

SCOPE OF SERVICES
ORLANDO HEALTH
CLINICAL LABORATORIES
2024-2025

MISSION STATEMENT/PHILOSOPHY

The Mission of Orlando Health Clinical Laboratories is to improve the health and quality of the life of the individuals and the communities we serve by providing accurate and timely diagnostic laboratory services with a focus on service excellence.

DEPARTMENT ORGANIZATION AND REPORTING PATHS

The Medical Director is responsible for all medical and technical policies and procedures and is qualified as a licensed physician with training, education and experience. The Medical Director delegates responsibilities, however retains ultimate responsibility.

The leadership is responsible for the operations of the laboratory; establishment, maintenance and review of the quality system; and compliance with standards and laws and regulations. The laboratory quality system is defined, documented, implemented, maintained and reviewed for effectiveness. The laboratory has an emergency operations plan to respond to the effects of internal and external disasters.

Under the general direction of the Medical Laboratory Director, the Laboratory Directors and Laboratory Managers at each laboratory oversees daily operations including staffing, scheduling, employee coaching, monitoring of workflow, compliance with quality control and service guarantees, maintenance of equipment and procurement of supplies and reports to the designated Administrator.

Laboratory Directors and Laboratory managers are members of the Laboratory and Pathology Allied Health Council (LPAHC). The mission of the LPAHC is to provide optimal patient care through leadership, support, and oversight of corporate laboratory and pathology functions. The laboratory operations directors, managers and supervisors attend interdepartmental meetings and task groups.

Information is distributed to all staff members through regularly scheduled meetings, communication boards, memos and corporate publications. All staff members are required to attend department meetings or read and sign off on the meeting minutes.

As appropriate, Laboratory Directors and Managers attend the following meetings:

- Leadership Meetings
- Department Meetings
- Technical Department Meetings
- Point-of-Care
- Nurse Council
- Safety Committee
- Pharmacy Medication Use Subcommittee
- Blood Use Committee
- Infection Control
- Antimicrobial Committee
- Patient Care Policy and Procedure
- Allied Health Education Council
- Cardiology Collaborative Practice

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- Trauma Committee
- ED Collaborative Practice
- Chest Pain Committee
- Stroke Committee
- Regulatory Council
- Gemba Boards
 - ED Throughput
 - Stroke Initiative
 - Laboratory

SERVICES PROVIDED

Orlando Health Clinical Laboratories provide both Clinical and Anatomical Pathology services for inpatients, outpatients and outreach customers. Orlando Health LabWorks provides outreach laboratory services at the following Florida locations:

OH Jewett Orthopedic Institute (OHJOI), at 60 Columbia St., Orlando

New Horizon West, at 17000 Porter Rd, Winter Garden

Osceola, at 1001 E. Osceola Parkway, Kissimmee

Oviedo, at 1000 W Broadway St., Oviedo

Spring Lake, at 7243 Della Dr., Orlando

Summerport, at 5151 Winter Garden Vineland Rd

Lake Mary, at 392 Rinehart Rd., Lake Mary

Winter Park, at 1111 W Fairbanks Ave., Winter Park

Randall Park, at 10155 Dowden Rd, Orlando

Alafaya, at 2000 N. Alafaya Trail, Orlando

Lawton Rd, at 3113 Lawton Rd. Orlando

Orlando Health LabWorks also provide phlebotomy services at the following Central Florida physician offices: Hunter’s Creek Physician Associates, Maitland Physician Associates, University Blvd. Physician Associates, and Grand Street Physician Associates.

Orlando Health Clinical Laboratories has the following laboratory testing sites and hospital-based outpatient laboratory locations serving the system hospitals and community. ORMC serves as their reference laboratory.

Orlando Health-Orlando Regional Medical Center (ORMC) Laboratory

Orlando Health-Arnold Palmer Hospital (APH) and Orlando Health-Arnold Palmer Hospital Pediatric Specialty Diagnostic Laboratory

Orlando Health Cellular Therapy Laboratory



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Orlando Health Cancer Institute Orlando, Orlando Health- Cancer Institute at Health Central, Orlando Health- Cancer Institute at Lake Mary, Orlando Health- Cancer Institute Dr. Phillips and Orlando Health Cancer Institute St. Cloud

Orlando Health-Dr. P. Phillips (DPH) Laboratory, Osceola FSED and Randal Park FSED
Orlando Health- South Seminole Laboratory (SSH) and Lake Mary FSED

The following laboratories are part of Orlando Health but are operated under a different tax identification number.

