

Memorandum

To: Physicians and Providers in West Michigan

From: Spectrum Health Hospital Laboratory

Date: June 25, 2012

Re: After Hours Blood Collection for Critical Needs Patients

Effective July 1st, 2012 the laboratory will draw patients after hours on a limited basis at the Butterworth Hospital Laboratory location only. We will serve patients with emergent laboratory needs including GRAPES patients, and those with a direct physician request regarding a patient with a critical issue requiring immediate testing. This service is reserved for these emergency situations and lab will be unable to accommodate routine walk-in patients outside of normal business hours.

The provider will need to call 616-774-7721 to initiate the blood draw for their critical needs patient. Please be prepared to provide our Call Center with relevant information regarding the patient's situation. You will also be asked to fax a written order to 616-391-3129, and should direct your patient to the Butterworth Admitting department for the blood draw. Be advised that this process can take up to 30 minutes to complete the draw using our inpatient phlebotomy staff.

We request that all other routine blood draws return to one of our convenient Outpatient laboratory locations during normal business hours. Most laboratory locations are open Monday to Friday from 7 a.m. to 5 p.m. The Blodgett location is open Monday to Friday from 7 a.m. to 5 p.m. and Saturday from 7 a.m. to 12 noon. The Butterworth location is open Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 7 a.m. to 12 noon. A full listing of available locations and their hours can be obtained at www.spectrumhealth.org/laboratory.

We look forward to servicing your critical needs patients through this process.