Saratoga Hospital	
Title: Scope of Services- Laboratory	**Last Review/Revised Date:** 05/27/26
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Manual: Laboratory Administration Procedure Manual	
Document Owner: Laboratory Quality/Compliance Coordinator	
Final Approval: Laboratory Medical Director(s), Saratoga Hospital and Wilton Medical Arts Limited Service Laboratory	

Scope: Saratoga Hospital Laboratory and all satellite facilities**.**

Purpose Statement:

The purpose of this document is to provide information on the diagnostic services offered by the Saratoga Hospital Laboratory and its satellite facilities. The information presented is intended to serve as a resource for test selection, requisition and specimen requirements. The optimal use of our diagnostic resources is best achieved through the use of this document and direct communication with our professional staff.

SCOPE OF SERVICES:

The Anatomical and Clinical Pathology Departments at Saratoga Hospital provide the highest quality of anatomical and clinical laboratory services to support and enhance the ability of the hospital and other health care providers to deliver superior care to our patients. The Hospital and Departmental Missions are the laboratory's purpose and guide. They underscore our determination to have beneficial impact on patients.

- We provide services of the highest quality through innovative ideas while constantly improving, striving for and maintaining a high degree of skill. Continuous evaluation and revision of current laboratory procedures, introduction of new procedures as they are available and adaptable to the needs of the hospital Ongoing development, implementation and evaluation of quality control methods appropriate to each department
- We seek to meet this goal in a work environment that values a sense of community among all employees, an opportunity to perform meaningful work and a sense of dignity from the contributions they all make.
- The key to achieving these goals is constant communication among well trained laboratory staff and their customers. Strong medical direction, a quality-centered management strategy and advanced technology is vital to providing quality laboratory services.
- Services are provided according to hospital and departmental policy and procedure and are in compliance with current established techniques. All services meet the regulatory requirements of the New York State Department of Health (NYSDOH), The Centers for Medicare & Medicaid Services (CMS), Clinical Laboratory Improvement Amendments (CLIA), the Association for the Advancement of Blood and Biotherapies (AABB), and the (DNV).

- Services are provided in compliance with HIPAA regulations regarding the confidentiality of patient testing, reporting of results and the patient's medical record
- The Laboratory's quality system is organized to monitor processes and operations for all laboratory sites through the performance of self-assessment audits, error management, and customer feedback. Participates in the hospital's performance improvement program.
- The Saratoga Hospital owns and operates a satellite laboratory at Wilton Medical Arts (WMA). In addition to providing point of care laboratory testing for the WMA facility's Urgent Care Center, the WMA limited service laboratory provides specimen collection for the outpatient community. Saratoga Hospital in collaboration with Albany Medical System partners, also operates laboratory at Malta Medical Emergent Care and provides staffing at Glens Falls Hospital Oncology, Care Lane.
- The laboratory monitors and supervises all waived, moderately-complex and provider performed microscopy point-of-care testing. All laboratory tests performed within the hospital and its satellite laboratory for which a result is generated and which is used for the treatment of a patient comes under the laboratory DOH licenses and is controlled by the laboratory. All testing performed at satellite clinics, outside the hospital's main campus, is performed under each clinic's CLIA license.

The Scope of Services shall be reviewed annually and updated when there is a change in scope.

PATIENT POPULATION:

The patient population served by the Laboratory Department shall include infant through geriatrics. Laboratory services shall be available to patients of all ages, sex, race regardless of financial class, having need for the same.

COMPLEXITY of CARE:

The Laboratory shall provide the following services to the patient population served:

- Bacteriology
- Blood pH and Gases
- Blood Services – Transfusion Service
- Clinical Chemistry
- Cytology
- Diagnostic Immunology – Diagnostic Services Serology
- Endocrinology
- Hematology
- Immunohematology
- Parasitology
- Surgical Pathology
- Toxicology – Clinical Toxicology-Qualitative Testing Only
- Therapeutic Substance Monitoring/Quantitative Toxicology
- Urinalysis

- Virology
- Specimen procurement
- Collection and reporting of data
- Quality control in all areas

Specimens shall be accepted for testing via written or electronic orders from licensed physicians or other person authorized by law to use the findings of laboratory examinations in their practice or the performance of their official duties.

