

Scope of Service

Department Mission	<p><i>The Department of Laboratory Services provides a wide array of testing and other services to patients of the Toledo Clinic, and to non-Toledo Clinic patients and organizations in support of the Toledo Clinic’s mission, operating objectives and strategic priorities.</i></p>
Scope of Services Provided	<p><i>The Department of Laboratory Services provides stat and routine outpatient clinical laboratory and anatomic pathology services.</i></p> <ol style="list-style-type: none"> 1) Clinical laboratory services, including routine and stat specimen collection, chemistry, coagulation testing, endocrinology, hematology, immunology, microbiology, molecular diagnostics, serology, urine drug monitoring/ toxicology, urinalysis, and electrophoresis. 2) Anatomic pathology services, including interpretation and diagnoses on surgical and other specimens submitted for pathologist review, cytology, Fluorescence in situ hybridization (FISH), flow cytometry interpretations, histology, immunohistochemistry, and fine needle aspirations,. 3) Other Laboratory services <ol style="list-style-type: none"> a. Management and oversight satellite phlebotomy sites. b. Management and oversight satellite test testing sites.
Hours of Operation	<p>Main Campus Laboratory at 4235 Secor Rd – Toledo, Ohio 43623 <i>Phlebotomy 7:30 – 5:15 M-F Closed Sat & Sun</i> <i>Lab Testing 7:30 – 20:00 M-F Closed Sat & Sun</i></p> <p>Holland Sylvania at 4126 N. Holland-Sylvania Rd, – Toledo, Ohio 43623 <i>Phlebotomy 7:30 – 4:45 M-F Closed Sat & Sun</i> <i>Lab Testing 8:00 – 16:00 M-F Closed Sat & Sun</i></p> <p>Side Cut Crossing at 1200 Medical Center Parkway – Maumee, Ohio 43537 <i>Phlebotomy 7:30 – 4:45 M-F Closed Sat & Sun</i> <i>Lab Testing 8:00 – 16:00 M-F Closed Sat & Sun</i></p> <p>West Sylvania at 7640 West Sylvania rd. Suite A2 – Sylvania, Ohio 43560 <i>Phlebotomy 7:30 – 4:00pm M-F Closed Sat & Sun</i></p> <p>Histology: <i>M-F 06:00 – 17:00 Closed Sat & Sun</i></p> <p>Cytology: <i>M-F 08:30 – 16:00 Closed Sat & Sun</i></p>
Number of Beds	<i>Outpatient Only</i>

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<p>Population Served</p>	<p><i>The Toledo Clinic laboratory serve most age groups seen in the clinical outpatient populations, including infants, children, adolescents, adults and geriatric patients.</i></p> <ol style="list-style-type: none"> <i>1) In addition, we provide services tailored to special groups such as mentally and physically handicapped patients, pediatric and adult Oncology patients, combative and abusive patients, non-English speaking patients, patients with religious restrictions and bereaved family members.</i> <i>2) In situations where handling and/or testing is specific and unique to a patient population, the Laboratory provides specialized training to ensure that the patient's individual needs are met with dignity, professionalism and respect.</i> <i>3) Where issues of access occur, the laboratories attempt to make reasonable arrangements to accommodate the patient, caregiver, or provider.</i>
<p>Type of Services</p>	<p><i>Clinical Laboratory Testing and Surgical/Anatomic Pathology Services</i></p>
<p>Reference Laboratory</p>	<p><i>Toledo Clinic Laboratory send testing that cannot be performed at our In-House Lab to Quest Laboratories. If the Specimen is a fresh pathology or Micro specimen the specimen could be sent to Promedica Laboratories.</i></p>

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Staffing Plan	<p><i>Laboratory employee's work assigned shifts in specific laboratory areas as scheduled by section or shift supervisors. Staffing is sufficient to assure that assigned functions are completed, patient and employee safety is maintained and the integrity of results is maintained.</i></p> <p>1) Professional Staff</p> <ul style="list-style-type: none"> <i>a. Laboratory professional staff (medical technologists, medical laboratory technicians, cytotechnologists, histologic technologists, and histologic technicians) are board certified and work in specific technical sections, or as generalists who can be assigned to work in several different sections. Staffing levels vary based on anticipated workload, and scheduled and unscheduled absences.</i> <i>b. In the event of unforeseen absences, unusual workload fluctuations, or method or equipment failures, testing may be deferred or sent out to avoid unacceptable delays in testing.</i> <p>2) Support Staff</p> <ul style="list-style-type: none"> <i>a. Histology Laboratory Assistants accurately and efficiently receives, accessions, bills, prepares specimens for diagnosis, and assists in frozen sections and morgue, as well as performing maintenance duties, specimen tissue disposable, and filing.</i> <i>b. Cytology Laboratory Assistants accurately and efficiently performs cyto-preparatory tasks to include technical assistance on fine needle aspiration procedures, as well as, performing purchasing, requisition, inventory, and maintenance of section supplies and equipment.</i> <i>c. Phlebotomists/Phlebotomy Technicians provide a variety of support services for the laboratory, including specimen collection, accessioning, specimen processing, storage and retrieval.</i> <i>d. Laboratory secretaries working in the Clinical Lab and Pathology provide professional services through electronic, telephone, and personal interactions: answering calls, mailing or faxing reports, calling results, scheduling procedures, offering informal instruction, and troubleshooting issues.</i> 												
Service Providers	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Job Title</th> <th style="width: 33%;">Minimum Education</th> <th style="width: 33%;">Required Certification / Registration / Licensure</th> </tr> </thead> <tbody> <tr> <td>Medical Director</td> <td>MD</td> <td>Board Certified AP/CP</td> </tr> <tr> <td>Pathologist</td> <td>MD</td> <td>Board Certified AP/CP</td> </tr> <tr> <td>Administrative Director</td> <td>Master's degree</td> <td>MT(ASCP) or CLS (NCA) or equivalent</td> </tr> </tbody> </table>	Job Title	Minimum Education	Required Certification / Registration / Licensure	Medical Director	MD	Board Certified AP/CP	Pathologist	MD	Board Certified AP/CP	Administrative Director	Master's degree	MT(ASCP) or CLS (NCA) or equivalent
Job Title	Minimum Education	Required Certification / Registration / Licensure											
Medical Director	MD	Board Certified AP/CP											
Pathologist	MD	Board Certified AP/CP											
Administrative Director	Master's degree	MT(ASCP) or CLS (NCA) or equivalent											

