

**SCOPE OF SERVICES  
ORLANDO HEALTH  
CLINICAL LABORATORIES  
2026-2027**

**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

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, Winter Garden

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

Ocoee, 1300 Hemper Ave., Ocoee

Bayfront Institute Square, at 725 6<sup>th</sup> Street South, St. Petersburg

Orlando Health LabWorks also provide phlebotomy services at the following Central Florida physician offices: Hunter's Creek Physician Associates, Maitland 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- Lake Mary (LMH) Laboratory and Longwood 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

Baptist Health Brookwood Hospital

Baptist Health Brookwood FSED

Baptist Health Citizens Hospital

Baptist Health Princeton Hospital

Baptist Health Shelby Hospital

Baptist Health Walker Hospital

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, except for all Baptist Health locations who are supplied by American Red Cross. American Red Cross also serves as the reference lab for Baptist Health Blood Bank testing. 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. Baptist Health locations use Cerner information systems for all laboratory departments.

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

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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.

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. The outpatient draw sites are in the North Tower and the OH Heart & Vascular Institute located across the street at 1222 S. Orange Ave.

***Orlando Health Emergency Room Laboratory – Waterford Lakes***

OH-Orlando Regional Medical Center also operates a full-service laboratory at the Orlando Health Emergency Department at 11898 Lake Underhill Rd., 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-Arnold Palmer (APH) & Orlando Health -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 7:30 A.M. to 4:30 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

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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.
- 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
- Congenital Sucrase-Isomaltase Deficiency Detection by Next Generation Sequencing (NGS) of DNA from tissue or swab for the SI gene and its variants. Single Nucleotide Variants (SNVs) in the SI gene cause congenital sucrase-isomaltase deficiency (CSID).

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

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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- Lake Mary Hospital Laboratory***

OH-Lake Mary Laboratory is located at 380 Rinehart Road, Lake Mary. 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.

Hours of service for our outpatient services are Monday thru Friday 6:30 A.M. to 4:00 P.M. and Saturday from 8:00 A.M. to 1:00 P.M.

***Orlando Health Emergency Room Laboratory – Longwood***

OH-Lake Mary Hospital also operates a full-service laboratory at the Orlando Health Emergency Department at 575 W. State Road 434, Longwood. 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

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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 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.

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***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 fourth floor of 22 W. Underwood 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:

- 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 Collage of American Pathologists (CAP) and 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

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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 through Friday, 6:30 A.M. to 3:00 P.M.

Saturday from 07:00 A.M. to 12:00 P.M.

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

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 through 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).

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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 A.M. to 5:00 P.M. and Saturday, from 08:30 A.M. to 1:00 P.M.

***Orlando Health Horizon West Hospital and Medical Pavilion Laboratory***

Horizon West Hospital is located 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.

Hours of service for our outpatient services are Monday thru Friday 6:00 A.M. to 5:00 P.M. and Saturday from 08:00 A.M. to 12:00 P.M.

***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.

***Orlando Health St. Cloud Hospital Laboratory***

The Orlando Health St. Cloud Hospital Laboratory is located at 2906 17<sup>th</sup> 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 6<sup>th</sup> 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,

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Coagulation, Urinalysis, Immunology, Anatomic Pathology (includes Frozen Sections), Cytology, Microbiology, Virology, Molecular Microbiology and Transfusion Services. The transfusion service provides all routine and stat Immunohematology 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.

***Orlando Health Bayfront Hospital Emergency Room Laboratory - Crossroads***

The OH-Bayfront Hospital Crossroads Emergency Room laboratory is located at 1800 66<sup>th</sup> 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.

***Orlando Health Watson Clinic Lakeland Highlands Hospital (Opening July 2026)***

OH-Watson Clinic Lakeland Highlands Hospital is located at 4000 Lakeland Highlands Rd, Lakeland. 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. Patient population will include adults and pediatric population, including babies.

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

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***Baptist Health Brookwood Hospital Laboratory***

The Orlando Health Brookwood Hospital Laboratory is located at 2301 Brookwood Medical Center Drive Homewood Alabama 35209. The Laboratory provides both Clinical and Anatomical Pathology services for inpatients. In addition, services are also provided at the Point-of-Care (bedside testing). Hospital 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, emergency room patients, and patients of all ages. Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, and limited Microbiology.

***Baptist Health Brookwood FSED Laboratory***

BH-Brookwood Hospital also operates a full-service laboratory at the Baptist Health Freestanding Emergency Department at 7131 Cahaba Valley Road, Birmingham, AL 35242. This Laboratory operates 24 hours a day, 7 days a week. Services include general diagnostic laboratory testing, therapeutic drug monitoring, O Neg RBC emergency transfusion services and oversight of POC testing.

***Baptist Health Citizens Hospital Laboratory***

The Baptist Health Citizens Hospital laboratory is located on 604 Stone Ave. Talladega, AL 35160 and operates 24 hours a day, 7 days a week. Outpatient lab work is available Monday – Friday 7:00am – 5:00pm. Any after-hours outpatient lab work needs to be registered in the Emergency Room admitting department. Citizens Laboratory provides general diagnostic testing including therapeutic drug monitoring, transfusion services, and oversight of Point-of-Care testing. Testing is performed on inpatients, outpatients, and emergency room patients. Testing are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, and Blood Bank.

