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Introduction

This Guide to Sentara Reference Laboratory Services features the laboratory procedures and services available in our laboratories and Patient Service Centers. It is designed to provide you with the information necessary for specimen collection and submission for testing. Our goal is to provide you with dependable, reliable, and quality laboratory services.

This 2013-14 edition includes numerous additions and revisions as portions of the Guide have been reformatted to make it easier to find the information you need. Every section has been reviewed to provide you with a useful reference manual. The CPT codes referenced have been taken from the 2013 edition of Current Procedural Terminology, a publication of the American Medical Association. Advanced Beneficiary Notice alerts have also been included based on information current as of May 2013.

Every day we perform an extensive array of diagnostic tests and provide consultative services for physicians, hospitals, clinics, nursing homes, insurance companies, businesses and schools in the Hampton Roads area. Sentara Reference Laboratory is committed to meeting the needs and expectations of you and your patients. Our services are unsurpassed and range from routine to esoteric testing and consultation. Sentara Laboratory Services performs over six million tests each year. Our staff of highly trained professionals, including technologists and pathologists, is eager to assist you in treating and caring for your patients, enrollees and employees.

Our best measure of performance is you and your patient's satisfaction with our services. Please let your Marketing Representative or any of our Client Service Representatives know how we can best serve you. It is a pleasure to have you as a client and we look forward to building our relationship with you and serving your patients.
Mission, Vision and Values
Sentara Reference Laboratory shares the mission of Sentara Healthcare to provide innovative services to treat illness and disease and promote the improvement of personal health.

We continue to work toward the Sentara vision to continue to grow as one of the nation’s leading health care organizations by creating innovative systems of care that help people achieve and maintain their best possible state of health. We will focus, plan and act on our commitments to our community mission, to our customers, and to the highest quality standards of healthcare to achieve our vision for the future.

- **Mission**  
  We improve health every day.

- **Vision**  
  Be the healthcare choice of the communities we serve.

Looking Ahead
At Sentara, we constantly seek ways to expand and enhance our services. It’s why we aggressively recruit physicians and staff with exceptional skills and standards. It means pursuing research and clinical trials, so the latest methods will be available to our patients first. Maintaining superior results also requires new facilities, which we build, as need dictates.

Delivering the Highest Quality Outcomes
Sentara has a commitment to grow as one of the nation’s leading healthcare organizations by creating innovative systems of care that help people achieve and maintain their best possible state of health. We will focus, plan and act on our commitments to our community mission, to our customers and to the highest quality standards of healthcare to achieve our vision for the future.

Building for the Future
The next decade will be characterized by inspiring growth and change – all dedicated to improving the health of our community and our patients.

Sentara’s Commitment To Its Patients
At Sentara, we believe our patients and customers deserve our best every time they walk through our doors.

Achieving this requires the cooperation and dedication of every member of the Sentara Healthcare team. It means delivering quality care, focusing on patient safety, ensuring the right physicians and medical technologies are available when and where they're needed.

But just as important as quality and safety is customer service and satisfaction. Only when combined together can we hope to truly create an extraordinary healthcare experience.

Sentara commits to:

- Always keep you safe
Always treat you with dignity, respect and compassion
Always listen and respond to you
Always keep you informed and involved
Always work together as a team to provide you quality healthcare

Professional and Management Staff
Sentara Reference Laboratory employs hundreds of people experienced in a variety of technical, operational and specialized roles. All of our technical personnel have demonstrated their proficiency by successfully passing the certification exam given by the American Society of Clinical Pathologists or other national certification agencies.

In addition, almost 70 percent of our technical staff have four-year college degrees, many with postgraduate degrees and/or subspecialty certification. Our pathologists and clinical specialists are available for consultation with clients concerning test results, unusual cases and technical issues. Please contact these individuals whenever necessary. For a detailed listing of pathologist expertise, please see the Professional Pathology Services section.