- All test results/slides shall be available in a timely manner for any patient/physician needing same for referral or treatment at outside facilities.
- All tissues shall be examined per policy and procedure and special studies as deemed necessary and appropriate by the Laboratory Medical Director, staff pathologist and/or attending physician.
- Reference laboratories shall be used for the completion of any special testing requirements not performed at this laboratory. Criteria based on quality and responsiveness to our customers' needs are used in the selection of all reference laboratories. Selection of reference laboratories is the responsibility of the Laboratory Medical Director and requires the approval of the Medical Executive Committee. Reference laboratories contracted by the hospital shall be in compliance with CLIA regulations and hold a New York State Permit for the category being tested.
- A List of Laboratory Tests is available at the hospital website. It provides a searchable table of all tests arranged in alphabetical order according to their most common name. In addition, some tests are also listed by their most commonly known synonyms. Test order name, lab department, collection container, storage for transport, CPT, test methodology and other information are provided.

Laboratory Specialties:

The Clinical Laboratory Department of Saratoga Hospital provides testing in the following areas.

- Blood Bank services including immunological testing, transfusion of blood components and disbursement of RhIG products (not to include albumin or other coagulation factors).

  Products:

  - All blood products are obtained from blood centers that are AABB accredited, FDA Registered, FDA Licensed and CLIA Certified. Most products come from the American Red Cross.
  - Tissue products are ordered exclusively by Surgical Central Supply. Tissue is stored in the Blood Bank and issued upon the request of the OR.
  - Red blood cells and plasma are the most frequently requested products and are routinely stocked in the Blood Bank.

- Less frequently used products are ordered on an as-needed basis from the Red Cross. These products should only be ordered if there is an order to transfuse. Products that are not transfused are not returnable to the Red Cross and will be discarded.
- Autologous and Directed donations: Since the transfusion service is not a blood collection center, we refer all requests for autologous and directed donations to the American Red Cross. Autologous blood donations for surgical patients are scheduled by the physician directly with the Red Cross.

PRODUCT	AVAILABILITY	VOLUME	STORAGE	SHELF LIFE
Packed RBC, Leuko-reduced	Stock	300 ml	1-6° C	42 days
Packed RBC, Leuko-reduced, Irradiated	Stock	300 ml	1-6° C	28 days
Thawed plasma (FP5)	Stock	170-300 mL	-18° - -65 °C; Thaw in 37° C water bath then store at 1-6° C	Frozen – 1 year, Thawed - 5 days
HLA plateletpheresis	Special order	100-500 ml	20-24° C	5 days
Plateletpheresis, Pathogen Reduced (Psoralen treated)	Special order	100-500 ml	20-24° C	5 days
Cryoprecipitate, pooled	Stock	15 ml	-18° - -65 °C; thaw in 37° C water bath then store at 20-24° C	Frozen - 1 year, Thawed – 6 hours
Rh(D) immune globulin	Stock	Syringe	2-8° C	Listed on manufacturer package

- Chemistry department conducts routine Clinical Chemistry, Therapeutic drugs, Endocrinology and Toxicology.

- Hematology laboratory performs blood counts, body fluid cell counts, coagulation studies, differentials, and urinalysis testing. Technologists assist physicians in the collection and preparation of bone marrow aspirates performed on site.

- The Microbiology Department performs bacterial Cultures 7 days/week, 7am - 3pm. Organism identification and antimicrobial susceptibilities are performed when appropriate. Rapid antigen testing for group A Streptococcus, and Trichomonas are performed 7 days/week, 24 hours/day. Molecular diagnostic testing for Clostridium difficile, Influenza, RSV, MRSA, and COVID-19.
  Acid Fast smears and cultures for Mycobacteria are performed by a reference lab.
  Fungal Cultures are performed by a reference lab.

The Pathology Department of Saratoga Hospital provides diagnostic surgical pathology, frozen sections, cytopathology and autopsy services.