Orlando Health-South Lake Hospital, Orlando Health Emergency Room and Medical Pavilion-Blue Cedar, Orlando Health Emergency Room and Medical Pavilion-Joe & Loretta Scott (Four Corners)

Orlando Health-Health Central Hospital, Orlando Health Horizon West Hospital and Medical Pavilion and Reunion Village FSED

Orlando Health Saint Cloud Hospital

Bayfront Health Hospital, Pinellas Park FSED and Crossroads FSED

Orlando Health Laboratories provide a comprehensive testing menu. Any testing not offered at any Orlando Health Laboratory is sent to an approved reference laboratory. The transfusion service provides all routine and stat Immunohematology testing. One Blood, Inc. supplies all blood products and serves as a Reference Lab. In addition; services are also provided at the Point-of-Care (bedside testing) and alternate testing sites.

Orlando Health uses the EPIC and SoftBank information systems to integrate all departments and laboratory sites within the network.

The laboratories perform testing using standardized technical procedures, normal test ranges and laboratory practices. The laboratory quality management program uses the framework from the Clinical and Laboratory Standards Institute (CLSI). There are quality system essentials (QSEs) which are the fundamental components used to establish the quality management system. Our Clinical Laboratories evaluate quality and the continuum of patient care through quality improvement indicator results and interaction with our customers to ensure positive patient outcomes. Process improvements are accomplished through multidisciplinary teams consisting of ancillary partners.

Orlando Health-Orlando Regional Medical Center Laboratory (ORMC)

The OH-ORMC laboratory is located at 52 W. Underwood St. in downtown Orlando. The laboratory operates 24 hours a day, 7 days a week. The main laboratory at OH-ORMC provides both general diagnostic testing including Hematology, Chemistry, Coagulation, Urinalysis, Immunology and centralized services with highly complex specialized testing to include, Anatomical Pathology, Cytology, Microbiology, Virology, Molecular Diagnostic, Next Generation Sequencing, Molecular Pathology, Flow Cytometry, Toxicology and Transfusion Services.

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The transfusion service provides all routine and stat Immunohematology testing for ORMC, ORMC Level I Trauma Center, and other specialty areas. Testing includes, blood type and screen, crossmatch, antibody identification, transfusion reaction workups, antigen testing, red blood cell and platelet washing, and blood product irradiation. The transfusion service washes blood as necessary.

Point-of-Care testing is performed by nursing units at OH-ORMC, Ambulatory Care Center (ACC), OH Digestive Health Institute, OH Cancer Institute, Jewett Orthopedic Institute, OH-Advanced Rehabilitation Institute, AirCare, Critical Care Ground Transport and Hospital Care at Home.

A pneumatic tube system links all the nursing stations at OH-ORMC, OH- Cancer Institute Orlando, OH-Arnold Palmer Hospital, OH-Winnie Palmer Hospital, Jewett Orthopedic Institute, and the Ambulatory Care Center, to the OH-ORMC laboratory. The patient population includes inpatients, outpatients, emergency room patients, Level I trauma patients, and Level III neonatal intensive care unit.

Orlando Health-Arnold Palmer (APH) & Winnie Palmer Hospital (WPH) Blood Bank

APH & WPH Blood Bank is located at 92 W. Miller Street, Orlando FL 32806, two blocks south of the OH-ORMC building. The laboratory operates 24 hours a day, 7 days a week. The test menu includes transfusion services, an on-site pathology frozen section, point of care on the nursing units and a pediatric draw site. The pediatric outpatient draw site is open during routine business hours weekdays from 8:00 A.M. to 4:30 P.M. and Saturdays from 9:00 A.M.-1:00 P.M.

The transfusion service for APH & WPH provides all routine and stat Immunohematology services including, type and screen, crossmatch, antibody identification, transfusion reaction workups, antigen testing, Red Blood Cells and platelets washing, antibody titration, Rhogam workup, Cord Blood Evaluation and Blood Product Irradiation. The primary patient population is neonates, pediatrics, and women. All other laboratory services are provided by OH-ORMC using the pneumatic tube system for specimen transportation.

