



Monthly Update

July
2017

New QuantiFERON specimen information

Please be aware that the QuantiFERON specimen instructions have been revised. Once the sample has been collected, you still need to shake vigorously 10 times (5 seconds) and keep at room temperature. If the sample will not arrive at the OSF System Laboratory within 12 hours after collection:

- 1) Remix samples for 5 seconds
- 2) Incubate on site for 16-24 hrs at 37° C
- 3) Centrifuge at 3200-4000 rpm for 10 minutes
- 4) Place an "Incubated" label on the tube before sending
- 5) Transport incubated samples at room temp.

Shake, Shake, Shake
(for a minimum of 5 seconds)



We are adding an "Incubated" label to the kits we send out. Please ensure the label is affixed to the specimen tube if the sample has already been incubated.

Pink specimen labels for lockbox pickups discontinued

The bright pink labels that were being utilized for after-hour lockbox pickups are being discontinued. If you utilize them, use up your supply, continue to write the number of specimens on the large bag, and include the specimen tracking form or packing list (Epic users) in the bag pouch.

No early lab draws please

Effective immediately, the practice of drawing labs earlier than the scheduled date is being discontinued. Collecting too soon can result in inaccurate results and possible reimbursement denials. To avoid any patient dissatisfaction, please let your patients know to have their labwork done at the scheduled time and not any earlier.

Michael Cohlman welcomed as new Outreach Manager

Mike comes to OSF from Pontiac, IL, where he was CEO/CFO for a multi-provider physical therapy practice. Under his direction, the practice experienced growth from 5 to 22 clinics, and was acquired by a larger provider. Mike's financial management, process improvement, and strategic guidance of the business, played a significant role in the acquisition. His business and leadership skills will be an asset to the Outreach Department, as we continue our laboratory services growth and business relationship development outside of the OSF network.

****REMINDER****

We must reject GC/Chlamydia (CGPRB) Cobas collection kits submitted containing 2 swabs

Per the manufacturer guidelines, GC/Chlamydia (CGPRB) Cobas swab collection kits submitted containing both the cleaning swab and collection swab must be rejected. Please ensure the collection swab is broken off at the black score line and placed in the collection tube. Discard the cleaning swab. **DO NOT** place the cleaning swab in the collection tube.

Questions about your bill?

If you are an Outreach lab client and have a billing-related question, please follow the first step, which is to contact our Patient Accounts and Access Center billing department at **(309) 683-6750**. The PAAC billing agents will be happy to assist you with your inquiry.

Client Reps:

Deanna Hibbert	(309) 624-9138
Sabrina Mullins	(309) 624-9144
Raechel Pfahl	(309) 624-9100

Marketing Support:

Gregg Simpson (309) 624-3927

Sales and Marketing Supervisor:

Gordon Koerner (309) 624-9287

Outreach Manager:

Michael Cohlman (309) 624-9042

They call it a "selfie" because "narcissistie" is too hard to spell.

Keep in mind...

"The secret to change is to focus all of your energy, not on fighting the old, but on building the new." - *Socrates*