- Histology Department- prepares and processes tissue specimens for microscopic diagnoses. Provides intraoperative frozen section consultation.
- Cytology Department- processes body fluids, fine needle aspirations, brushings and ThinPrep pap smears for cytological diagnoses. Provides rapid on site evaluation upon request.
- Autopsy Services: Medical staff of Saratoga Hospital may request an autopsy on deceased inpatients, in consultation with the pathologist. For additional instructions or information call the coordinator of the Office of Decedent Affairs at 518-583-8752.

The Point-of-Care Testing (POCT) program monitors and supervises all laboratory testing performed outside the physical facilities of the clinical laboratory. This includes testing done by hospital employees and medical staff. The program provides guidelines to ensure consistent, accurate and reliable laboratory testing at the patient's immediate location. The clinical laboratory in conjunction with departments that perform Point-of-Care Testing coordinates all activities associated with the program:

- Review and approval of testing procedures and equipment,
- Monitoring Quality Control,
- Proficiency Testing,
- Training of individuals who performed testing.

Requests to add a test to the program must be submitted to the Associate Director, Laboratory Administration and must be approved by the site Laboratory Medical Director. Moderately Complex Point-of-Care Testing at Saratoga Hospital is licensed by the New York State and must meet all CLIA, and DNV guidelines for laboratory testing.

LABORATORY HOURS of OPERATION:

Main Campus: Saratoga Hospital

Clinical Laboratory: provides services *seven (7) days a week, 24 hours a day*; limited test menu on the night shift. Routine results for testing performed in house are available within 24 hours of specimen receipt. Exceptions are noted in the service directory.

Pathology and Cytology Departments: *7:00 AM - 4:00 PM, Monday- Friday*; closed weekends and holidays.

The Anatomic Pathology and Clinical Pathology Departments at Saratoga Hospital must be covered 24 hours a day and 7 days a week. Night coverage begins at 5:00 p.m. on weekdays. The pathologist on night, weekend and holiday call will be responsible for clinical and surgical consultations, frozen section interpretation, transfusion reaction investigations, critical blood smear findings, and autopsies. Pathologist On-Call Schedule is available for Anatomic Pathology and Clinical Pathology Services after normal working hours. The pathologist on-call schedule is loaded in QGenda.

Phlebotomy Services:

Trained phlebotomists provide 24 hour coverage to inpatient areas of the hospital. Saratoga Hospital also operates several patient service centers for the convenience of our outpatient population:

Saratoga Hospital Laboratory 211 Church St. Saratoga Springs, NY 12866 Phone: (518) 583-8440 Hours: Mon - Fri : 7 am to 8 pm Sat: 7 am to 1 pm Sun: CLOSED	**Wilton Medical Arts Limited Service Laboratory** 3040 Route 50N Saratoga Springs, NY 12866 Phone: (518) 580-2273 or 580-CARE Hours: Mon-Fri: 7 am to 9 pm Sat: 9 am to 9 pm Sun 9 am to 5 pm	**SHMG Milton Primary Care** 510 Geyser Road Ballston Spa, NY 12020 Phone: (518) 298-2725 Hours: Mon-Fri. 7 am to 3:00 pm Closed daily from 12:30-1:00 for lunch
SHMG Schuylerville Primary Care 200 Broad Street Schuylerville, NY 12871 Phone: (518) 695-3668 Hours: Tues & Thurs; 8:00 am to 12.00 pm		

Home draw service is available for patients who qualify. Accepted reasons for home draws are:

- A patient is considered homebound if he/she is not physically able to travel the distance with assistance from the parking lot to the collection station.
- Post-surgical patients with restricted or limited activities.

Please call 518-580-2542 for additional information. A Home draw Request Form AND the test requisition is required. **The home draw will not be scheduled without the required written documentation.**

The program operates within a twelve mile radius of the Saratoga Hospital from Monday – Friday. Appointments are scheduled according to our pre-determined routes.

Saratoga Hospital Satellite Laboratory:

Wilton Medical Arts Limited Service Laboratory (WMA)			
Monday-Friday:	7 am to 9 pm		
Saturday:	9 am to 9 pm	Sunday:	9 am to 5 pm

Waived tests performed at the WMA Limited Service Laboratory:

CBC, CBC w/automated diff
Comprehensive Metabolic Panel
Fecal Occult Blood
MonoSpot
POC Creatinine
POC Glucose
POC INR
Rapid Influenza Antigen A & B
Rapid Strep A Antigen (throat)
Rapid SARS-CoV-2 Antigen
Urinalysis without microscopic
Urine Pregnancy Test, Qualitative
Urine Drug Screen, Qualitative

All other laboratory tests are transported to the Main Laboratory or the appropriate reference laboratory

STAFFING:

The Clinical and pathology laboratory departments shall be directed by a Pathologist who is Board Certified in Anatomic and Clinical Pathology.