Orlando Health-APH Pediatric Specialty Diagnostic Laboratory

The laboratory is located on the 2nd floor of 110 Bonnie Loch Ct., Orlando FL

The test menu includes:

- Disaccharidase Panel which includes; lactase, maltase, sucrase, palatinase, and glucoamylase. Lactase can be ordered alone if desired. This is done on a biopsy of the small bowel.
- Pancreatic Enzyme Panel which includes; color, pH, amylase, lipase, trypsin, chymotrypsin, and elastase. This is done on pancreatic fluid obtained during endoscopy.
- Aspiration Marker Panel which includes pH, amylase, protein, and pepsin A activity. Sample types include bronchial lavage, tracheal aspirates, and other body fluids.
- Small intestinal microbial overgrowth (SIMO) is a culture from a brushing of the small intestine obtained during endoscopy.

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- Lactulose Mannitol Leaky Gut and Transit measure intestinal permeability due to various GI related conditions. Biomarkers measured include Lactulose, Mannitol, L/M Ratio, Glucose, pH
- Epithelial Eosinophilic Markers measures Eosinophil-derived protein (EDN) in esophageal cytology brushes during endoscopy and used to diagnose active Eosinophilic Esophagitis (EOE) in children

Hours of operation are Mon – Friday 8am to 5pm

Orlando Health-Dr. P. Phillips Laboratory

OH-Dr. Phillips Laboratory is located at 9400 Turkey Lake Road in Orlando. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, transfusion services and oversight of POC testing. The patient population includes inpatients, outpatients, and emergency room patients. Although the patient population is primarily adults, patients of all ages are seen in the emergency department and outpatient services.

Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, limited Microbiology and Pathology (frozen sections).

This laboratory provides a comprehensive test menu for outpatient clients, with competitive pricing, transportation services and diagnostic consultation.

Orlando Health Emergency Room and Medical Pavilion Laboratory - Osceola

OH-Dr. P. Phillips Hospital also operates a full service laboratory at the Orlando Health Emergency Department and Medical Pavilion at 1001 E. Osceola Parkway, Kissimmee. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

Orlando Health Emergency Room and Medical Pavilion Laboratory - Randal Park

OH-Dr. P. Phillips Hospital also operates a full-service laboratory at the Orlando Health Emergency Department and Medical Pavilion at 10155 Dowden Road, Orlando. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

Orlando Health- South Seminole Hospital Laboratory

OH-South Seminole Laboratory is located at 555 West SR 434 in Longwood. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, transfusion services and oversight of POC testing. The patient population includes behavioral patients, inpatients, outpatients, and emergency room patients.

Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, limited Microbiology and Pathology (frozen sections).

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This laboratory provides a comprehensive test menu for outpatient clients, with competitive pricing, transportation services and diagnostic consultation.

Hours of service for our outpatient services are Monday thru Friday 6:00 am to 10:30 pm, 7 days a week.

Orlando Health Emergency Room and Medical Pavilion Laboratory – Lake Mary

OH-South Seminole Hospital also operates a full-service laboratory at the Orlando Health Emergency Department and Medical Pavilion at 380 Rinehart Rd, Lake Mary. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

Orlando Health-Cancer Institute Laboratory Orlando

The laboratory at OH-Cancer Institute Orlando is located at 1400 South Orange Ave., Orlando 32806. Operational hours are 7:00 A.M. to 5:00 P.M. Monday through Friday. Patient population includes adult and pediatric oncology outpatients. The laboratory provides specimen collection by trained phlebotomists and routine testing for the outpatient adult and pediatric oncology patient population. Patients' samples are collected and tested prior to their physician appointment, infusion or radiation therapy and or radiology procedure. Testing is performed in Hematology, Transfusion Services and Chemistry. Results of these tests are communicated to the OH-Cancer Institute Pharmacy, Medical Oncology and Ambulatory Treatment Center to manage the care and treatment of patients. Phlebotomy Services are provided to the Medical Oncology and Radiation Oncology patients.

