



MEMORANDUM

TO: OSF HealthCare Laboratory Customers and Clients

FROM: OSF HealthCare Saint Francis Medical Center Laboratory

DATE: March 11, 2020

RE: **OSF Saint Francis Medical Center Pathology Follow-Up Request Process**

In the process of streamlining the add-on ordering workflow in the Pathology department at OSF HealthCare Saint Francis Medical Center, a recurring issue was discovered. The issue identified pertains to the current way that the Pathology Secretaries receive follow-up requests for additional testing (beyond the initial Pathology orders) on patient specimens.

After meeting with the Pathology Lead Secretary and the Histology Supervisor, a standardized request form has been created for both OSF and non-OSF Laboratory customers and clients to use. For questions regarding the completion of this new standardized request form, please contact the OSF SFMC Pathology Secretaries at 309-624-9105 and ask to speak to Julie Kirchgessner. Once request forms are completed, they can be faxed to the OSF Pathology Secretaries at 309-624-9150 with a copy of the patient's original OSF Pathology result report.

Going forward, additional patient testing that is submitted without an OSF SFMC Pathology Follow-up Request form will **not** be processed until a completed patient form is received.

For any questions pertaining to this information, please contact the OSF Pathology Secretaries as 309-624-9105 and ask to speak to Julie Kirchgessner.