Pathologist Office Telephone Numbers
Sentara Norfolk General Hospital (757) 388-3221
Sentara Virginia Beach General Hospital (757) 395-6882
Sentara Leigh Hospital (757) 261-6650
Sentara Independence Hospital (757) 363-6156
Sentara Careplex Hospital (757) 736-0135
Sentara Williamsburg Community Hospital (757) 259-6472
Sentara Obici Hospital (757) 934-4850
Sentara Northern Virginia Medical Center (703) 670-1341

Pathologists
Rebecca Alston, MD
Barbara H. Amaker, MD
Mary Blumberg, MD
Maria Cundiff, MD
Stephen I. Fisher, MD
Dan Garland, MD
Jimmy Green, MD
Valerio M. Genta, MD, Medical Director, SVBGH & SI
Alan Harris, MD
Lora Herman, MD
David Marcheschi, MD
Suhail Nasim, MD
Maria Parizhskaya, MD
Robert T. Pu, MD
Denise Ross, MD
Michelle Roullet, MD
Dennis A. Rowley, MD, System Medical Director
Niria Sanchez, MD
YouJun (June) Shen, MD
Marc L. Silverberg, MD
J. David Smith, MD
J. Preston Sparrer, MD
Stephanie A. Spingarn, MD
Scott J. Stanley, MD, Medical Director
Sentara Leigh Hospital
Audrey E. Steck, MD
H. Raymond Tahhan, MD
Wozhan Tang, MD
Dean Troyer, MD
Jennifer Winters, Ph.D.
Clinical Specialists
Diana Cline, MBA, MT (ASCP), Chemistry (757) 388-1982
Diane Washburn, M.Ed. MT SH (ASCP), Hematology (757) 388-3570
Kathy Judge, MT (ASCP), Microbiology/Serology (757) 388-3562
Shirley Church, MT (ASCP), Point of Care Testing (757) 388-1761
Linda Lucas, MT (ASCP), Microbiology/Serology (757) 388-2153
Vicki Pierce, MT (ASCP), Specimen Processing (757) 388-1486
Tabetha Sundin, Ph.D., Molecular (757) 388-2153
Noel Janolino, Transfusion Services (757) 388-2931
Sheila McNeill, Immunodiagnostics (757) 388-2989
Elaine Gatdula, Cytology (757) 388-3265
Patricia T. Bassett, Surgical Pathology (757) 388-3219
Wanda Hill, SMG Lab (757) 388-2404

Administrative Staff
Beth Deaton, Director
Sentara Consolidated Laboratory Services (757) 388-3376
Virginia Hinson, Director
Patient Care Services (757) 388-3123
Lou Ann Wyer, MS, MT (ASCP), ASQ, CQA Director
Patient Care Services (757) 388-3810
Tom Delucia, Manager, Leigh (757) 261-6657
Patrick J. Mullin, Sales Manager (757) 388-2074
Jeff Fraley, MT (ASCP), Manager, Norfolk General (757) 388-3449
Deborah Vaughn, MT (ASCP), Manager, Careplex, Port Warwick (757) 736-0111
Diane Greiber, MBA, MLS (ASCP), Manager, Virginia Beach (757) 395-8696
Kim Behm, Manager, Cytogenetics & Compliance (757) 395-6975
Kathryn Prussock, MT (ASCP), Manager, Outreach Services (757) 388-4187
Anne Joya, Manager, Outreach Services (757) 395-8378
Karen Bray, (ASCP), Manager, Williamsburg Community (757) 984-7966
Allaine Doon, MT (ASCP), Manager, Princess Anne (757) 363-6117
David Rice, MT (ASCP), Manager, Obici (757) 934-4578
Jason Shulthise, Manager, SNVMC (703) 523-1320
Jacqueline Danner, Manager, Client Services (757) 388-1949

Sentara Laboratory Services Locations
Sentara Laboratory Services operates hospital laboratories as well as a number of Patient Service Centers throughout Virginia. Our core lab, full-service reference laboratory and administrative offices are located within Sentara Norfolk General Hospital.

Hours of Operation
Sentara Reference Laboratory provides support to our community based hospitals, nursing homes and physician offices 365 days a year. Our laboratory operates around the clock to ensure tests are performed and results are reported in a timely manner to each of our clients. We work hard to maintain your satisfaction and continually look for ways to improve our service.