***Baptist Health Princeton Hospital Laboratory***

The Orlando Health Baptist Health Princeton Medical Center Laboratory is located 701 Princeton Ave SW Birmingham, AL 35211-1303. The Laboratory provides both Clinical and Anatomical Pathology services. In addition, services are also provided at the Point-of-Care (bedside testing). Hospital 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, emergency room patients, and patients of all ages. Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Transfusion Services, and Microbiology.

Outpatient phlebotomy is available in the laboratory Monday – Friday 8:00am – 4:30pm. After hours and on weekends, outpatient services can go to the Emergency Room registration team to

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be registered and then report to the laboratory for outpatient phlebotomy. Phlebotomy services are provided on the 2nd floor of the Main Campus.

***Baptist Health Shelby Hospital Laboratory***

Baptist Health Shelby Hospital Is located at 1000 1<sup>st</sup> Street North Alabaster, Alabama 35007. The Laboratory provides both Clinical and Anatomical Pathology services. These services are [provided 24 hours a day 7 days a week. Within Clinical Pathology are the following section within the Laboratory provides both general diagnostic testing including Hematology, Chemistry, Coagulation, Urinalysis, Immunology, full Microbiology, Virology, Molecular Diagnostic, Toxicology, therapeutic drug monitoring, Point of Care testing, and Transfusion Services. Transfusion services include blood type and screen, crossmatch, antibody identification, transfusion reaction workups, along with antigen testing On site Pathology Service include only Frozen sections and FNA. Other services are contracted with a Pathology group which has all sub-specialties.

***Baptist Health Walker Hospital Laboratory***

The Baptist Health Walker Hospital Laboratory is located at 3400 Hwy 78 E, Jasper, Alabama 35501. This 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 outreach (assisted living, skilled care, home health) patients. Tests are performed in Chemistry, Hematology, Urinalysis, Coagulation, Serology, Toxicology, Transfusion Services, limited Microbiology and Pathology (frozen sections) including non-GYN cytology. Outpatient phlebotomy is available in the laboratory Monday – Friday 5:00am – 5:30pm. After hours and on weekends, outpatients can go to the Emergency Room registration team to be registered and report to the laboratory for outpatient phlebotomy.

***Orlando Health Sebastian River Hospital (SRH)***

The SRH laboratory is located at 13695 US HWY 1, Sebastian, FL 32958. The 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, Molecular Microbiology, Cytology and Pathology (includes frozen sections).

This laboratory provides a comprehensive test menu for outpatient clients. Hours of service for our outpatient diagnostic services are Monday through Friday 6:30 A.M. to 4:30 P.M.

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***Orlando Health Melbourne Hospital East Florida Laboratory***

The OH-Melbourne Hospital Laboratory is located at 240 N. Wickham Rd, Melbourne, FL 32935, 2nd Floor. The laboratory operates 24 hours a day, 7 days a week. Test results are provided in emergency, acute and routine care environments.

The main laboratory at OH Melbourne Hospital, which is accredited by The Joint Commission, provides both general diagnostics with highly complex testing including Hematology, Chemistry, Coagulation, Urinalysis, Immunology, Anatomical Pathology, Microbiology, Virology, Molecular Diagnostic, Next Generation Sequencing, Molecular Pathology, Toxicology and Transfusion Services.

Routine testing is performed in the Pathology and Clinical Laboratory, while testing requiring technology not available within the hospital lab is forwarded to CAP accredited Orlando Health Melbourne Hospital East Florida Laboratory located at 6800 Spyglass Ct, Melbourne, FL 32940 which provides Microbiology, Molecular and Histology services to inpatients at OH-Melbourne Hospital, OH-Sebastian Hospital, outpatient and client populations.

Collection services are located within the main Melbourne Hospital, located at 250 N. Wickham Rd Melbourne, FL 32935 and OH Suntree Draw Station located at 6300 N. Wickham suite 116, Melbourne, FL 32940.

The Orlando Health Melbourne Hospital Laboratories provide a comprehensive test menu for outpatient clients, with competitive pricing, courier services and diagnostic consultation.

**TYPE, NUMBER AND SKILL MIX OF STAFF**

Each laboratory has a CLIA (Clinical Laboratory Improvement Act) Certificate, College of American Pathologists Accreditation and the Joint Commission Hospital Accreditation. Baptist Health laboratories have a CLIA (Clinical Laboratory Improvement Act) Certificate and Joint Commission Hospital Accreditation. Baptist Health Brookwood Hospital, Baptist Health Brookwood FSED, and Baptist Health Walker Hospital all have a College of American Pathologists 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. The microbiologist PhD. is based in ORMC Laboratory. Histotechnologists and Histotechnicians are based at ORMC, Bayfront Health, Baptist Health Princeton and Baptist Health Walker Laboratories. Cytotechnologists are based at ORMC and Bayfront Health Laboratories. 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

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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 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 or ASCP/AMT certification as applicable.

**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.
- ***Facilities Management 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.

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- ***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 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.

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- **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.
- **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 notify the PBX operator when an emergency situation is encountered requiring assistance and personnel, physician or family need to be paged.

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