OH-Cancer Institute laboratory also operates in several OH-Cancer Institute Centers, for the convenience of the outpatient oncology population. All tests performed at the OH-Cancer Institute Centers are performed under their own CAP number and CLIA license.

Orlando Health-Cancer Institute Laboratory Health Central

The OH-Cancer Institute at Health Central is located at 9900 West Colonial Dr., Ocoee, 34761. Operational hours are 8:00 A.M. to 4:00 P.M. Monday through Friday. The laboratory provides specimen collection by trained phlebotomists and routine testing for the outpatient oncology patient population. Patients' samples are collected and tested prior to their physician appointment, infusion or radiation therapy. Testing is performed in Hematology and Chemistry. Services performed including phlebotomy, lab testing and dispensing of blood and blood products are limited to those that support the Oncology Practice. Laboratory tests ordered but not performed at the site are transported to the main laboratory in Orlando or sent out to an approved referral laboratory.

Orlando Health-Cancer Institute Laboratory Lake Mary

The OH-Cancer Institute Lake Mary Laboratory is located at 210 Rinehart Rd. Lake Mary, FL 32746. Hours of operation are 8:00 A.M. to 4:00 P.M. Monday through Friday. The laboratory provides specimen collection by trained phlebotomists and routine testing for the outpatient oncology patient population. Patients' samples are collected and tested prior to their physician

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appointment, infusion or radiation therapy and or radiology procedure. Testing is performed in Hematology, and Chemistry. Services performed including phlebotomy, lab testing and dispensing of blood and blood products are limited to those that support the Oncology Practice. Laboratory tests ordered but not performed at the site are transported to the main laboratory in Orlando or sent out to an approved referral laboratory.

Orlando Health-Cancer Institute Laboratory Dr. Phillips

OH-Cancer Institute Dr. Phillips is located at 7472 Docs Grove Cir, Orlando FL 32819. Hours of operation are 7:45 A.M. to 4:00 P.M. Monday through Friday. The laboratory provides specimen collection by trained phlebotomists and routine testing for the outpatient oncology patient population. Patients' samples are collected and tested prior to their physician appointment, infusion or radiation therapy and or radiology procedure. Testing is performed in Hematology, and Chemistry. Services performed including phlebotomy, lab testing and dispensing of blood and blood products are limited to those that support the Oncology Practice. Laboratory tests ordered but not performed at the site are transported to either the main laboratory in Dr. Phillips hospital, Main laboratory in Orlando or sent out to an approved referral laboratory.

Orlando Health- Cancer Institute Laboratory St. Cloud

The OH-Cancer Institute St. Cloud Laboratory is located at 1330 Budinger Ave., St. Cloud FL 34769. Hours of operation are 8:00 A.M. to 4:00 P.M. Monday through Friday. The laboratory provides specimen collection by trained phlebotomists and routine testing for the outpatient oncology patient population. Patients' samples are collected and tested prior to their physician appointment, infusion or radiation therapy and or radiology procedure. Testing is performed in Hematology, and Chemistry. Services performed including phlebotomy, lab testing and dispensing of blood and blood products are limited to those that support the Oncology Practice. Laboratory tests ordered but not performed at the site are transported to the main laboratory in Orlando or sent out to an approved referral laboratory.

Orlando Health Cancer Institute-Cellular Therapy Laboratory

The Cellular Therapy Laboratory (CTL) is located on the first floor of 92 W. Miller Street, Orlando, FL 32806. This laboratory operates Monday-Friday 8AM to 5PM. Services includes packaging, processing, storing, labeling, and distributing hematopoietic progenitor cells such as HPC, Apheresis; HPC, Marrow; MNC, Apheresis; T Cells, Apheresis, HPC, Cord Blood and FDA approved CAR-T cells and TILs. In addition, CTL performs CD34(+) hematopoietic stem/progenitor cell enumeration by flow cytometry.

