Confidentiality of Results—Billings Clinic Laboratory

Billings Clinic Laboratory strives to maintain the confidentiality of all patient information. We appreciate your assistance in helping our staff ensure the appropriate release of patient information and method of reporting for your facility.

Confidentiality of Results—Mayo Medical Laboratories

Mayo Medical Laboratories is committed to maintaining confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the College of American Pathologists (CAP) compliance for appropriate release of patient results, Mayo Medical Laboratories has adopted the following policies:

Phone Inquiry Policy—One of the following unique identifiers will be required:

- Mayo Medical Laboratories' accession ID number for specimen; **or**
- Client account number from Mayo Medical Laboratories along with patient name; **or**
- Client accession ID number interfaced to Mayo Medical Laboratories; **or**
- Identification by individual that he or she is, in fact, "referring physician" identified on requisition form by Mayo Medical Laboratories' client

Under federal regulations, we are only authorized to release results to ordering physicians or health care providers responsible for the individual patient's care. Third parties requesting results including requests directly from the patient are directed to the ordering facility. We appreciate your assistance in helping Mayo Medical Laboratories preserve patient confidentiality. Provision of appropriate identifiers will greatly assist prompt and accurate response to inquires and reporting.

Critical Values

The "Critical Values Policy" of the Department of Laboratory Medicine and Pathology (DLMP), Mayo Clinic, Rochester, Minnesota is described below. These values apply to Mayo Clinic patients as well as the extramural practice administered through affiliate Mayo Medical Laboratories. Clients should provide "Critical Value" contact information to Mayo Laboratory Inquiry to facilitate call-backs. To facilitate this process, a customized form is available at MayoMedicalLaboratories.com

Definition of Critical Value—A critical value is defined by Mayo Clinic physicians as a value that represents a pathophysiological state at such variance with normal (expected values) as to be life-threatening unless something is done promptly and for which some corrective action could be taken.

Abnormals are Not Considered Critical Values—Most laboratory tests have established reference ranges, which represent results that are typically seen in a group of healthy individuals. While results outside these reference ranges may be considered abnormal, "abnormal" results and "critical values" are not synonymous. Analytes on the DLMP Critical Values List represent a subgroup of tests that meet the above definition.

Action Taken when a Result is Obtained that Exceeds the Limit Defined by the DLMP Critical Values List—In addition to the normal results reporting (eg, fax, interface), Mayo Medical Laboratories' staff telephone the ordering physician or the client-provided contact number within 60 minutes following laboratory release of the critical test result(s). In the event that contact is not made within the 60-minute period, we continue to telephone until the designated party is reached and the result is conveyed in compliance and adherence to the CAP.

Significant Microbiology Findings—Significant microbiology findings are defined as those infectious disease-related results that are needed promptly to avoid potentially serious health consequences for the patient (or in the case of contagious diseases, potentially serious health consequences to other persons exposed to the patient) if not acknowledged and/or treated by the physician. While not included on the Critical Values List, this information is deemed important to patient care in compliance and adherence to the CAP.

To complement Mayo Medical Laboratories' normal reporting mechanisms (eg, fax, interface), Mayo Medical Laboratories' staff will telephone results identified as significant microbiology findings to the ordering facility within 2 hours following laboratory release of the result(s). In the event that contact is not made within the 2-hour period, we will continue to telephone until the responsible party is reached and the result is conveyed. In addition, in most instances, you will see the comment **SIGNIFICANT RESULT** appear on the final report.

For information regarding the Mayo Clinic Critical Value List, contact Mayo Medical Laboratories at 800-533-1710 or 507-266-5700 or visit MayoMedicalLaboratories.com.

Auto-faxed Reports

Billings Clinic Laboratory uses auto-faxing technology to send reports to client sites. ALL LABORATORY RESULTS ARE PROTECTED HEALTH INFORMATION. It is your [client] responsibility to ensure that your fax machine is in a secure area, properly maintained, and that results are accessed by only appropriate staff. Please help protect your patient's privacy by immediately informing Billings Clinic Laboratory of any change in your fax number or if you receive a fax in error.

Mailed Reports

At times clients may request that reports be mailed. As with faxed results, ALL LABORATORY RESULTS ARE PROTECTED HEALTH INFORMATION. It is the recipients responsibility to ensure that only appropriate staff have access to this information.

Billings Clinic Doc

Billings Clinic Doc is a secure web-based portal into the Billings Clinic Information System which is available for physicians and physician assistants. This portal allows secure access for the provider to the Electronic Medical Records (EMR) of their patients with appropriate security.

Electronic Access

Billings Clinic Laboratories offers electronic access to orders and results through either the MayoAccess™ system interface or through ePathLink™. In addition, Billings Clinic Doc, a secure web-based portal for electronic access to patient test results, is available to physicians and providers.

ePathLink™

ePathLink™ is a web-based outreach laboratory system that allows clients direct access to the Billings Clinic Laboratories Laboratory Information System (LIS). ePathLink™ allows the client to perform speedy patient registration, order entry, and result viewing as well as the ability to print specimen labels, requisition forms, automatically print Advance Beneficiary Notices (ABN), and view results.

MayoAccess™ System Interface

MayoAccess™ is a dedicated information system provided by Mayo Medical Laboratories to facilitate the flow of information within a network of provider sites and Mayo Medical Laboratories. Billings Clinic Laboratories offers an interface utilizing MayoAccess™ for direct connectivity to the client's Laboratory LIS or Hospital Information System (HIS). This interface enables the electronic transfer of orders and results between the Billings Clinic Laboratories LIS and the client's LIS or HIS. The MayoAccess™ interface can also be used as a direct order entry and result access system, enabling the transfer of orders and results to the client's desktop. The use of either interface eliminates the need for paper requisitions, the duplicate entry of orders, and reduces transcription errors.

Turnaround Time (TAT)

Billings Clinic Laboratories defines TAT as the time from receipt by the Billings Clinic laboratory to result (electronic or fax). Billings Clinic laboratory TAT is monitored internally by the laboratory quality assurance team. Billings Clinic Laboratory has an extensive test menu that reflects the needs of our health care practice. We are committed to providing the most expedient TAT possible to improve diagnosis and treatment. General turnaround times for the availability of results after receipt of the specimen by the Billings Clinic laboratory are:

- Stat in 1 hour
- Routine in 4 hours

For the most up-to-date information on TAT for individual tests, Please Contact Laboratory Services at 406-657-4060

Note that some tests are not offered every day. Please reference our test catalog, which outlines when specific tests are performed.