

Lab Services Client Information Worksheet



Contact Information

Contact Name	Contact Phone	Contact Email
Today's Date	Preferred Start Date	Days and time available for contact

Organization Information

Account Name <i>(Doing Business As, DBA)</i>		Legal Name <i>(if different from account name)</i>	
Address <i>(include Suite #)</i>		City	State Zip
Business Phone	SECURE fax for results	Specialty	Facility Type
Laboratory Affiliation	Physician Owned?	Office Notes:	

Do you have multiple locations that send to or wish to send to Spectrum Health Laboratory? ☐ No ☐ Yes
IF YES: Please list office names and address below. An additional Client Information Worksheet **must** be filled out for each new location that wishes to send specimens to Spectrum Health Laboratory. If a location listed already has a Spectrum Health account, you do not need to fill out additional worksheets.

Account Name(s) (DBA)	Address

Operations: Calling Critical Lab Values

The following information is needed for our Laboratory Call Center. They will need these phone numbers to call **critical lab values**. Critical Lab Values are called within 30 minutes of verification of test result. This is an accreditation requirement. If you do not have a back line or if your after-hours critical phone number is the same as your business phone, disregard this section. We must have one 24/7 contact for critical lab values. We cannot accommodate physician schedule lists. These phone numbers will not be used for any calls besides critical lab values.

Back Line Phone	After Hours Critical Ph.	Critical Phone. Instructions <small>(afterhours, dr. cell, answering service etc.)</small>

Operations: Courier Services

If your location needs courier services, please fill out the following. If not needed, please disregard this section.
On Call Courier – Your staff will need to call for pick-up
Routine Courier – Your staff will only need to call for STAT pick-ups. All routine specimens will be picked up in the office or via lockbox. Courier Services may discontinue routine pick up if there are not enough pick-ups throughout the week.

Hours of Office Operations	Unlocked Building Hours	Pick up	Best Pickup Times (NOT ACTUAL)
		<input type="checkbox"/> On call <input type="checkbox"/> Routine	
Supplies needed		Lockbox Type	Courier Notes:
Fill out supply req send with this form		<input type="checkbox"/> Floor Model <input type="checkbox"/> Hanging Model	

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Please let us know if any contacts in the office would like to receive a once a monthly summary of all items posted in the Spectrum Health Laboratory News Blog by checking the Yes box. This blog features information regarding new testing, testing updates, lab updates, test utilization and discontinued test information.

[illegible]

Extra physicians or contacts can be listed on a separate page. You may be asked to fill out a separate worksheet for physician information to be given to our Medical Staff and Credentialing Verification Office later.

Please send completed worksheet to laboratoryservices@spectrumhealth.org. A Spectrum Health Laboratory Account Manager will contact you within 3-5 business days.

Spectrum Health Laboratory Use Only Beyond this Point – Lab Account Manager to fill out with client

Billing

Lab Account Manager: If client billing is needed, please complete the following with the client. Billing address is not needed if it is the same as organization information above. A Billing Contact is required for client billing. ***Lakeland cannot accommodate client billing at this time. Direct interested clients to Joe Brown.

Bill type	Default (only one)	Tax Exempt?	Bill To (Account Name if different from above)		
<input type="checkbox"/> Bill patient <input type="checkbox"/> Bill office	<input type="checkbox"/> Bill patient <input type="checkbox"/> Bill office	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Address (include Suite #) If different from Account Address			City	State	Zip
Billing Contact Name		Billing Contact Phone	Billing Contact Email		
Fee Schedule			What Labs will they send specimens to?		
<input type="checkbox"/> SHGR <input type="checkbox"/> SHGR A <input type="checkbox"/> SHGR B <input type="checkbox"/> SHGR C	<input type="checkbox"/> SHGR D <input type="checkbox"/> Regional <input type="checkbox"/> Regional A <input type="checkbox"/> Regional C	<input type="checkbox"/> Legal <input type="checkbox"/> EHS/OHS <input type="checkbox"/> Internal Client <input type="checkbox"/> Other: (use notes)	<input type="checkbox"/> SHRL <input type="checkbox"/> SHBR <input type="checkbox"/> SHGM	<input type="checkbox"/> SHKL <input type="checkbox"/> SHLH <input type="checkbox"/> SHPH	<input type="checkbox"/> SHRC <input type="checkbox"/> SHUN <input type="checkbox"/> SHZH <input type="checkbox"/> Lakeland***
Receive Statement via (only choose one)			Billing Notes:		
<input type="checkbox"/> Email: <input type="checkbox"/> Mail					

Contract needed? ☐ Yes ☐ No

A contract is needed for client billing, loaning of equipment (ex. Centrifuge or printer) or if Spectrum is providing collection

Physician Owned?	Will this benefit the physician or a family member directly?		
Type of Contract		Business Terms (i.e. centrifuge, label printer, etc.):	
<input type="checkbox"/> Standard Lab Service Agreement <input type="checkbox"/> Other:	<input type="checkbox"/> Legal Blood Draw <input type="checkbox"/> List Price Agreement		
Legal Contact	Phone	Email	
Contract Noticee	Phone	Email	Type
			<input type="checkbox"/> Billing <input type="checkbox"/> Legal
Contract Noticee	Phone	Email	Type
			<input type="checkbox"/> Billing <input type="checkbox"/> Legal
Contract Noticee	Phone	Email	Type
			<input type="checkbox"/> Billing <input type="checkbox"/> Legal
Contract Notes:			

Technology and Information Services

Results Delivery (fax/electronic)	EMR Vendor Name	Interface Wanted?	Epic Community Connect?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Epic Care Link Wanted?	IS Notes:		

Misc Information

Lockbox Actual Location	Inside Specimen Pick Up Actual Location
Additional Supply Notes	Specimen types collecting in office?