CTL provides Good Tissue Practices in the field of cellular therapy including:

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- Processing and freezing (cryopreservation) of stem cells derived from peripheral blood and bone marrow
- Plasma reduction and red-cell depletion of apheresis and bone marrow products when major or minor ABO incompatibilities between donor and recipient exist.
- Long-term storage in liquid nitrogen storage tanks and management of stem cells
- Thawing of cryopreserved stem cells for re-infusion.
- Preparation of donor lymphocyte infusions
- Labeling of cellular therapy products according to ISBT 128 and FACT standards

CTL is registered by the U.S Food and Drug Administration and accredited by the Foundation for the Accreditation of Cellular Therapy (FACT).

Orlando Health-South Lake Hospital Laboratory

OH-South Lake Hospital is located at 1900 Don Wickham Dr., Clermont. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, transfusion services and oversight of POC testing. The patient population includes inpatients, outpatients, and emergency room patients. Although the patient population is primarily adults, patients of all ages are seen in the emergency department and outpatient services.

Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Immunology, Transfusion Services, Microbiology, Molecular Diagnostics, Virology and Pathology (frozen sections).

This laboratory provides a comprehensive test menu for outpatient clients, with competitive pricing, transportation services and diagnostic consultation.

Hours of service for our outpatient services are Monday thru Friday 6:00 A.M. to 5:00 P.M. and Saturday from 07:00 A.M. to 12:00 P.M.

Orlando Health South Lake Hospital Emergency Room and Medical Pavilion Laboratory–Blue Cedar

OH-South Lake Hospital also operates a full-service laboratory at the Orlando Health South Lake Hospital ER at 22316 US Hwy.27, Leesburg. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

Hours for outpatient services are Monday thru Friday, 6:30 A.M. to 3:00 P.M.

Orlando Health South Lake Hospital Emergency Room and Medical Pavilion Laboratory–Joe & Loretta Scott (Four Corners)

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OH-South Lake Hospital also operates a full-service laboratory at the Orlando Health South Lake Hospital ER at 16966 Cagan Ridge Blvd, Clermont. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

Hours for outpatient services are Monday thru Friday, 6:30 A.M. to 3:00 P.M.

Orlando Health-Health Central Hospital Laboratory

Orlando Health – Health Central Hospital is located at 10000 West Colonial Drive, Ocoee, FL 34761. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, transfusion services and oversight of POC testing. The patient population includes inpatients, outpatients, and emergency room patients. Although the patient population is primarily adults, patients of all ages are seen in the emergency department and outpatient services.

Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, Microbiology and Pathology (frozen sections).

This laboratory provides a comprehensive test menu for outpatient clients, with competitive pricing, transportation services and diagnostic consultation.

Hours of service for our outpatient services are Monday thru Friday 6:00 A.M. to 5:00 P.M. and Saturday, from 07:30 A.M. to 1:00 P.M.

Orlando Health Horizon West Hospital and Medical Pavilion Laboratory

OH-Health Central Hospital also operates a full-service laboratory at the Orlando Health – Horizon West Hospital at 17000 Porter Road, Winter Garden, FL 34787. This Laboratory operates 24 hours a day, 7 days a week. Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, Microbiology, Pathology (frozen sections) and oversight of POC testing. The patient population includes inpatients, outpatients, and emergency room patients. Although the patient population is primarily adults, patients of all ages are seen in the emergency department and outpatient services.

Orlando Health Horizon West Hospital Emergency Room Laboratory - Reunion Village

OH-Horizon West Hospital also operates a full-service laboratory at the Orlando Health Reunion Village Emergency Department at 8011 Osceola Polk Lane Road, Davenport, FL 33896. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

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Orlando Health St. Cloud Hospital Laboratory

The Orlando Health St. Cloud Hospital Laboratory is located at 2906 17th St. St. Cloud FL 34769. The Laboratory provides both Clinical and Anatomical Pathology services for inpatients and outreach customers. In addition, services are also provided at the Point-of-Care (bedside testing). St. Cloud Hospital Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic testing, therapeutic drug monitoring, transfusion services and oversight of Point-of Care testing. The patient population includes inpatients, outpatients, emergency room patients, and patients of all ages. Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, limited Microbiology and Pathology (frozen sections). This laboratory provides a comprehensive test menu for outpatient clients, with competitive pricing, transportation services and diagnostic consultation.