There is a limited laboratory testing schedule on the following holidays:
- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
Our phlebotomy service operates Monday through Friday 8:00 a.m. until 8:00 p.m. Our courier service is available twenty-four hours a day, seven days a week. Both phlebotomy and courier services may be limited on holidays. To arrange for phlebotomy services on holidays, please call Client Services at (757) 388-3621 or toll-free at (800) 822-0468. Our Client Service Representatives will be happy to coordinate services to meet your needs. For courier specimen pickup on the holidays, please call Courier Services at (757) 965-0040 or (866) 662-0546.

**Client Services**

Our Client Service Representatives have a strong working knowledge of the Sentara system, as well as quick access to the technical expertise of the professional staffs at all Sentara facilities. When you contact Client Services at (757) 388-3621 or toll-free at (800) 822-0468, you will receive immediate attention and information concerning specimen collection and results, pathologist consultation, technical services, client services, billing, marketing, and administration.

A call to a Client Service Representative is usually the fastest way to get answers concerning test results, status of tests in progress, unlisted tests, new tests, specimen and special handling requirements, procedures for adding tests to a specimen already in-house, fee and billing information.

Client Services is available Monday through Friday 4:30 a.m. until 10:00 p.m., and 7:00 a.m until 3:30 p.m. on Saturday, Sunday and holidays. If calling after hours, an alternative member of our laboratory staff will assist you.

For faster service when calling Client Services, please have your client code, patient and testing information available and select the best option to handle your questions. After dialing (757) 388-3621 or (800) 822-0468, please select Option 1 for Results and Specimen Information, Option 2 for Phlebotomy Services, Option 3 for Courier Services, Option 4 for Marketing and Sales, Option 5 for Billing, Option 6 for Supplies and Requisitions, and Option 7 for Anatomic Pathology Services.

To schedule a courier specimen pickup, please call (757) 965-0040 or (866) 662-0546 and to order supplies, please fax your order form to (757) 965-0044.

**Additional Services**

In addition to diverse diagnostic testing, the pathologist staff at Sentara can provide you with medical consultation and results interpretation. Our laboratory staff is pleased to assist our clients in areas of CPT coding, management concerns, technical issues (test implementation and results correlation), and regulatory guidelines.

Another important client benefit is our continuity of care. We perform testing for all areas of Sentara Healthcare and many other providers in Hampton Roads. When you work with Sentara Reference Laboratory, you have only one set of reference ranges to learn, common testing methodology, standard request terminology for all tests, standardized report formats, and one set of telephone numbers to call when you need information or assistance.

**Other services include:**

- Courier specimen pickup available;
- STAT phlebotomy service available 8:00 a.m. – 8:00 p.m., Monday – Friday;
- No charge for lab specimen collection supplies (when testing is sent to SRL);
- Convenient patient service centers and specimen collection sites;
- Automatic telephone call of panic results;
- Customized test groupings and specific product lines;
- Internet-based ordering and result retrieval via the 4Medica platform;
- Competitive pricing;
- Computerized client, patient and third party billing;

Outside Reference Laboratories
Sentara Reference Laboratory is able to process most tests on-site. However, a small percentage of tests are referred to outside laboratories. Sentara Reference Laboratory uses only CAP and Medicare approved laboratories. Should you require a specific specimen be sent to an outside laboratory, please contact Client Services at (757) 388-3621 or toll-free at (800) 822-0468 for submission requirements and pricing information.

Commitment to Quality
Sentara Reference Laboratory is committed to providing you and your patients with high quality laboratory services. Our Marketing Representatives and Client Service personnel will strive to exceed your expectations.

Our commitment to quality shows in each of our areas of expertise, with:

- Sales and Service Representatives, who keep you informed of new tests, answer questions and handle any special requirements or requests you may have.
- Couriers who are courteous, consistent, on time and in uniform.
- Pathologists who are Board certified and available for the interpretation of laboratory tests in the context of clinical presentation and for the selection of the most appropriate tests for diagnosis, prognosis, and treatment.
- Client Service Representatives who answer questions quickly, competently and politely.
- Reports that are timely, easy to read and understand, with delivery via fax, remote printer, courier or internet based result retrieval via 4Medica.
- Billing that is timely, accurate and simple to understand.

