

Policies/Services

Accreditations

Rice Laboratory is fully accredited by the College of American Pathologists (CAP), registration number 1811201-01. Rice Laboratory is also accredited by the Department of Health and Human Services—Health Care Financing Administration under Clinical Laboratory Improvement Act (CLIA) #24D0405426. Hours of operation are 24/7 including holidays.

Patient and Specimen Identification

Proper specimen identification is of utmost importance for good patient care. Regulations state that specimens lacking proper identification should not be accepted. Rice Laboratory has policies in place that will not allow us to process unlabeled specimens and strict protocols for corrections to minor errors in labeling. Improperly labeled specimens will have the submitting facility contacted and a correction form will need to be filled out and returned for the specimen to be processed. The specimen may be rejected if the identity of the patient cannot be verified in any way (such as an unlabeled specimen).

Test Requests and Results

Test requests are handled through Rice Laboratory's online outreach ordering system. All requests can be entered electronically in the system at the ordering location. Barcode printers can be utilized at the site to allow immediate specimen identification upon order. Results are sent back automatically to the facility via electronic copy, fax copy, or courier routed printed copy upon completion. Rice has the ability to interface with our clients to provide a semi-automatic relay of test ordering and direct interfacing of results to the clients EMR. Paper requisitions are also available when electronic ordering is not an option.

Cancellation of Tests

Cancellations received prior to test setup will be honored at no charge. Requests received following test setup cannot be honored. A report will be issued automatically and charged appropriately.

Referred Tests and Unlisted Tests

Requests for tests which are not performed by Rice Laboratory are referred to Mayo Medical Laboratories (MML) as our primary reference laboratory or other reference laboratories as approved by the Laboratory Medical Director and the Rice Memorial Hospital medical staff. All testing available at or through MML will be forwarded to MML for testing unless prior approval from the laboratory medical director has been granted. All reference laboratories used have a current CLIA certificate and appropriate accreditation.

Results of referred tests are reported to clients as soon as they are reported to Rice Laboratory by the reference laboratory. Charges for the referred tests are the current fees charged to Rice by the reference laboratory plus a small handling charge. Fees are subject to price adjustments made by the reference laboratory. If you have questions concerning fees for referred studies, please contact Client Services at 800-922-7423.

Tests not listed include low volume tests, newly added test procedures, and rare or unusual tests performed only through reference laboratories. If a desired test is not found, please contact Client Services at 800-922-7423.

Courier Services

Rice Laboratory provides regular courier services on a daily basis Monday through Friday. Limited service is also available on weekends on a contracting basis. The courier has the capability of keeping specimens in a refrigerated, frozen, ambient, and incubated state as required for optimal specimen integrity. Contracting for services not related to reference laboratory services (such as supply delivery) can be negotiated.

Blood Product Supply

Rice Memorial Hospital has a limited supply of blood, plasma, platelets, and cryoprecipitate. Each client that stocks these supplies, has individual restocking agreements with American Red Cross. Rice does not accept exchanges or blood returns unless there are extenuating circumstances (A call to Rice is required in these cases). Rice has daily evening courier service available to the ARC in St. Paul for reference laboratory testing that cannot be performed at Rice. This allows our region the ability to obtain many difficult to find products the next day.

Supplies

Rice Laboratory provides its clients with specimen collection and transportation items at no charge for those specimens sent to Rice. Other supplies not directly related to testing may also be ordered for a fee. For a list of supplies available and fees associated, please contact the laboratory.

Consultation

Rice Laboratory has two technical consultants available to coordinate a complete program of laboratory services designed to meet your needs. The consultant can assist you in meeting certification requirements and professional guidance. Other services provided could include pipette calibration, thermometer, timer, balance, and centrifuge checks. Routine visits may be established as well as single visits for special requests. Additional fees may apply.

Pathology consultation is also available through Minnesota Pathologists, Chartered. The board certified pathologists can consult with local medical staff and can serve as the Laboratory Medical Director in our outreach sites.

Rice Laboratory also has a Client Services department that will handle most inquiries as they come into the laboratory. You may contact our laboratory staff with questions 24 hours per day, 7 days per week at 1-800-922-7423.

Continuing Education

The professional staff at Rice Laboratory is fully committed to promoting continuing education programs for the staff of our clients and other area facilities. Items offered to our staff are many times also offered to our clients. Our reference laboratory agreement with Mayo Medical Laboratories also offers a wealth of information to our clients. Medi-Sota hosts a supervisors meeting to offer education and discuss our services with our clients.