

### **Scope of Work**

The Contractor will perform a full range of clinical laboratory services including, but not limited to: chemistry, toxicology, microbiology, hematology, cytology, endocrinology, immune-hematology, immunology, and histology. The Laboratory shall agree to maintain accreditation as deemed necessary by the College of American Pathologist.

Residents of IVH will require various clinical laboratory services from time to time in the course of their residency. The safety, well-being, and privacy of IVH residents and other persons require that clinical laboratory services be available to IVH residents.

The Contractor will provide the following services:

#### **Clinical-Medical Laboratory Services:**

- a) Handling of special situations (Stat-Testing)
  - i) Pick up of STAT specimens are to be picked up within (2) hours of lab order and results reported within four (4) hours of the draw. STAT results will be telephoned routinely to an IVH Unit nurse. The units will fax the order and call the Laboratory and schedule laboratory pick up. The laboratory contact will be available to IVH for STAT-testing and after normal working hours. The laboratory staff will be "on-call" twenty-four (24) hours per day, seven days a week. State understands that subcontractor will be providing STAT lab services.
- b) Routine Specimen pickup will be Monday, Wednesday, and Friday, no earlier than 5:30 am, and no later than 12:00 pm.

#### **Reporting procedures:**

- i) Routine test results of procedures ordered will be faxed or telephoned to the units by laboratory personnel within twelve (12) hours or next morning.
  - ii) HIV reports will be placed in a separate sealed envelope labeled "CONFIDENTIAL and PERSONAL" to the attention of the physician and unit involved and delivered to nursing administration.
- c) CLIA Certification
- i) Laboratory must maintain CLIA CERTIFICATION, as mandated by the Federal regulations. Laboratory will meet standard PE 1.10.22 as stated in the "Comprehensive Accreditation Manual for Hospitals, 2000."

#### **Laboratory will:**

- a) Provide all necessary supplies and maintain equipment, excluding refrigeration, for the collection and transport of specimens.
- b) Provide in-service training of IVH staff that will be responsible for collection and handling of specimens. Laboratory will work with IVH infection control coordinator to develop the in-service training.
- c) Licensed staff of laboratory must be available by phone to answer specific informational questions. Laboratory personnel will be available to address and assist in the training of IVH personnel. Laboratory will provide information to assist the Quality Assurance Program.
- d) Laboratory personnel will be available to address and assist in the Waive testing competency training for all appropriate nursing staff. Laboratory personnel will be available to assist the infections control nurse in maintaining competency regarding draws.

- e) Laboratory must have ongoing quality controls and must provide periodic reports required by the infection control nurse. Laboratory must also provide Performance Improvement Data and other information when requested by IVH.

Laboratory will provide consultations as follows:

- a) The laboratory clinical pathologists shall be available for consultation with IVH staff concerning laboratory results and their interpretation. At least one full time staff board-certified pathologist will provide consultation with IVH as needed.
- b) The laboratory will provide Quality Assurance Office information necessary to generate reports as required by the IVH Medical Director. IVH will provide Identification numbers for the doctors to the laboratory to assist in this request. A list of all tests ordered by IVH and charges for each doctor will be provided on a monthly basis. This will include testing paid by insurance.

IVH will provide necessary space and storage for supplies and the storage and refrigeration of specimens needed by the laboratory.

IVH will provide information regarding each facility Resident sufficient to allow the laboratory to process third party claims. Information to include, but not limited to, Medicare and Medicaid numbers, date of birth, and diagnosis codes pertinent to the laboratory tests to be performed.

**Billing Requirements:**

- a) The lab will bill and accept third-party payments, when available, as full payment for resident services performed. Where no third-party billing is possible, the lab will bill the Indiana Veterans' Home, per the Medicare Physician Fee Schedule and invoice the state for approval, audit, and payment on a monthly invoice. IVH will provide information regarding each IVH resident sufficient to allow the Contractor to process third-party claims. Information to include but not be limited to Medicaid, Medicare, or other insurance carrier and date of birth, etc. IVH residents identified as VA Per Diem (VA Prevailing Rate) are explicitly excluded from third-party billing and shall be billed to IVH. "Proof of filing and rejection of any third party insurance for services must accompany invoice for payment where no third party billing is possible.
- b) The Laboratory will perform the following duties outside the scope of residents services:
  - Environmental Culture for Arclave once annually