


# Title: Laboratory - Clinical Pathology Laboratories - Scope of Service

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## I. Objective

To provide the highest level of clinical and anatomic laboratory diagnostic services, including clinical expertise and consultative services for MU Health Care (MUHC) patients, under the direction of their healthcare providers.

## II. Goals

- To provide accurate test results to support and enhance the ability of MUHC providers to deliver superior care.
- To perform and report testing in a timely manner.
- To perform testing in a cost-efficient manner while consistently maintaining excellent quality.
- To reduce waste by optimal utilization of technology and manpower.
- To provide laboratory service for patients of all ages, genders, ethnic backgrounds, religious affiliations, and sexual orientation.
- To provide a safe and supportive environment for our patients and staff.

## III. Type(s) and Age of Patients Served

Services are provided to individuals of all ages, from birth to geriatrics. Our patients come from a large geographic footprint from various nationalities, cultures, and ethnic backgrounds. The University of Missouri is an ethnically diverse population with a large international contingent.

## IV. Scope of Complexity of Patients' Care Needs

The MUHC Laboratory Services is a full-service laboratory operating seven days a week and 24 hours per day. The laboratory provides services in phlebotomy, hematology, chemistry, coagulation, transfusion services, flow cytometry, urinalysis, histology, cytology, microbiology, molecular pathology, toxicology, special chemistry, immunology, clinical microscopy, point of care testing, and surgical pathology. The laboratory has partnered with Mayo Clinic Medical Laboratories for reference testing.

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MUHC Pathology encompasses multiple laboratories at different locations. The laboratories do not perform all the same testing so specimens may be routed to the appropriate performing laboratory. There are two hospital laboratories, University Hospital Laboratory and Women’s Hospital Laboratory. There are offsite laboratories at the AP Green Building. There are nine laboratories based at clinics: Fairview, Keene, Smiley, South Providence, Mexico, Jackson Road, Fulton, Battle Medical Building and University Physicians Medical Building.

## V. Skill Level of Staff Providing Care

The Laboratory staff consists of:

- Medical Laboratory Director
- Laboratory Section Medical Directors
- Administrative Laboratory Director
- Laboratory Managers
- Laboratory Quality Manager
- Supervisors
- Pathology Assistants
- Flow Cytometry Scientists
- Medical Laboratory Scientists (Registered)
- Medical Laboratory Scientists
- Cytologists (Registered)
- Histologic Technicians
- Medical Laboratory Technicians
- Clinical Laboratory Assistants
- Medical Laboratory Assistants
- Patient Service Representatives
- Laboratory Access Specialists

## VI. Hours of Operation

(Please refer to <https://www.muhealth.org/locations/lab-and-blood-draw-locations> for most the up-to-date staffed services providing patient care)

### University Hospital

Hospital Laboratory	24 hours a day, 7 days a week		
Phlebotomy Blood Draw	Monday-Friday	0730-1730	Room C1205
Phlebotomy Ellis Blood Draw	Monday-Friday	0700-1600	Room 2005A
Phlebotomy UPMB	Monday-Friday	0800-1700	Room 1401

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## **Missouri Orthopedic Clinic**

Phlebotomy Blood Draw                      Monday-Friday                      0800-1700                      Exam Room 310

## **Women's and Children's Hospital**

Hospital Laboratory                      24 hours a day, 7 days a week  
Phlebotomy Blood Draw                      Monday-Friday                      0700-1730                      Room 1244  
Specialty Fertility and Neonatal                      Contact ER for Registration, Phlebotomy available for  
Bilirubin Draw Needs after hours                      these two cases Only: Saturday and Sunday 0800-1230

## **AP Green Building Laboratory**

Monday-Friday                      0800-1700

## **Battle Avenue Medical Building**

Monday-Friday                      0800-1700                      Room 1004

## **Fairview Clinic Laboratory**

Monday-Friday                      0800-1700                      Room 103

## **Smiley Clinic Laboratory**

Monday-Friday                      0800-1700                      Room 112

## **South Providence Laboratory**

Monday-Friday                      0730-1800                      Room 1175  
Saturday                      0800-1230

## **Pediatric and Adolescent Specialty**

Monday-Friday                      0800-1630                      Room 145

## **Jackson Road Laboratory**

Monday-Friday                      0730-1800                      Room 1042A

## **Fulton Clinic Laboratories**

Monday-Friday                      0730-1630                      Suite C

## **Mexico Clinic Laboratory**

Monday-Friday                      0800-1700                      Suite A

## **VII. Tests offered and Turnaround Times**

- Testing offered along with turnaround times can be found on the Pathology Test Catalog on the Citrix Receiver
  - [MU Health Care Laboratory Test Catalog](#)

## **VIII. Regulatory and/or Licensure Requirements of Practice**

Guidelines for practice are in accordance with current standards as set by:

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- College of American Pathologists (CAP)
- Clinical Laboratory Improvement Amendments (CLIA)
- Association for the Advancement of Blood & Biotherapies (AABB)
  - Formerly known as the American Association of Blood Banks
- Clinical and Laboratory Standards Institute (CLSI)
- Det Norske Veritas (DNV)
- Department of Health and Senior Services (DHSS)
- Center for Medicare and Medicaid Services (CMS)
- The Division of Healthcare Quality Promotion (DHQP)
- Centers for Disease Control (CDC)

### **IX. Admission and Discharge Criteria**

Not applicable

### **X. Staffing Standards**

Test volumes are reviewed by the supervisors to adjust staffing to meet the workload. Staffing needs are based on the times of heaviest workload. Scheduling and utilization of staff are adjusted to meet the needs of the laboratory by alternate staffing, overtime, or leadership.