Accreditation
Sentara Reference Laboratory is accredited by the College of American Pathologists, the Virginia State Department of Health, and the Joint Commission of Healthcare Organizations. Transfusion Services, histology, immunology and other specialized testing are provided in cooperation with Sentara Hospitals. These areas are accredited by the American Association of Blood Banks and the American Society of Histocompatibility and Immunogenetics, respectively.

In addition, Sentara Reference Laboratory voluntarily participates in several proficiency-testing programs, as well as in extensive quality assurance and continuous improvement procedures to monitor accuracy, precision, reliability and level of service.

- CAP # 13745-01
- Medicare and VDOH # 49007
- VA Medicaid # 4900073
- NCDOH # 4900007
- CLIA 88 # 49D0666985
Sentara Laboratory Services operates facilities throughout Hampton Roads. Our core lab, full-service reference laboratory and administrative offices are located within Sentara Norfolk General Hospital. In addition, we have dedicated Patient Service Centers located throughout Hampton Roads to make outpatient laboratory work exceptionally convenient. Hours listed below are effective as of May 2013.

**CHESAPEAKE**

**Greenbrier Healthplex**  
Sentara Patient Service Center  
713 Volvo Parkway  
Chesapeake, VA 23320  
Phone: (757) 282-4010  
Mon. & Thurs. 7 a.m. - 7:00 p.m.  
Tues., Wed. & Fri.: 7 a.m. - 5:30 p.m  
Saturday: 8 a.m. - Noon

Chain of Custody Drug Screenings Conducted:  
Mon. – Fri.: 8 a.m. - 4 p.m.  
Saturday: 9 a.m. - 11 a.m.

Quantiferon TB Gold Testing Conducted: Mon. - Thurs., 2-5 p.m.

**Sentara Norfolk General Outpatient Diagnostic Center**  
River Pavilion  
600 Gresham Dr.  
Norfolk, VA 23507  
Phone: (757) 388-3962  
Mon. – Fri.: 6:30 a.m. - 6:30 p.m.

Chain of Custody Drug Screenings Conducted:  
Monday - Friday: 8 a.m. - 4 p.m.

**Sentara Fort Norfolk Plaza**  
301 Riverview Ave., Ste. 830-A  
Norfolk, VA 23507  
Phone: (757) 252-9135  
Mon. – Fri.: 8 a.m. - 4:30 p.m

**PORTSMOUTH**

**Bon Secours Maryview Medical Center**  
3636 High St.  
Portsmouth, VA 23707  
Patient Access-Admitting, 1st Floor  
(757) 398-2260  
Mon. – Fri.: 6:30 a.m. – 6 p.m.  
Saturday: 7 a.m. – 1 p.m.

**SUFFOLK**

**Sentara St. Luke’s**  
20209 Sentara Way  
Suite 100  
Carrollton, VA 23314  
Phone: (757) 542-1125  
Mon. – Fri.: 8 a.m. - 5 p.m.

**Sentara Obici Hospital Outpatient Laboratory**  
2800 Godwin Blvd.  
Suffolk, VA 23435  
Phone: (757) 934-4725  
Mon. - Fri: 7 a.m. - 5 p.m.  
Saturday: 8 a.m. - noon

Chain of Custody Drug Screenings Conducted:  
Monday - Friday: 8 a.m. - 4 p.m.

Quantiferon TB Gold Testing Conducted: Mon. - Thurs., 2-5 p.m.

Maureen Chevalier-Seawell, M.D., P.C.  
801 W Little Creek Road  
Suite 104  
Norfolk, VA 23505  
Phone: (757) 423-6000  
Monday - Tuesday, Thursday - Friday: 8 - 11 a.m.