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Lab Manager	Bachelor's degree	MT(ASCP) or equivalent
Medical Technologist Supervisor / Senior	Bachelor's Degree	MT(ASCP) or equivalent
Medical Technologist	Bachelor's degree	MT(ASCP) or equivalent
Medical Laboratory Technician	Associate's degree	MLT(ASCP)
Cytotechnologist, Supervisor / Senior	Bachelor's degree	CT(ASCP), CMIAC
Cytotechnologist	Bachelor's degree	CT(ASCP), CMIAC
Cytology Lab Assistant	High School Diploma plus some college or equivalent	
Histotechnologist Supervisor / Senior	Associate's degree	HT(ASCP) or HTL(ASCP)
Histotechnologist	Associate's degree	HT(ASCP) or HTL(ASCP)
Histology Lab Assistant	High School Diploma or equivalent	

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	Lab Support Services Supervisor (Inpatient and Outpatient)	Associate's degree in healthcare or MLT (ASCP or AMT)	PBT(ASCP or AMT) within 3 months of hire, BLS
	Lab Support Services Phlebotomy Technician II	High School Diploma or equivalent plus some professional training in medical area of study	PBT(ASCP or AMT) within 3 months of hire, BLS
	Lab Support Services Phlebotomy Technician I	High School Diploma or equivalent	PBT(ASCP or AMT) within 3 months of hire, BLS
	Lab Support Services Phlebotomist	High School Diploma or equivalent	PBT(ASCP or AMT) within 3 months of hire, BLS
	Lab Support Services Customer Service Supervisor	Associate's degree or MLT (ASCP or AMT)	
	Lab Support Secretary	Associate's degree or equivalent in experience and training	
	Lab Informatics (LIS) Database Coordinator	Bachelor's degree	MT(ASCP) or equivalent
	Lab Informatics (LIS) Support Specialist	Associate's degree	
	Lab Safety Specialist	Bachelor's degree	MT (ASCP), MLT(ASCP), PA(ASCP), HLT(ASCP), HT(ASCP) or equivalent

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	Lab Quality and Education Specialist	Bachelor's degree	MT(ASCP)
	Administrative Support	High School Diploma or equivalent	
Department Standards/Practice Guidelines	<p>1) <i>The laboratories operate within the regulatory requirements and/or accreditation standards of the following organizations:</i></p> <ul style="list-style-type: none"> a. <i>CMS, Clinical Laboratory Improvement Act (CLIA)</i> b. <i>College of American Pathologist (CAP)</i> c. <i>Food and Drug Administration (FDA)</i> d. <i>Clinical Laboratory Standards Institute (CLSI)</i> <p>2) <i>Departmental policies, processes and procedures are developed based on needs revealed by patient demographics, advances in the industry, changes in regulations, inspection reports, and deficiencies or inadequacies identified in current processes. Audits and systems checks are in place or are being developed as a means to evaluate and modify current processes. A standardized process is in place for implementation of new policies and procedures.</i></p>		
Communication	<p>1) <i>Formal Meetings - Meeting minutes document formal meetings held in the Department. Distribution of minutes may include email, availability of an electronic copy and posting in the section and/or in the Laboratory Lounge.</i></p> <ul style="list-style-type: none"> a. <i>Monthly Laboratory Leadership meetings</i> b. <i>Ad hoc work groups</i> c. <i>Pathology section meetings</i> d. <i>Laboratory Quality Committee meetings</i> e. <i>Laboratory Safety Committee meetings</i> f. <i>Section leader meetings</i> g. <i>Lab Management/Administration meetings</i> 		

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<p>Turnaround Times</p>	<p><i>A Physician's office lab does not adhere to the same turnaround standards as a Hospital Laboratory due to the fact that Toledo Clinic Laboratory is a strictly outpatient environment. Stat testing of routine tests are completed within 30minutes. All Covid (PCR or AG) testing is completed within 24 hours of collection and reported to the appropriate government agencies. All other routine testing is completed within 7 days of collection.</i></p>
<p>Patient Satisfaction</p>	<p><i>Patients complete a Patient satisfaction survey at least once per year. These results are shared with the Laboratory Committee and the Toledo Clinic Board.</i></p>