

# Med-Lake Laboratory QUARTERLY NEWSLETTER

January-March 2025



## The Risks of Contamination

Proper sample collection is a vital part of laboratory testing. Any contamination will result in distorted results and a rejected sample. Our patients look to us to ensure their samples will be handled properly to provide top quality care. Contamination can occur in several ways which is why we have strict SOPs for collection and transportation of samples. All of our SOPs following guidelines set forth by both CAP and COLA.

Collection begins with an understanding of the terminology necessary to ensure proper collection. All of our collectors are trained on Med-Lake Lab's specific policies for test ordering, patient identification, and collection protocols. Blood collection poses a potential danger to the phlebotomist and should be considered potentially infectious. These protocols are available in Navex for all to review as needed.

To avoid contamination, our handling protocols are also available in Navex and are specific to each sample type. Proper PPE (personal protective equipment) must be provided and used for each patient to avoid contamination or potential danger. The transportation of samples is also heavily scrutinized by our Med-Lake Lab team. To prevent contamination and rejection, all samples must be placed in individual biohazard bags and placed in temperature controlled transport bags and/or coolers.

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# Our Evolving Billing Team



We are happy to announce the addition of Global to our ever-growing billing team. With the utilization of Xifin for our submission software, our internal team and Global are working together to ensure all claims are properly processed and double checked for accuracy prior to patient statements being released. We understand how frustrating it can be for both the provider and the patient when statements are delivered for services thought to be covered by the patients plan.

Our team, lead by Mrs. Yaketa Green, works round the clock with insurance companies to provide any missing or additional information to help process patient claims. It is our goal to reduce patient bills and the time it takes for a claim to process. We are currently adding more billers to our internal team including Mrs. Antoinette Brown! Mrs. Brown brings a ton of knowledge to our team based on her years experience working with insurance companies.

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## A Message from Randy Peters

By Randy Peters

Thank you team for all of your dedication and hard work for it is truly appreciated! Your efforts and commitment is what makes Med-Lake different!

I know that we have faced many challenges and the lab world is very challenging at the moment but I am extremely confident that our teams resilience will see us through!

Lets continue to work together and support one another to overcome these obstacles! Lets also stay focused on achieving our goals and use every opportunity to come out stronger! I believe in everyone of you, thank you again for all you do!

"I believe in every one of you, thank you again for all you do!"

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