**NORFOLK**

**Sentara Leigh Hospital Central Testing**  
830 Kempsville Rd.  
Norfolk, VA 23502  
Phone: (757) 261-6710  
Mon. – Fri.: 6:30 a.m. - 5 p.m.  
Saturday: 8 a.m. - noon
**Sentara BelleHarbour**
3920 A Bridge Road
Suffolk, VA 23435
Phone: (757) 983-0004
Mon. & Fri.: 7 a.m. - 6 p.m.
Tues., Wed. & Thurs.: 7 a.m. - 7 p.m.
Sat.: 8 a.m. - 1:00 p.m.

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Harbour View Health Center**
5818 Harbour View Boulevard, Suite 100
Suffolk, VA 23435
(757) 673-5919
Mon.-Fri.: 7 a.m. - 7:00 p.m.
Saturday: 8 a.m. - 12:00 p.m.
Closed Holidays.

**VIRGINIA BEACH**

**Sentara Independence**
800 Independence Blvd.
Virginia Beach, VA 23455
Phone: (757) 363-6500
Mon. - Fri: 7 a.m. - 5 p.m.
Saturday: 8 a.m. - noon

Chain of Custody Drug Screenings Conducted:
Monday - Friday: 8 a.m. - 4 p.m.

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Sentara Virginia Beach General Hospital**
Outpatient Diagnostic Center
1060 First Colonial Rd.
Virginia Beach, VA 23454
Phone: (757) 395-8840
Monday - Friday: 6:30 a.m. 6 p.m.
Saturday: 8 a.m. - noon

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Sentara Princess Anne Health Campus**
1975 Glenn Mitchell Drive
Suite 100
Virginia Beach, VA 23456
Phone: (757) 507-0078
Mon. - Fri: 7 a.m. - 5:30 p.m.
Saturday: 8 a.m. - noon

Chain of Custody Drug Screenings Conducted:
Monday - Friday: 8 a.m. - 4 p.m.

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Sentara Williamsburg Regional Medical Center**
100 Sentara Way
Williamsburg, VA 23188
Phone: (757) 984-7970
Monday - Friday: 7 a.m. - 5:30 p.m.

Chain of Custody Drug Screenings Conducted:
Monday - Friday: 8 a.m. - 4 p.m.

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Port Warwick II**
1031 Loftis Blvd.
Newport News, VA 23606
Phone: (757) 736-9697
Monday - Friday: 7 a.m. - 4 p.m.

**Mary Immaculate Hospital Outpatient Diagnostics**
2 Bernadine Dr.
Newport News, VA 23602
Phone: (757) 886-6414
Mon. – Fri.: 7 a.m. - 4:30 p.m.

**Gloucester Urgent Care**
5659 Parkway Drive, Suite 100
Gloucester, VA 23061
Phone: (804) 210-1021
Mon. – Fri.: 8 a.m. - 4:30 p.m.

**WILLIAMSBURG**

**Sentara CarePlex Hospital**
3000 Coliseum Drive
Hampton, VA 23666
Phone: (757) 736-1901
Mon. – Fri: 6:30 a.m. - 6 p.m.
Saturday: 8 a.m. - noon

Chain of Custody Drug Screenings Conducted:
Monday - Friday: 8 a.m. - 4 p.m.

Quantiferon TB Gold Testing Conducted: Monday - Thurs., 2-5 p.m.

**Port Warwick II**
1031 Loftis Blvd.
Newport News, VA 23606
Phone: (757) 736-9697
Monday - Friday: 7 a.m. - 4 p.m.

* Drawsite hours are current as of May 2013 and are subject to change at any time. For the most up to date hours and locations, please consult our website at [www.sentara.com/lab](http://www.sentara.com/lab)
Using the Guide

For your convenience, the Guide to Sentara Reference Laboratory Services is arranged to include process and procedure information as well as a brief description of each major laboratory section, and an alphabetical listing of tests.

Each individual test listing may provide information on test name, Sentara Reference Laboratory test number, CPT codes and specimen collection requirements. Special comments are also included when additional information is required.

Because this guide has been compiled to provide you with assistance in using our services to care for your patients, employees and enrollees, the information it contains is as accurate as possible. Additionally, the alphabetical test listing will be regularly updated online as changes are made and new testing is added to our menu. Changes to the test menu and other updates can be found on our website at www.sentara.com/lab.