Orlando Health Bayfront Hospital Laboratory

The Orlando Health Bayfront Hospital Laboratory is located at 701 6th Street in downtown St. Petersburg. The laboratory operates 24 hours a day, 7 days a week. The main laboratory at OH-Bayfront Hospital provides general diagnostic testing including Hematology, Chemistry, Coagulation, Urinalysis, Immunology, Anatomic Pathology (includes Frozen Sections), Cytology, Microbiology, Virology, Molecular Microbiology and Transfusion Services. The transfusion service provides all routine and stat Immunochemistry testing including, blood type and screen, crossmatch, antibody identification, transfusion reaction workups, and antigen testing.

The Laboratory provides clinical and anatomical services to newborn, pediatric and adult patient populations. The patient population includes inpatients, outpatients, emergency room patients, and outreach (assisted living, skilled care, home health) patients. OH-Bayfront Hospital is a Level II trauma center.

In addition to the clinical lab, the pulmonary lab provides inpatient and Emergency Department services twenty-four hours a day, seven days a week.

Outpatient phlebotomy is available at Bayfront Hospital Monday through Friday, 7:00 A.M. to 4:30 P.M. in the Plaza and during evening hours at the main laboratory drawing station.

Point-of-Care testing is performed by nursing units at OH-Bayfront Hospital. Testing is overseen by the laboratory.

Orlando Health Bayfront Hospital Emergency Room Laboratory – Pinellas Park

The OH-Bayfront Hospital Pinellas Park Emergency Room laboratory is located at 3070 Grand Ave., Pinellas Park FL 33782. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

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Orlando Health Bayfront Hospital Emergency Room Laboratory - Crossroads

The OH-Bayfront Hospital Crossroads Emergency Room laboratory is located at 1800 66th St North, St. Petersburg, FL. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, emergency transfusion services and oversight of POC testing.

TYPE, NUMBER AND SKILL MIX OF STAFF

Each laboratory has a State of Florida Agency for Health Care Administration Laboratory License, CLIA (Clinical Laboratory Improvement Act) Certificate, College of American Pathologists Accreditation and the Joint Commission Hospital Accreditation. The Medical Director, Pathologists, MD and Pathology staff is available on call 24 hours a day, seven days a week supporting all the laboratories.

All laboratories are staffed with licensed Medical Laboratory Scientists/Medical Technologists, Medical Laboratory Technicians and support staff. Histotechnologists, Histotechnicians and Cytotechnologists are based in the ORMC and Bayfront Health Laboratory. Hospital laboratories are operational 24 hours/day, seven days a week with an on-site technical supervisor minimally 40 hours per week.

Staffing includes regular full time, variable full time, part time and pool employees to meet a flexible work environment. Staffing schedules are adjusted for workload volumes and project assignments to meet patient care needs. Staff is assigned to work benches with regular frequency to maintain technical competency. Technical staff is assigned to only those benches which fall into their licensing categories.

STAFF ORIENTATION, EDUCATION AND COMPETENCIES

Orientation: A comprehensive and individualized orientation is scheduled according to team member's needs. Staff completes a comprehensive orientation within the laboratory section(s) of their job responsibilities. The orientation period is scheduled for 4-10 weeks depending on the shift and number of laboratory sections required for their orientation.

Staff Education: Provided on an on-going basis to include new equipment, new/revised policies and procedures and other topics according to periodic needs assessments. Staff also completes mandatory annual education (CARE), formaldehyde safety and OSHA Bloodborne Pathogens training. Staff may attend hospital provided continuing education programs, self-study courses, or participate in on-line computer continuing education.

Staff Competency: Staff competency is assessed within the first 6 months and annually, when a new instrument/procedure is implemented, and any time a need is determined. Staff members

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are required to maintain competencies specific to the tests/test systems performed as demonstrated by annual competencies, required continuing education hours, and maintaining current Florida laboratory licensure.

INTERACTION WITH ALLIED HEALTH/SUPPORT DEPARTMENTS

The Orlando Health Clinical Laboratories will be integrated with other hospital departments as outlined below, in order to provide the services necessary for departmental operations and patient care. In addition, the Department Director/Manager or designee participates and/or is a standing member of hospital and corporate task forces, focus groups, performance improvement committees, and other interdisciplinary functions as needed.

