

Purpose

The department of Pathology and Laboratory Medicine incorporates the Ochsner Health System Mission - We Serve, Heal, Lead, Educate and Innovate - by providing compassionate patient care, by continuously monitoring the quality of our product and implementing identified improvements.

The laboratory department is an integrated service line throughout the Ochsner Health System consisting of Ochsner Medical Center- New Orleans, 7 Community Hospitals and 35 Outpatient Health Centers located throughout Southeast Louisiana. We strive for harmonization and standardization, whenever possible, of laboratory policies, procedures and processes to provide a seamless quality service to our patients and providers no matter where they access our services across the network.

We integrate the imperatives of our organization into our Goals and Objectives, annually, with initiatives to develop our employees, maintain and grow our customer base by providing excellent service in a cost efficient environment. We serve the community by providing clinical training sites for Allied Health students.

Ochsner Laboratories are accredited by the College of American Pathologists (CAP) and/or The Joint Commission in the following categories:

- Hematology & Coagulation
- Urinalysis
- Chemistry & Toxicology
- Microbiology
- Transfusion Medicine
- Immunology
- Surgical Pathology
- Phlebotomy

Additionally, Ochsner Medical Center- New Orleans, provides the following services to the laboratory network:

- Anatomic Pathology sub specialties to include Cytopathology, Dermatopathology, and Hematopathology. Anatomic Pathology Laboratories include full service cytology, histology, and immunocytochemical.
- Blood Bank Lab services for therapeutic apheresis, blood donor collection and testing, and Viral Marker testing.
- Full service Microbiology (including Virology, Parasitology, Mycology and Mycobacterology
- Flowcytometry
- Histocompatibility Testing (HLA)
- Autopsy Services provided on site at OMC by Tulane Pathology
- Reference laboratory services for clinical lab and transfusion medicine

Locations of Service

OMC- New Orleans (Jeff Highway campus): 1514 Jefferson Hwy, Jefferson, LA 70121. Anatomic Pathology (including Histology and cytology laboratories) is located on the 4th floor of the Benson Cancer building; Transfusion Medicine is located on the 2nd floor of the Benson Cancer building; Clinical laboratory and outpatient phlebotomy services are on the 2nd floor of the hospital. The Blood Donor Center is located on the first floor of the Atrium. Laboratory services are available 24 hours per day 7 days per week. The Main campus laboratory serves as the reference lab for the Ochsner Health System.

OMC-Elmwood – 1201 South Clearview Parkway, Jefferson LA 70121. The clinical laboratory and outpatient phlebotomy services are located on the 1st floor of the hospital (Building A); the HLA laboratory is located on the 4th floor of Building B. Services are available on site Monday to Friday 8am to 5pm; after hours all specimens are sent to the main campus (Jeff Highway Lab) for processing and testing.

OMC-Clearview-4430 Veterans Memorial Blvd, Metairie, LA 70006. Outpatient phlebotomy services are located on the 1st floor of the building and pathology is located on the 2nd floor.

Ochsner Health outpatient phlebotomy stations are located throughout Southeast Louisiana. Locations and hours of operation are listed in Appendix A.

The appropriateness and clinical necessity of laboratory services is determined by:

- Medical Directors - Board Certified Pathologists
- Regulatory Agency Recommendations (CMS, CAP, The Joint Commission)
- The Ochsner Health system Clinical Practice Committee

Test menus for each site are provided in the online collection manual.

Test that are not performed on site are sent to a CLIA accredited laboratory for performance. The only exceptions are laboratories certified by States with CLIA exemptions. (ie. New York and Washington)

All new service requests are reviewed by the Medical Director and cannot be implemented without the Medical Director's approval.

Staffing Plan

Pathology and Laboratory Medicine is under the direction of Board Certified pathologists with sub specialty certifications in Anatomic and Clinical Pathology. The professional staff is augmented by PhDs in Clinical Chemistry and Microbiology. Technical staff include Louisiana Licensed and certified Medical Technologists/ Medical Laboratory Scientists and Specialists, Medical Laboratory Technicians, Cytotechnologists, ASCP Board Certified Histotechnologists and Histotechnicians, Louisiana Licensed ASHI Board Certified Histocompatibility Technologists and Specialists and Louisiana Licensed Clinical Laboratory Scientists and Laboratory Assistants. Support staff includes phlebotomists, specimen processors and laboratory techs.

Staffing needs and competency assessments are reviewed by the Laboratory Medical Director of each site, and are based upon levels of services, complexity of testing and anticipated volumes.

Anatomic and Clinical Pathologists are available to the facility and to the laboratory 24 hours per day. High complexity testing is always performed under the oversight of a CLIA General Supervisor.

An emergency staffing plan is available at all times in the event of severe weather or any other situation that may preclude personnel egress from or access to the institution. The department's emergency staffing plan will be activated by the Assistant Vice President of Laboratory Services or designee in coordination with Ochsner Health System Administration.

OCHSNER MEDICAL CENTER NEW ORLEANS SCOPE OF SERVICE

Appendix A

Location	Hours of Operation
Primary Care and Wellness Clinic	
1401 Jefferson Hwy. Building B	7am-5:30pm M-F
New Orleans, LA 70121	8am-12pm Saturday
Ochsner Health Center	
800 Metairie Road, Unit A	8am-5pm
Metairie, LA 70005	No weekends
Ochsner Health Center (Mid City)	
411 N. Carrollton Ave.	7am-4pm M-F
New Orleans, LA 70119	No weekends
Ochsner Health Center (Lake Terrace)	
1532 Allen Toussaint Blvd	7am-5pm M-F
New Orleans, LA 70122	No weekends
Ochsner Medical Complex (Clearview)	
4430 Veterans Memorial Blvd	7am-5pm M-F
Metairie, LA 70006	No weekends
Outpatient Venipuncture (2nd Floor)	
OMC Main Campus	7am-5pm M-F
1514 Jefferson Hwy (2nd floor)	No weekends
Outpatient Hematology Oncology Lab	
OMC Benson Cancer Center (3rd Floor)	7am-5pm M-F
1514 Jefferson Hwy	No weekends
Outpatient Transplant Lab	
OMC Main Campus (1st Floor)	7am-11:30pm
1514 Jefferson Hwy	Sat-Sun 8am-10am
Outpatient Bone Marrow Lab	
OMC Benson Cancer Center (5th floor)	7:30am-3pm
1514 Jefferson Hwy	No weekends

OCHSNER MEDICAL CENTER NEW ORLEANS SCOPE OF SERVICE

Metairie (5th)	
2005 Veterans Memorial Blvd	7am-5pm M-F
Metairie, LA 70002	8-12pm Saturday
Peds Lab Jeff Hwy	
1315 Jefferson Hwy 2nd floor	7am-5pm M-F
Jefferson, LA 70121	
PACC West Campus	
2614 Jefferson Hwy 1st Floor	Lab Hours:
Jefferson, LA 70121	4am-1:30pm
Inpatient Venipuncture	
1514 Jefferson Hwy	24/7
Jefferson, LA 70121	