

# The Current System

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- Laboratory specimens are collected in physician offices, clinics, hospitals and patient service centers (PSC's). Process is costly and inefficient.
- Specimens are placed in unlocked, unsecured "milk-boxes" for pickup by couriers. This introduces a host of quality, privacy, logistics, security and legal issues. Current process has not changed in over 50 years.
- Courier routes are fixed and route optimization is difficult to accomplish. 9-24% of the time, couriers discover empty milk-boxes.
- Landlords are refusing to allow couriers in buildings after hours due to increased insurance and legal liabilities.



# Legal problems...

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## Not compliant

- Current practices violate State and Federal regulations, HIPAA, Fire Safety Codes, OSHA, CLIA, CDC and Red Flag Laws

## Not safe

- Unsightly boxes obstruct corridors and create egress violations



# Quality problems...

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## Not accurate

- Specimens subject to extreme climate changes can effect test results (frozen samples, hemolysis) and patient diagnosis.
- 70% of all laboratory errors occur in the pre-analytical stage.



# Efficiency problems...

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## Not efficient

- Medical buildings will have multiple boxes from the same laboratory distributed throughout the interior or exterior of the building
- Daily stops are often unproductive with no specimens in the box
- On-call clients result in multiple calls to dispatch department: missed pick-ups can occur



# Even more problems...

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## Americans with Disabilities Act

“Protruding objects shall not reduce the clear width of an accessible route or maneuvering space”



# One more important problem... Patient Identity Theft & Privacy Exposure

Demographic Information

Patient Diagnosis

Insurance Information

Tests Ordered

**Patient Information**  
Name (Last, First, Middle Initial) Patient ID No.  
Address City State Zip  
Date of Birth (Month, Day, Year) Telephone Number (3 a.m. to 5 p.m.)

**Please Bill:**  Insurance  Patient  Client/Doctor  
PRIMARY INSURANCE  
Insurance Name State Insured's Name Relationship to Patient  
Patient's (or insured's) I.D. Number Group No. Insured's Employer Payer Number

SECONDARY INSURANCE  
Insurance Name State Insured's Name Relationship to Patient  
Patient's (or insured's) I.D. Number Group No. Insured's Employer Payer Number

**Specimen Information**  
Date Collected Time Collected  AM  PM  Fasting  Non Fasting  STAT and CALL  STAT and FAX  STAT (NO CALL)  CALL RESULTS TO  FAX RESULTS TO  
Drawn By Reporting Comments Physician Signature

**Carbon Copy To:** Name Street City State Zip Separate ABN:  Yes  No

When ordering tests for Medicare and Medicaid patients, please select only those tests which are medically necessary for the diagnosis or treatment of the patient. Medicare does not pay for routine screening tests.

ICD Diagnosis Codes (Enter All That Apply)

12048 F02.901

12051 E11.90

**Tests Ordered:**  
12048 F02.901  
12051 E11.90