- ***Hospital Administration Supervisors:*** Provides in house supervision, clinical support and input into corporate staffing on a 24 hour, 7 days a week basis; triage and assignment of patients to appropriate beds.
- ***Clinical Engineering Department:*** Performs emergency and routine maintenance and provides appropriate documentation.
- ***Central Supply Department:*** Supplies are ordered on a routine basis and maintained on a par level system.
- ***Engineering Department:*** Conducts periodic mandatory fire drills, provides routine facility maintenance and services on request. Laboratory notifies department if problems arise with related emergency procedures. Provides minor and major maintenance upon written work order. Monitors performance and provides maintenance to the Corporate Pneumatic Tube System.
- ***Environmental Services:*** Provides daily routine cleaning and scheduled maintenance to the laboratory.
- ***Finance/Payroll Departments:*** Assists manager in preparation of departmental annual budget; provides written reports of budget management and expenditures to the department on a monthly basis; Resource for department in maintenance of the budget; Prepares employees' paychecks based on computerized time entry; Resource for discrepancies in paychecks.
- ***Health Information Management:*** Retrieves patient charts to assist with department investigation of any patient concerns and routine chart audits.
- ***Human Resources Department:*** Recruits new employees; Maintains and posts list of available positions; Processes hired employees into the system; Maintains personnel files; Generates 90 day and annual evaluations. Resource for department director in the event of disciplinary action, suspension, termination, or employee grievances; Resource for employee benefits; Maintains employee health department; Conducts initial orientation of the employee.
- ***Infection Prevention & Control Department:*** Laboratory provides notification of any concern(s) or reportable disease as outlined in the Infection Control Policies; Together with

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the department manager and staff, annually reviews/revises the department's Infection Control policies and procedures; Provides for staff education concerning infection control issues.

- **Information Technology Department:** Supports department computer operations, PCs, and system related services and conduct computer training for staff.
- **Imaging Services:** Collaborates with these departments with the “One Stick” IV Access initiative for patient satisfaction
- **Clinical Learning Department:** Provides corporate-wide education for team members with emphasis on regulatory/statutory, clinical orientation, and advancement in clinical competence and professional practice.
- **Supply Chain Services:** Purchasing agent receives and processes weekly orders for the department. Helps coordinate major contracts that affect all divisions and negotiate changes as needed. Maintains appropriate levels of higher use supplies; makes appropriate deliveries of supplies to the department.
- **Patient Access Department:** Registers patients and provides admissions paperwork to department and gives a copy of the Personal Choices Brochure (Patient Rights) to each patient.
- **Patient Financial Services:** Provides appropriate and necessary billing information. Registration of outpatients for laboratory services. Represents department in third party payer issues.
- **Pharmacy Department:** Laboratory provides patient test results for therapeutic drug monitoring. Laboratory provides culture and sensitivity results for antimicrobial monitoring. Laboratory provides input concerning laboratory testing when developing antibiotic Formulary. Laboratory provides patient test results for anticoagulant monitoring.
- **Regulatory Department:** Serves as resource for The Joint Commission and other regulatory standards compliance and assists in the development of departmental Performance Improvement indicators.
- **Respiratory Care Department:** Collaborates with blood gas and other testing
- **Risk Management Department:** Processes incident reports regarding variances and provides feedback to department/ unit and staff education on risk management needs. Notified of any unusual occurrence involving a patient, visitor, or employee via department manager per Incident Reporting Policy; Notifies manager for assistance and/or depositions relating to department policies or patient care; Facilitates task forces regarding PI activities including *care review* of cases or incidents.
- **Safety Department:** Conducts Environment of Care and Life Safety surveillance inspections. Coordinates Disaster Response Procedures. Consults and reviews department safety policies and emergency plans.

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- ***Security Department:*** Notified by staff and intervenes when any person or condition may pose a threat or hazard to employees, patients, families, or visitors; Notified by staff when items are lost or stolen. Provides escort for the employees when leaving the building after dark.
- ***Spiritual Care Department:*** Available on request by patient, family, physician and team members
- ***Volunteer Services Department:*** Available upon request to meet patient, family or department needs.
- ***Telecommunications Department:*** Staff notifies the PBX operator when an emergency situation is encountered requiring assistance and personnel, physician or family need to be paged.

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