

Frequently asked questions for Clinical Staff:

What information is required on a Lab Order Form/Requisition?

All lab orders should include Patient Name, Date of Birth, Diagnosis Code(s), Requested Test(s) and a Physician Signature. Meditech orders need to be marked “to be collected” for the lab to crossover the order.

Where can I send my patients to be drawn?

The Outpatient Laboratory Services site (752-1737) is located at 75 Claremont Street, Suite D (NW Professional Center). This site services patients by appointment only. The hours of operation are 7:00 AM to 5:15 PM – Monday through Friday and 8:00 AM to 11:45 AM on Saturday. **Pediatrics** – 8:00 am to 4:00 pm, Monday through Friday.

- **All fertility collection, specimen drop-off and testing is completed at the Main Laboratory in the Hospital**

Where do I send patients with specimen drop offs?

Specimens may be dropped off inside the Outpatient Laboratory Services site. **Please note** - all patients must be registered for specimen drop-offs. **After hours specimen drop-offs will need to be taken to the Main Hospital Lab.**

- Fertility specimens must be delivered to the Main Laboratory in the Hospital.

Who do I contact?

Main Laboratory contact 752-1737. There is also a Laboratory Contact List on the Test Catalog Main Page.

What are my options for ordering tests?

All tests are processed using the first in first out methodology unless ordered as STAT.

- **Routine:** The majority of routine laboratory tests are completed on the day the specimen was collected, with results delivered in 24 hours. The only exception would be for a send out test to our reference laboratories.
- **Call:** Results are called upon completion to the number indicated.
- **STAT:** Tests are prioritized by critical/emergent and providers are contacted immediately with results. Most STAT tests are completed with one hour, however there are a few that take up to 2 hours. Please review the STAT Test document tab on the test catalog main page.

I don't know which tube to use for a blood draw? What information is needed for patient identification?

Refer to the KRMCM Test Catalog for individual test lookup or reference Collection Aids, <http://krmc.testcatalog.org>

How do I add on a test for a specimen that has already been delivered to the lab?

Most tests can be added on using a blood specimen (stored for 48 hours) or urine specimen (48 hours) by contacting the Main Laboratory at 752-1737 or Inpatient Services ext. 2396.

How do I order lab supplies?

Laboratory specimen collection supplies can be ordered using the KRMCM Laboratory Supplies order form. Private practices should email or fax the form to the contact information on the form. The Laboratory Staff will fulfill the order and it will be delivered by the courier team.

Kalispell Regional Medical Group (KRMGM) practices and KRH facilities will order their bulk laboratory supplies through the Meditech ordering system. Individual supplies are ordered directly from the laboratory. Please contact your materials management representative with your ordering questions. Orders will be delivered by bulk supply delivery and couriers.