



## Alphabetical Test List

Information about specific tests can be found in the alphabetical test list called Directory of Laboratory Tests on this website [PMC Test Directory](#). This directory contains test numbers, mnemonics, methodologies, test performed/reported schedules, specimen requirements, reference intervals, interpretive data, notes, and CPT codes.

**A word about nursing order entry:** If a test is not listed in Epic, follow the procedure for ordering miscellaneous tests.

## Blood Products

Portneuf Medical Center offers a full-service Transfusion Department. Requests for outpatient infusion of blood products should be made through Portneuf Infusion Services, (208) 239-1870. Specimens for Crossmatch for outpatients and pre-op patients can be drawn at any of the laboratories at Portneuf Medical Center. For additional information, you can contact the Blood Bank at (208) 239-1677.

## Client Technical Assistance and Consultation

Portneuf is available to assist in evaluating the technical and operational aspects of a client's laboratory. Our day-to-day exposure to the latest developments in the medical laboratory field keeps us current in the state-of-the-art technology and enables us to make objective evaluations of laboratory practices.

Clients may request consultation services with respect to their own laboratory operations, compliance with CLIA '88, state regulations, as well as assistance with quality control and quality assurance policies and procedures. A nominal fee, based on the consulting technologist's time, is charged for this special service.

## Client Services

Our commitment is to maintain communication with our customers, patients and co-workers to better understand their needs and concerns while placing emphasis on building trust to enable us to maintain a long-term relationship. Portneuf Pathologists, Laboratory Director, and Department Coordinators are available for medical and technical consultation on laboratory test results and/or clinical conditions. Our staff is also available whenever needed to resolve problems or answer questions; either by telephone or personal visit.

Client Service is available to our clients 24 hours a day, seven days a week, including holidays. You can reach Client Service by calling the main laboratory at (208) 239-1671. Additional numbers that may be of service are as follows:

**Portneuf Main Lab Phone:** (208) 239-1671 Fax: (208) 239-3721

**Pathology Phone:** (208) 239-1690 Fax: (208) 239-3721

**Standing Orders Phone:** (208) 239-1660 Fax: (208) 239-3738

**Client billing and prices:** (208) 239-1671

**Send out/Reference Lab Phone:** (208) 239-1683

## Courier Services

Courier services are available for transporting clinical and anatomical specimens to Portneuf from your location. This service provides delivery of specimens (including frozen) under controlled conditions. Special courier services will be established if appropriate arrangements can be made. Pickup frequency is determined by referral volume. Our couriers provide regular Monday through Friday pickup and delivery service for laboratory specimens and patient reports. If you have clinical laboratory specimens for Portneuf, and are not on a regular courier schedule, please call the main laboratory for arrangements for a special pick up (208) 239-1671. If you have pathology specimens that need to be picked up, call Pathology at (208) 239-1690.

## Patient Service Centers

Portneuf Laboratory provides specimen collection sites in various locations throughout the Pocatello community.

(Refer below for address location and telephone numbers)

## Patient Service Center Locations

### **Portneuf Medical Center Draw Station**

777 Hospital Way Pocatello, Idaho

Hours: 7:00 a.m. – 5:30 p.m., Monday – Friday

Office: (208) 239-1660 Fax: (208) 239-3738

### **Idaho Medical Imaging**

1151 Hospital Way, Bldg. B Pocatello, Idaho

Hours: 7:00 a.m. - 7:00 p.m., Monday – Friday

Office: (208) 233-3000 Fax: (208) 239-2750

## Acceptable Volumes

This Laboratory [Test Directory](#) lists minimum acceptable volumes. If there is insufficient volume for testing, attempts will be made to locate any additional specimen that was collected at the same time. In this case, there may be delays. The Laboratory Test Directory lists pediatric minimum acceptable

volumes. This volume is defined as the amount sufficient to perform one test, with no repeat or confirmatory testing.

## Reference Intervals

Portneuf strives to provide clear, unambiguous reference intervals and have adopted a non-overlapping style for age groups. For example, an age group listed as 0 to 2 years should be used for all subjects from birth up to their third birthday. When reference values have been obtained from the literature, Portneuf conducts validation testing to confirm the values. The literature-provided age groups may be revised by Portneuf in order to conform to our standard format.

## Referral Testing

Portneuf Laboratory is a full-service laboratory. We perform most tests at our own facilities; however, a few highly complex procedures are referred to reliable reference laboratories. Our primary reference laboratory is Labcorp in Seattle, Washington. The fees for referred tests are subject to change, and a nominal charge is added to cover handling expenses.

One of Portneuf Laboratories' service goals is to support clients by providing comprehensive service for all reference laboratory testing. To accomplish this goal, Portneuf has enhanced its in-house test menu of over 1,000 tests and test combinations by selecting primary vendors to perform additional tests not performed at Portneuf. Primary vendors are selected based upon a corporate protocol that considers the aspects of service, quality, reliability, turnaround time, and price. If requested, testing can be sent to a laboratory or vendor other than one of Portneuf's primary vendors and an additional fee may be added. Such requests must be submitted with a brief description of the reason for requesting an alternate laboratory (e.g., pediatric reference intervals needed or difference in methodology).

All specimens for referral are shipped for next-day delivery, Monday through Saturday. To provide the best patient care, specimens for tests with short stabilities should not be shipped to Portneuf from Friday through Sunday. Portneuf transport carriers recognize the following as official holidays. As a result, specimens will not be shipped to referral laboratories on the day before or the day of the following holidays:

**New Year's Day** - January 1  
**Memorial Day** - Last Monday in May  
**Independence Day** - July 4  
**Labor Day** - First Monday in September  
**Thanksgiving** - Fourth Thursday in November  
**Christmas** - December 25

Specimens submitted for reference testing are shipped on Presidents Day and Human Rights Day. Portneuf reserves the right to change vendors, test parameters, and charges for referral testing at any time. If you would like additional information about Portneuf's reference testing services, please contact Portneuf at (208) 239-1671.

