

LAB SUPPORT SERVICES Call 541-706-7717

A friendly voice to service your needs for:

- Lab results Bend, Madras, Prineville, and Redmond hospitals
- Specimen requirements & handling
- Courier dispatch
- Patient information for lab draw sites

For a full menu of laboratory tests and sample requirements, canceling electronic orders, request update on patient diagnosis codes, go to our test catalog:

- [St. Charles Health System \(testcatalog.org\)](http://testcatalog.org)

For all other information (CLIA, Hours of operation, etc.) go to our Main website:

- [Laboratory | St. Charles Health \(stcharleshealthcare.org\)](http://stcharleshealthcare.org)

Lab orders only Fax to 541-706-6365. Fax legible patient orders, *one patient at a time* and include patient full legal name, date of birth and gender, as well as the full name of the ordering provider and diagnosis reason for the test (ICD10). Lab orders missing this information will not be acceptable. Please refrain from using highlighters. *If you are interested in electronic order options, please contact us.*

COURIER SERVICE

Offices can have a routine schedule pick up if necessary, or on-call services. Free pickup of specimens and delivery of supplies is provided to provider's offices from 8:30 a.m. to 5:45 p.m. Monday through Friday. Saturday service is available 9:30 am – 15:45 pm.

STAT SERVICE

Stat courier service is available for free pick up, see our test catalog for critical tests list that meet the criteria to support patient care. Monday – Friday 8:30 a.m. to 5:45 p.m. and Saturday 9:30 a.m. to 15:45 p.m. Turn around time is within one hour from the time the specimen reaches the lab for routine chemistry and hematology. Allow extra time if a manual differential is requested for CBCs. Please let our courier know at any routine stop when specimens may include STAT or ASAP testing so that these specimens can be processed first.

REQUESTS FOR CALLED REPORTS

For those times the provider needs results called and indicates this on the request, results will be called promptly after their test completion within our regularly scheduled business office hours. Please add contact number if results might be after clinic hours. Please have two patient identifiers if calling in for results. Verbal results will require a readback by provider receiving the results to support patient safety.

REPEAT TESTING and ADDON TESTS

- **Repeat testing** will be performed at no charge when a reported result is questioned by the provider. Please call 541-706-7717 as soon as possible. It may be necessary to obtain a new specimen. On any subsequent written order, please indicate the test and specify “Repeat testing at no charge”.
- **Add on** tests by contacting our Support Services Main Phone #541-706-7717, if the specimen is not viable, the lab will notify the provider to contact patient for a new collection if test is still desired.

SUPPLIES

All supplies necessary for collecting tests to be performed by our lab are furnished free of charge. Supplies that may also be used by the clinic cannot be provided. A supply request list may be filled out and sent with couriers or faxed to the lab.

PHLEBOTOMY SERVICES

Convenient service centers for phlebotomy are in Bend, LaPine, Madras, Prineville, and Redmond. Please send a completed laboratory request form with the patient or have patient indicate that their order may be found on-line. A phlebotomy collection fee will be charged.