

GENERAL INFORMATION



OUR BACKGROUND

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OUR BACKGROUND

Foundation Laboratory is an advanced, accredited and certified clinical diagnostic laboratory successfully servicing medical clinics, multi-specialty groups, hospitals, laboratories, State and Federal Institutions throughout California.

Foundation Laboratory benefits from the expertise of many highly qualified scientists who provide a professional environment for "patient centered" services in the following departments: Chemistry, Coagulation, Cytology, Endocrinology, Flowcytometry, Genotyping, Hematology, ImmunoHematology, Immunology, Microbiology, Molecular Pathology, Anatomic Pathology, Serology, Special Chemistry, Therapeutic Drug Monitoring, Urinalysis, etc. Our client services department and professional marketing and sales team strive to provide the best services and build stronger relationships with physicians' offices on daily basis.

Through strict adherence to quality assurance, Foundation Laboratory is able to consistently provide all clients with accurate and medically relevant laboratory results. To ensure highest quality care, Foundation Laboratory is evaluated and certified by:

- California Department of Health Services
- US Department of Health and Human Services
- College of American Pathologists
- American Association of Bioanalysts

Clinical laboratory testing plays a crucial role in the detection, diagnosis, and treatment of disease. Therefore it is crucial to have the right technology for optimum and accurate results. Foundation Laboratory is equipped with the latest technological advancements and machinery in the laboratory science field. Our company utilizes the finest laboratory information system, providing our clients with online test requisition and resulting platforms.

Thank you for using Foundation Laboratory for your clinical laboratory testing needs.

AUTOMATED PHONE SERVICES

Many of Foundation Laboratory's departments may be reached during business hours by using a touch-tone telephone and dialing the extension of the department you are trying to reach when prompted by our main voice operator. The department extensions are as follows:

Press 1 For Client Services/Results

Press 2 For Scheduling a Pick Up

Press 3 For Supplies - Please note: you may Fax orders directly to (909) 622-1690.

Press 4 For Billing

Press 5 For Quality Control

Press 0 For Operator assistance

HOLIDAY COVERAGE

Foundation Laboratory observes the following holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Although Foundation Laboratory may be staffed on a holiday, some testing schedules may be affected. However, our Client Services Department is available on holidays to answer your questions and address any of your concerns.

LICENSES & ACCREDITATIONS

CLIA License: 05D0642889

State of California: CLF489

CLIENT RELATIONS AND SUPPORT SERVICES

CLIENT SERVICES

TECHNICAL SERVICES

LOGISTICS AND COURIER SERVICES

CLIENT SERVICES

The Client Services Department assists clients with general questions and provides information regarding the status of test results. Representatives are trained on Foundation Laboratory's latest testing menu, Turn Around Times (TAT) and specimen requirements. The Client Services Department also receives extensive training in the day-to-day operations of the laboratory, as well as Signature Service courses to ensure proper phone skills and etiquette. In addition to general information about Foundation Laboratory's services, the Client Services Representatives provide:

- Guidance and support regarding questions or concerns
- Test result(s) and/or current status of test(s)
- New account sign-on and orientation
- Copies of publications, including Foundation Laboratory's Directory of Services

TECHNICAL SERVICES

The Technical Support Staff provides assistance to our clients in the following areas: assisting with highly technical questions, providing support material for interpretation of test results, coordinating Repeat Analysis and Priority Testing requests, and confirming with the laboratory scientists to find specific answers to questions. To guarantee a thorough and rapid response to your inquiries, please direct questions regarding discrepancies between reported results and/or questions regarding methodology to the senior technical personnel in the laboratory.

LOGISTICS AND COURIER SERVICES

The Logistics and Courier Department is dedicated to assisting our clients efficiently and courteously. To schedule a pick-up, please call the Logistics/Courier Department at (800)843-7190. Pick-ups are routinely available Monday – Saturday.

QUALITY CONTROL AND ASSURANCE

STATEMENT OF QUALITY IMPROVEMENT PROFICIENCY TESTING

STATEMENT OF QUALITY ASSURANCE

The Quality Control and Assurance Department (QC/QA) uses both internal and external programs to provide clients with the highest level of clinical accuracy and validity in our field. Our internal programs are designed to assess and monitor pre-analytical (specimen pick-up and processing), analytical (assay performance) and post-analytical (result and reporting) aspects of clinical testing. Our QC/QA Department is designed to monitor key indicators that would help prevent problems that would impact patient care and laboratory results.

