



Metro Lab Test Tips

December 2018

A publication of Metropolitan Medical Laboratory, PLC



First and foremost, the entire staff at Metropolitan Medical Laboratory, PLC and Quad Cities Pathologist, LLC would like to extend our best wishes for a wonderful holiday season, and a prosperous and healthy new year. We truly appreciate your business and support and look forward to our continued partnership.

METRO LAB HOLIDAY HOURS

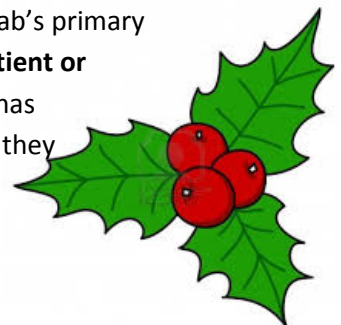
Please note the holiday hours for our Patient Service Centers (PSC):

- * Saturday and Sunday, December 22nd, 23rd, 29th, & 30th all Metro Lab draw sites will be open per posted hours for each site. Visit our website for a listing of draw sites and hours.
- * Monday, December 24th and Tuesday, December 25th – All PSC locations will be **closed**.
- * December 26th to December 30th – All locations will be open their normal posted hours.
- * Monday, December 31st – Metro Tower in Moline, Metro Lab in Silvis, and Metro Lab on Locust will be open from 6:00 AM until Noon. All other PSC sites will be closed.
- * Tuesday, January 1st – All PSC locations will be closed.
- * Wednesday, January 2nd – All PSC locations will resume their normal business hours.
- * **Courier service:** Will be available on the 24th until 2 PM and on the 31st until 5 PM.
- * **Client Service:** Will be available to take your calls on the 24th until 4 PM and on the 31st until 6 PM.



INSURANCE UPDATE

It's that time of year when new insurance cards will be mailed out to your patients to be effective January 1st, 2019. Copies of insurance cards should be sent with your patient specimens. Our Metro Lab front desk staff will scan the cards when you send your patients to one of our draw sites. Many insurance carriers may change their coverage for 2019. We have seen many carriers set up a prior authorization (PA) test lists that must be cleared through the carrier **before** the order is placed. Metro Lab will assist in identifying some of those tests at registration, but it is the responsibility of the patient to know their coverage and the ordering provider to ensure the PA has been approved. Metro Lab's primary function is to provide accurate and timely results. **Without prior approval, the patient or ordering provider will be responsible for the cost of the test.** United HealthCare has set up a PA list which you can find on our website. We will post any others should they become available. Also, it's safe to say that genetic testing will need a PA no matter the carrier.



ALL URINES MUST BE REFRIGERATED

Urine held at room temperature support the growth of both pathogens and contaminants. Be sure to refrigerate within 30 minutes of collection. Deliver refrigerated urine specimens to Metro Lab within 24 hours of collection. Any specimen that is not collected properly, not refrigerated, or that is over 24 hours old will be rejected.

Please note: A properly collected urine specimen will provide a more accurate test result which will provide a better course of treatment. There are two different types of urine collections. A 'clean catch' and a 'first catch' depending on the test you are ordering. You may find instructions for both types of catches on our website. To help re-enforce the proper collection method by your office staff, you may request a laminated copy(s) to post on the wall of your bathroom. Call our Marketing Department at 309-762-8555 ext. 3611.

CONGRATS TO US

The Accreditation Committee of the College of American Pathologists (CAP) has awarded accreditation to Quad Cities Pathologists, LLC (QCP) based on a recent on-site inspection. The U.S. federal government recognizes CAP Accreditation as being equal-to or more-stringent-than the government's own inspection program. QCP were early participants in the CAP program and is proud to have participated and successfully received accreditation. Dr. James K. Billman, Jr., MD, QCP Director, was advised of this national recognition and congratulated for the excellence of service provided to the Quad Cities and surrounding areas. Dr. Billman expresses thanks, on behalf of the entire staff, to the physicians and patients for their continued support.

CONTINUING OUR TRADITION

Metro Lab will be providing the small, but very useful, desktop calendars for next year. We have provided the calendars as a small token of our appreciation for your support of our business. Supplies are limited and will be delivered by the Marketing and the Courier Departments.

EXTENDED CARE & HOME DRAWS

Please note our extended care department has new phone extensions and fax numbers.

Phone: 309-762-8555 FAX: 309-762-9112

Hours: 6:30 AM to 5 PM Monday through Friday

Pam: ext. 3430 Carla: ext. 3415 Amy: ext. 3340 Bailey: ext. 3735

Metropolitan Medical Laboratory, PLC

Quad Cities Pathologists, LLC

Moline – Davenport – Rock Island – Bettendorf – Silvis – Galesburg

Your Health – Your Lab – Your Choice

