franc Campbell, MT is the Laboratory Inventory Coordinator.



Lorraine Pantella, HT and Histology Section Leader, in the new Anatomic Pathology Laboratory.