

Laboratory Services nsmc Labs

Phlebotomy House Call Program

NSMC Laboratory is pleased to offer a phlebotomy house call service for your homebound patients in our direct service area when the ordering provider has admitting privileges to NSMC. Please review the following information regarding our program.

**Please note new telephone number, Phlebotomy House Call Program,
Tel: 978-825-5334, Fax; 978-354-2579**

ELIGIBILITY

- A beneficiary will be considered to be homebound if he/she has a condition due to an illness or injury which restricts his/her ability to leave his/her place of residence *except* with the aid of supportive devices such as crutches, canes, wheelchairs and walkers, the use of special transportation, or the assistance of another person, or if he/she has a condition which is such that leaving his home is medically contraindicated.

Ambulatory patients without transportation do not meet the criteria of homebound as defined above and therefore do not qualify for this service.

- The NSMC service area is generally defined as: Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Lynn, Lynnfield, Manchester, Marblehead, Nahant, Peabody, Revere, Rockport, Salem, Saugus, Swampscott, Topsfield, Wenham.
- *Some towns may have select days for house calls.*
- Management approval is required for requests outside the defined service area.

SCHEDULING HOUSE CALLS

- 1) Requests must be made at least two business days in advance.
- 2) House call requests are accepted by the Phlebotomy House Call Department during the hours of 8 am and 4:30 pm, Monday thru Friday.
- 3) We receive many types of requests, including requisitions for those patients that come to the Lab to be drawn. To avoid confusion, please indicate **on your requisition or lab order that you are requesting a house call for the given patient.**
- 4) Please fax a NSMC lab requisition or your lab order to our Phlebotomy House Call Department at 978-825-5334. **Written orders only will be accepted, per JCAHO guidelines.** Complete patient demographics, signs and/or symptoms and diagnosis information for each test order is required.
- 5) After faxing your order, please call the Phlebotomy House Call Department at 978-825-5334 to confirm we have received your written house call request.

Receipt of house call requests cannot be guaranteed without verbal confirmation by you. (you may leave this information on the Phlebotomy House call voice mail).

- Standing orders will need to be renewed and signed by the physician every six (6) months. **Please notify the laboratory as soon as possible should your patient no longer require the house call service.**

- Although standing orders are valid for 6 months, visits will initially be scheduled for a maximum of 6 to 8 weeks depending upon the frequency.

This is necessary to avoid changes in the patient's status. Quite often the patient goes into long-term care or is no longer home bound.

- Orthopedic patients may be drawn at their home for an interim period after discharge from the hospital. Once the patient is out of the home receiving physical therapy, they will no longer be considered homebound and should be drawn at the hospital or one of our public draw stations.
- House calls are done on a **routine** basis Monday – Friday from 8 a.m. to 4 p.m.
- Although we try to accommodate all requests, it is not always possible to have phlebotomy service on the day requested. Due to the high number of requests received, the draw date may be moved to another day during that week.
- When scheduling a house call visit, please advise your patient that we are not able to provide specific times of arrival.

PERFORMING HOUSE CALLS

- The patient will be called **by the Laboratory** to inform them that the phlebotomist is coming out the following day. If the patient has a doctor's appointment scheduled for that day we will reschedule the draw date, or the specimen can be collected by the office if possible at the time of the appointment.
- When the phlebotomist arrives at the patient's home, if no one answers the door, our phlebotomist will ask the Phlebotomy House Call Department to call the patient at the phone number listed on the requisition.

If the patient does not answer the phone the phlebotomist will document the time of the phone call and the ID of the staff member who made the call. A report will be sent to the ordering physician the next business day stating that the patient was not available.

- If two unsuccessful attempts are made to draw a patient because they are not at home, it may affect their eligibility for this service.
- The Laboratory reserves the right to stop services to any patient if they or their family are uncooperative, belligerent, combative or verbally abusive to the phlebotomist or Laboratory staff.

TEST RESULTS

- Copies of the test results will go to the ordering physician.

BILLING

- The patient (or their insurance) will be billed for the testing provided.
- Trip & phlebotomy fees negotiated with the insurance carrier will apply.