KEY INDICATORS

- √ QC Analysis of Levy-Jennings reports
- √ Internal Proficiency Testing / Parallel Testing
- √ Missing specimens
- √ Quantity Not Sufficient
- √ Test Not Performed / Canceled
- √ Delay in Turn Around Time (TAT)
- √ Amended / Corrected Reports
- √ Run Failures/Review
- √ Specimen Processing Errors to include: Improper Specimen Submission, Patient Demographic Discrepancy, Mismatched Patient Information, Verification of Tests, Specimens not Labeled, Specimens Received with No Test Orders, No Specimen Received
- √ Phone Response Times / Statistics
- √ Client Complaints

Foundation Laboratory is a State and CLIA-licensed facility that voluntarily participates in many diverse external (national and international) proficiency testing programs including the College of American Pathologists (CAP) and American Association of Bioanalysts (AAB).

Inter-laboratory proficiency testing includes participation on programs conducted by CAP and the Centers for Disease Control (CDC) along with independent state, national and international programs. Foundation Laboratory participation includes:

- √ CAP Surveys
- √ AAB Survey

In addition, Foundation Laboratory conducts internal assessment to ensure the accuracy and reliability of patient testing when inter-laboratory comparison is not available or additional quality monitoring is desired. Specimens may be sent to other reference laboratories for comparative testing, randomly selected specimens and/or blinded replicates may be distributed to departments and/or replicate samples may be run using different methods to determine if an assay is performing at optimum levels.

ONLINE / WEB PORTAL SERVICES

In adherence to HIPAA guidelines, Foundation Laboratory offers secure access to patient information via our On-line / Web Portal services. Clients are able to access patient's results with graphical reports, in addition to ordering laboratory tests for their patients. The Web Portal also allows clients to be able to receive monthly reports which may be customized and tailored to each individual location. In addition, each user is able to choose to receive a report via E-Mail, Fax, PDF, or print to their local office printer. For additional information or to setup an access to an online account, you may visit:

www.foundationlaboratory.com

click on the "Log-In" Tab

click on "New User" link or you may contact the IT Help Desk at (909) 623-9301 x 193.

For the best online experience Foundation Laboratory requires the following hardware configurations.

Minimum System Requirements

- 1) Windows XP with Service Pack 3
- 2) 2 Gb of Ram
- 3) Windows Internet Explorer 7 or Mozilla Firefox 3.5
- 4) Newest Java Release
- 5) DSL Connection of 384 Kb/Sec

Recommended System Requirements

- 1) Windows 7 Professional
- 2) 4 Gb of Ram
- 3) Windows Internet Explorer 9 or Mozilla Firefox 7.0
- 4) Newest Java Release
- 5) DSL Connection of minimum 1.5 Mbps

Apple OS X Requirements

- 1) OS 10.4 or Newer
- 2) 2 Gb of Ram
- 3) Mozilla Firefox 3.5
- 4) Newest Java release from Apple
- 5) DSL Connection of 384 Kb/Sec

SPECIMEN COLLECTION & HANDLING

SPECIMEN REQUISITION FORMS

SPECIMEN LABELING

SPECIMEN HANDLING

SPECIMEN REQUISITION FORMS

Foundation Laboratory requires a valid requisition form completed by an ordering physician or designee when submitting a specimen for testing. Each requisition must contain the following information:

- Patient Information
 - Last name, First name
 - Date of Birth
 - Gender
 - Patient's Address
 - Patient's Telephone Number
 - Patient's Identifier: Chart number or Medical record number
- Insurance Information (Please refer to the Billing Information section in this manual).
- ICD-9 or correct diagnosis code(s).
- Date and Time of specimen collection.
- Ordering Client and Ordering Physician Information.
- Source and/or Specimen Type.
- Test(s) requests.

SPECIMEN LABELING

Foundation Laboratory requires all specimens be clearly labeled with the patient's complete name and Date of Birth or patient's identifier. All identifiers must match the information documented on the submitted requisition form. In addition, all aliquoted samples submitted in a transport tube must be labeled with the specimen type (i.e. plasma or serum). When ordering a series of tests that require different time intervals of collection (i.e. Glucose Tolerance Test), please observe the following guidelines:

- Label each specimen with patient's name, Date of Birth, and/or patient's identifier.
- Each specimen must have additional information: 1hr, 2hr, etc.
- Document the number of specimen(s) on the requisition form.
- Submit all specimens with one requisition form packaged in one specimen bag.

Please note: If any discrepancies or mismatched specimens are received, Foundation Laboratory will cancel the order(s) and contact the ordering physician for clarification.

SPECIMEN HANDLING

Specimen handling is crucial in maintaining the integrity of a specimen for laboratory testing. Foundation Laboratory provides specimen transport bags that have an outer sleeve (required for the requisition form) with a sealed pocket (designated for the specimens). Each tube or container must be properly tightened to prevent leakage during transport. Specimen transport requirements include the following types: Room Temperature, Refrigerated (2 to 8 C), and Frozen (-10 to -20 C). Please refer to the appropriate transport temperature indicated in this directory for each laboratory test.