All departmental services are provided under the administrative and clinical direction of the Administrative Director and/or Laboratory Medical Director. The Administrative Director manages and directs the daily Saratoga Hospital Laboratory departmental operation in conjunction with the Managers and Supervisors to provide administrative coverage during off hours.
The Laboratory shall maintain a fixed amount of full and part time staff to provide for patient care. The Laboratory Administrative Director or designee, as designated in the *Laboratory Medical Director Delegation of Responsibility Policy*, shall maintain ultimate responsibility for

providing adequate staffing. Qualified leadership shall perform laboratory tests in the event that a qualified staff member is unavailable.

Staffing at Saratoga Hospital Main Lab:

Clinical Lab- All shifts require a Supervisor Qualified Technologist on site

Clinical Laboratory Technical Staffing			
Shift(Department)	Min	Full	Weekend/Holiday (min/full)
Days (Chemistry, Hematology, Microbiology)	7	8	5/6
Days (Blood Bank)	2	2	1
Eve (Chemistry/Hematology/Microbiology/Blood Bank)	4	5	3
Nights (all departments)	2	3	3

Lab Technical Associate Staffing			
Shift	Min	Full	Weekend/Holiday (min/full)
Days	3	3	1
Eve	1	2	0
Nights	0	0	0

Lab Support Services Staffing			
Shift	Min	Full	Weekend/Holiday (min/full)
Days	8	14	6
Eve	4	7	4
Nights	2	2	2

Pathology Department Staffing										
	Histotechnician		Cytotechnologist		Pathologist		Pathologist Assistant		Pathology Support Specialist	
	Min	Full	Min	Full	Min	Full	Min	Full	Min	Full
Monday through Friday	4.5	6.5	1	1.5	1	4	1	1	1	2
Weekend/Nights& Holiday Call	0	0	0	0	1	1	0	0	0	0

The Laboratory may change staffing patterns to facilitate the delivery of services as needed.
A pathologist is available 24 hours and 7 days a week to provide consultation to the Anatomic Pathology and Clinical Pathology Departments.

QUALIFICATIONS:

The performance of the procedures involves highly skilled Board Certified Pathologists, New York State licensed Clinical Laboratory Technologists, Clinical Laboratory Technicians, Pathologists' Assistants, Histotechnicians, and Cytotechnologists. Support staff includes Laboratory Support Specialists, Phlebotomists, Laboratory Technical Associates, and Pathology Support Specialists.

- Personnel must be deemed proficient in all tasks which they are responsible for. Competency for technical staff must be assessed initially, semiannually and annually at initial hire and when new methods are introduced, and annually thereafter. Laboratory support staff shall be assessed initially upon hire and annually thereafter. All employees must complete mandatory in service including safety education, training, and infection prevention and control.
- Staff participate in the laboratories continuing education program as defined by procedure to update their knowledge of laboratory theory and practice and maintain licensure.
- Staff must pass proficiency testing following laboratory policy and procedure.
- All staff have evidence of proficiency with the Laboratory Computer System and laboratory equipment.

STANDARDS OF PRACTICE:

The Clinical Laboratory is accredited by the State American Association of Blood Banks and is registered under the Department of Health Services for CLIA. The Laboratory participates in proficiency testing through the College of American Pathologists (CAP) and the American Proficiency Institute (API).

References:

1. The Joint Commission (TJC). (January 3, 2018). Now in effect: Change to requirements for credentialing, privileging of independent pathologists. Joint Commission Online. Retrieved from https://www.jointcommission.org/assets/1/23/JC_Online_Jan._3.pdf
2. New York State Department of Health, Clinical Laboratory Standards of Practice. https://www.wadsworth.org/regulatory/clep/clinical-labs/laboratory-standards