## Stat Testing

Clients requesting STAT testing must contact Portneuf's Client Services Department. Client Services will immediately contact the appropriate laboratory for approval. To order STAT testing or if you have questions regarding Portneuf's procedure, please contact Portneuf Client Services at (208) 239-1671.

## Supply Orders

Portneuf provides containers and forms for the collection and transport of select laboratory specimens. Additionally, Portneuf provides test specific collection and transport kits when required. Contact a Client Service representative to place orders.

## Billing Information

Portneuf routinely bills most major medical insurance carriers, as well as smaller local carriers. Please check the appropriate boxes and submit all necessary billing information on the test requisition form. Portneuf Laboratories will bill all insurances on behalf of our customers. It is the responsibility of the customer to check with his/her insurance information to verify that it is current. The billing office is open from 7:00 a.m. to 5:00 p.m., Monday through Friday. Please contact us at (208) 239-2100 in regards to insurance billing and self-pay. Portneuf has the capability for institutional, client specific, billing. Bills are submitted to the client on a monthly basis. The name of the patient, date of service, test performed, and the price of the test, will be denoted.

Anatomic pathology services (cytology and histopathology) will be billed through Portneuf Medical Center. (208-239-1671). The professional component will be billed through Portneuf Medical Center for Idaho Pathology Laboratory (IPL)

## Test Requisition

Information Portneuf Laboratory provides requisition forms for your convenience to be used for all clinical laboratory testing. The laboratory forms are preprinted with the client's name and phone number to facilitate test ordering and billing. Forms for Cytology and surgical pathology samples are available on the website or by contacting Portneuf Medical Center's Pathology department (208) 239-1690.

## Filling Out The Portneuf Laboratory Requisition Forms

- If there is more than one physician in the practice or clinic, please print the name of the referring physician to avoid delays in receiving results.
- Clearly print the patient's full name, address, gender, date of birth, and patient's social security number in the appropriate spaces.
- Check the appropriate billing category and complete the required information. Print the Narrative diagnosis and any other pertinent clinical information, in the appropriate space. This information is necessary for proper testing, as well as billing.
- It is your responsibility to determine the narrative diagnosis(s) to use for billing. **PORTNEUF ASSUMES NO RESPONSIBILITY FOR BILLING ERRORS DUE TO RELIANCE ON THE NARRATIVE DIAGNOSIS.**

- Specify tests to be performed by checking the appropriate boxes or writing miscellaneous tests in the space provided.
- Customized test panels and individual tests may be pre-printed on your requisition form at your request. 5
- The ordering physician must sign and date the requisition. Electronic order entry for laboratory testing is available for medical providers. Please contact the laboratory directly for information: 208-239-1671

## Instructions for Test Requesting

### Instructions for clients using manual request forms

Manual test request forms are available through Portneuf Client Services. Call (208) 239-1671 and a client service representative will assist in determining the appropriate form needed. A copy of the test request form will be faxed, and the order can be placed at that time. The order can be included with a shipment or faxed to Portneuf at (208) 239-3721.

1. Complete a separate request form for each individual patient.
2. Use a black pen, as Portneuf will scan the request form for image retrieval.
3. Fill in the information requested at the top of the form.
4. Mark box(es) [x] indicating the test(s) requested.
5. Record number of specimens' submitted and total number of tests ordered on the test request form in the lower left corner.
6. If there is no box for a test you are requesting print the test number and the complete test name in the blank box on the form. Keep bottom copy of form for your records.
7. Legibly print patient's first and last name with a unique identifier and specimen type or source on the specimen container. Use a separate container / tube for each test ordered on the same patient, especially for frozen specimens. Portneuf may be unable to process specimens that are not in separate containers.
8. Have ordering physician sign and date the request form.

## Test Turnaround Time

The Laboratory [Test Directory](#) provides anticipated turnaround times for each test. Turnaround time is defined as the usual number of hours or days between the time a specimen is received at Portneuf and the time a result is released. Testing schedules may change. Contact Client Services for information about current testing schedules.

## Registering for Patient Online Services

Patients can register to access their medical records for services provided at the facility.

1. During registration, provide the hospital registrar with a valid email address.
2. Upon discharge, you will receive an email with a link to the "Patient Online Services"
3. Check your email and use the link to launch the Patient Online Services
4. You will be prompted to enter your date of birth to confirm your identity
5. You will be prompted to verify your demographic information.
6. Create a User ID (using email address is recommended) and password.
7. Create three security questions to verify your identity in case of password loss.

8. Check the box to agree to the terms of Use.
9. Your account has been activated and you can access your laboratory test results in addition to a summary of your visit.

If you have any difficulty registering for this service, please contact Portneuf Medical Center's Health Information Management Department: at 208-239-1100

## Holiday Coverage

Portneuf recognizes the following as official holidays:

- New Year's Day** - January 1
- Presidents Day** - Third Monday in February
- Memorial Day** - Last Monday in May
- Independence Day** - July 4
- Labor Day** - First Monday in September
- Thanksgiving** - Fourth Thursday in November
- Christmas** - December 25

The laboratory is always staffed, but couriers are not available. Efforts are made to maintain service during these holidays. Some laboratory test schedules are adjusted to accommodate the altered workflow resulting from these holidays. Holidays occurring on a weekend are observed on Friday or Monday. If you have questions regarding testing schedules, please contact the Portneuf Laboratory Client Services at (208) 239-1671.

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