



METRO LAB HOLIDAY HOURS

Please note the Thanksgiving holiday hours at our Patient Service Centers:

- Thursday November 22nd - All Patient Service Centers (PSC) will be closed.
- Friday November 23rd - All PSC locations will be open at 6:00 AM (or their normal posted hours) until 2:00 PM.
- Saturday and Sunday November 24th and 25th - normal posted hours.

Please note that these hours apply to the Patient Service Centers. Courier service and technical support will be available on Friday through late afternoon. Please let us know if you plan to be open until 5 pm on Friday by calling 309-762-8555 ext. 3420 and we will plan our routes accordingly.

INSURANCE UPDATE

Medicare PECOS: The Center for Medicare & Medicaid Services issued regulations stating that physicians who have not either enrolled in, or opted out of, Medicare participation, will not be permitted to order or refer patients for Medicare covered home health services and DME supplies. Rather than turning away your patient, Metro Lab will perform the testing and bill the ordering provider.

United HealthCare: We have seen rejected insurance claims from UHC because the ordering physician is not eligible to order services through UHC. Your credentialing manager should check with UHC for proper registration. Again, Metro Lab will perform the testing and bill the ordering provider.

WORTH REPEATING

It's that time of year. Cold and inclement weather is knocking at the door. If your office utilizes an insulated metal specimen lock box on a regular basis, please be aware of the daytime temperatures and knowing that the balance of the day will only get colder. Specimens can freeze which will compromise that specimen. It's always best to be cautious on those freezing days and call for a special pick-up the next morning. As great as our courier system is, we can't be everywhere at the same time. Please plan accordingly for those Friday late afternoon calls or the early morning weekday pick-ups. (A call notifying us that your office is closing early due to weather will help us plan our routing for that day). When you call for a special pick-up be sure to inform the Dispatcher that the specimen was collected the prior afternoon and needs to go directly to the lab. All specimens have a time window from collection to processing to be tested.

MYCOPLASMA pneumoniae Test Methods

There is no perfect test methodology for *Mycoplasma pneumoniae*; however, molecular methods are considered the most sensitive and specific, especially during the first two weeks after onset of illness. The most important factors affecting the quality of mycoplasma testing is specimen collection (eg, timing of collection (days since the onset of illness) and the quality of specimen collection). Culture is slow with a long turn-around-time for results and has a high potential for false negatives. Serology (IgM) lacks specificity and may produce false negative results if tested too early in the course of illness. Immune response can take 7-10 days and some patients do not produce an immune response. Positive IgM results are consistent with recent infections, although false-positives may occur due to the lack of specificity.

For *Mycoplasma pneumoniae* testing, Metro Lab uses a FDA-approved amplified molecular assay with a sensitivity of 96.0% and specificity of 97.7%. Molecular methods are highly sensitive and specific. Molecular methods are great early detection methods (first few weeks) whereas serology should be a consideration when the timing of specimen collection is significantly late in the course of the patient's illness.

SAME DAY ORDERS vs. FUTURE ORDERS

If you have an electronic EMR ordering system connected to Metro Lab please remember that a same day order (patient leaves your office and goes directly to a Metro Lab draw site) is much different than a future order (testing that needs to be performed at least 24 hours up to one year later). If you transmit a same day order please allow at least 30 minutes for the entire order to 'transfer' from your system to ours before sending your patient to one of our Metro Lab draw sites. If you send your patient with a paper order **do not** electronically transmit that same order. This would create a duplicate order in our system which would be used on the patient's next visit.

EXTENDED CARE

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

As always, thank you for your continued support.

We appreciate being your laboratory of choice.

Metropolitan Medical Laboratory, PLC

Quad Cities Pathologists, LLC

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

Your Health – Your Lab – Your Choice

