

# *Laboratory Introduction*

We realize that our patients need their community health system to deliver integrated medical care where medical specialties and professional disciplines work as a TEAM to provide efficient, reliable results. A logical focal point for this teamwork is the community-based laboratory. In this capacity, North Ottawa Community Hospital (NOCH) Laboratory is the ideal vehicle to provide new strategies for this integrated, community health care. As laboratorians, our challenge is to redefine our role as the support mechanism for cost-effective quality medical care.

NOCH laboratory is a full-service clinical laboratory committed to quality assurance. We assure our exceptional standard of patient care testing by implementing the latest advances in medical technology and using state-of-the-art instrumentation. We are confident that we can provide fast, accurate laboratory data and can offer personalized service by way of courier pickup/ delivery, computer faxing, and use of remote printers with our Laboratory Information System (LIS).

## **NOCH Laboratory is comprised of the following technical sections:**

- Chemistry
- Coagulation
- Hematology
- Histology
- Microbiology
- Pathology
- Serology/Immunology
- Special Chemistry
- Toxicology
- Transfusion Service
- Urinalysis

Medical direction for NOCH laboratory is provided by a full-time pathologist, Board Certified in anatomical and clinical pathology. A pathologist is available on-site or on-call 24 hours a day. Laboratory administration is provided by the Laboratory Manager and Laboratory Coordinator. The laboratory is accredited by the College of American Pathologists (CAP) and Det Norske Veritas (DNV). The laboratory adheres to the requirements of Clinical Laboratory Improvement Amendments (CLIA) 1988.

NOCH laboratory is staffed to provide service 24-hours a day for inpatients and emergency care. Routine outpatient hours are 6:00 a.m. to 6:00 p.m. Monday through Friday, 6:30 a.m. to 12 p.m. Saturday, and closed on Sundays and holidays.

In cooperation with the Materials Management Department, NOCH laboratory provides an extensive courier service to pick-up specimens collected in the doctor's office and to deliver reports. NOCH laboratory provides phlebotomists for collection of specimens for wellness programs such as Senior Circle.

In order to insure the quality of both service and analytical test results, the laboratory quality improvement program is designed to monitor and evaluate all phases of laboratory operations from specimen collection, through testing and reporting of results. To that end the laboratory participates in both internal and external quality control programs. All equipment in the laboratory is on a regularly scheduled preventive maintenance program. The laboratory does periodic evaluations of the various laboratory functions and services in order to insure that they meet acceptable standards. All comments and complaints from laboratory clients including physicians and patients are documented on incident reports and reviewed by laboratory management. Annual competence assessment activity is carried out to insure the knowledge and skill level of staff members.

One satellite draw station/collection site is presently being operated by NOCH laboratory in order to make testing convenient for the patient. This draw station is located near physicians' offices and local centers of population. It is located at:

- Mill Point Health Center  
601 Savidge, Spring Lake  
Monday - Friday  
Open: 6:30am -3:00pm  
(616) 847-5382

NOCH laboratory uses Mayo Medical Laboratories to provide reference laboratory services, clinical and medical consultation, continuing education, courier services, and many other value-added services. Mayo Medical Laboratories encourages us to keep the majority of testing in our community while looking to them for the esoteric referral work. We consider them to be our partner as we develop strategies to maintain an efficient, systematic continuum of care for the patient.

Our principle objective is to furnish you with consistently accurate test data along with rapid, convenient and economical laboratory services. The key members of the laboratory staff and their telephone numbers are listed under [Personnel/ Contacts](#) for your convenience.