

Policies—Missouri Baptist Medical Center

Billing

Missouri Baptist Medical Center Laboratory will bill your patient's insurance, please include the following required billing information: responsible party, patient's name, current address, zip code, phone number, Social Security number, and diagnosis code. Providing this information will avoid additional correspondence to your office at some later date. Please advise your patients that they will receive a bill for laboratory services from Missouri Baptist Medical Center Laboratory for any personal responsibility after insurance payment.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup need to be submitted to Customer Service for review.

Compliance Policies

Missouri Baptist Medical Center Laboratory is committed to compliance with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include, but are not limited to, the Centers for Medicare and Medicaid Services (CMS), the U.S. Food and Drug Administration (FDA), and the Department of Transportation (DOT). Missouri Baptist Medical Center Laboratory develops, implements, and maintains policies, processes, and procedures throughout the organization which are designed to meet relevant requirements. In addition, Missouri Baptist Medical Center Laboratory has a robust internal and external audit and assessment program to monitor ongoing compliance. It is Missouri Baptist Medical Center Laboratory expectation that clients utilizing laboratory services will ensure their compliance with patient confidentiality, diagnosis coding, anti kick-back statutes, professional courtesy, CPT coding, and other similar regulatory requirements.

Confidentiality of Results

Missouri Baptist Medical Center is dedicated to providing quality healthcare services to our patients. We respect the confidentiality of our patient's health information. By following laws, regulations, and ethical obligations such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA), we earn the trust and respect of our patients and our community. Policies and guidelines are set in place to ensure that laboratory results are being released within the requirements of the law.

Disclosures of Results

Under federal regulations, Missouri Baptist Medical Center Laboratory is only authorized to release results to ordering physicians or other 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 or Missouri Baptist Medical Center Health Information Management (HIM).

Framework for Quality

Quality is the foundation for the development and implementation of the quality program for Missouri Baptist Medical Center Laboratory. Our framework builds upon the concepts of quality control and quality assurance providing an opportunity to deliver consistent, high-quality, and cost-effective service to our clients. In addition, our quality program enhances our ability to meet and exceed the requirements of regulatory/accreditation agencies and provide quality service to our customers.

A core principle at Missouri Baptist Medical Center Laboratory is the continuous improvement of all processes and services that support the care of patients. Our continuous improvement process focuses on meeting the needs of you, our client, to help you serve your patients.

HIPAA Compliance

Missouri Baptist Medical Center Laboratory is fully committed to compliance with all privacy, security, and electronic transaction code requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Although Missouri Baptist Medical Center Laboratory cannot assure that individual clients will meet their own responsibilities under HIPAA, we are committed to sharing information and coordinating efforts toward that goal. All services provided by Missouri Baptist Medical Center Laboratory that involve joint efforts will be done in a manner which enables our clients to be HIPAA compliant.

Reflex Testing

Missouri Baptist Medical Center Laboratory identifies tests that reflex when medically appropriate. In many cases, Missouri Baptist Medical Center Laboratory offers components of reflex tests individually as well as together. Clients should familiarize themselves with the test offerings and make a decision whether to order a reflex test or an individual component.

Reportable Disease

Missouri Baptist Medical Center Laboratory endeavors to comply with laboratory reporting requirements for each state health department regarding reportable diseases. Missouri Baptist Medical Center Laboratory reports by fax, form, or phone depending upon your individual state health department regulations. In addition, Missouri Baptist Medical Center Laboratory reports electronically where available. Missouri Baptist Medical Center Laboratory reports to the appropriate state health department based upon the state listed in the patient address. We strive to cooperate with our clients so that we both comply with state regulations. If you need further information, please do not hesitate to contact Missouri Baptist Medical Center Laboratory at 314-996-4522.

Result Request

All specimens are processed upon receipt. Routine test results are usually reported within 24 hours. Exceptions include complex analytical procedures or repeat testing as well as specimens sent to a referral laboratory.

Specimen Identification Policy

Missouri Baptist Medical Center Laboratory policy states that all specimens received for testing must be correctly and adequately labeled to assure positive identification. Specimens must have two person-specific identifiers on the patient label. Person-specific identifiers may include: patient's first and last name, unique identifying number (medical record number or date of birth). Specimens are considered mislabeled when there is a mismatch between the person-specific identifiers on the specimen and information accompanying the specimen (eg, computer system, request form, additional paperwork). When insufficient or inconsistent identification is submitted, Missouri Baptist Medical Center Laboratory will contact the physician's office to resolve.

Supplies

Shipping boxes, specimen vials, special specimen collection containers and kits, sterile vials, stool containers, and request forms are supplied without charge. Supplies can be requested using one of the following methods:

- Call Missouri Baptist Medical Center Laboratory at 314-996-4522
- Fax a Request for Supply form to 314-996-6924