Welcome

This instruction manual will help you utilize our services and to assist your staff in preparing and sending specimens to Washington University Pathology Services (WUPATH). We value your time and have designed our internal processes to provide an efficient and accurate diagnostic service with convenient options for requisitioning, ordering supplies and viewing reports. In addition, our faculty is available to discuss cases at your convenience. This guide will assist you and your staff in accessing the range of services we offer.

Contact Information

We are open during normal business hours Monday through Friday from 8:00AM – 5:00PM (all times central).

Customer Service................................. (855) 258-8554 – Toll Free

(314) 362-7784 – Local

(314) 483-7337 – After Hours Pager

Website............................................... wupath.wustl.edu

Test Catalog / Testing Requirements..... wupath.wustl.edu/testmenu

Address.............................................. Washington University Pathology Services
425 South Euclid Avenue
Campus Box 4025
Saint Louis, MO  63110
Service Commitment

Our intent: To provide high diagnostic precision and rapid turnaround time to help physicians make the best treatment decisions for their patients.

Turnaround Times

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³ From receipt of specimen

* Complicated specimens require longer processing times due to immunohistochemistry, special stains and/or in situ hybridization studies

How To Get Started

Service Trial
If you are interested in trying our service, there is no need to set up an account. Simply complete a requisition form (available on our web site, wupath.wustl.edu) and send us your specimen(s). If you are happy with the service, we encourage you to become a client.

New Client Registration
To become a client, simply contact our customer service representative at (855) 258-8554 or (314) 362-7784 and we will initiate the process. Additionally, you can contact us at wupath@wustl.edu. Once you become a client, we will send you supplies, including customized requisition forms, specimen collection materials and labels. Just click on the “Forms” tab on our web site.

Benefits of Becoming a Client
- Convenient supply ordering through our customer service representative
- Access to our secure portal for ordering pathology and viewing reports (LabConnect)
- Scheduled routine courier service
Orders and Results

Ordering

We offer several easy and convenient ways to order testing:

- **Printed Requisitions** – requisitions are available online at wupath.wustl.edu/requisitions. We offer a variety of requisitions based on the methodology of testing being requested.

- **Online Ordering** – we are proud to offer our LabConnect System to our clients. LabConnect is a state of the art online ordering and reporting system which allows you instant access to patient reports and test results the moment they are completed. Additional benefits of LabConnect are:
  - Reports are available in .pdf format for easy integration into your file system.
  - Order entry is simple and easy, saving time and preventing errors.
  - Reports are saved in the system for retrieval at any time, today or even months later.
  - Commonly ordered tests and services are saved as favorites, saving time on future orders.
  - Seamless integration into our internal laboratory information system means less errors and quicker turnaround times for our clients.
  - Integration between services makes ordering across labs and tests simple.

Sending Samples to Our Laboratories

We offer two methods for sending samples to our laboratories:

- **Courier** – for practices inside a 90 mile radius of our facility, we offer the ability to have one of our couriers come directly to your practice and pick up samples. Contact our client services team to setup courier service for your practice.

- **Fed-Ex Priority Overnight** – for those practices outside of our courier radius, we offer Fed-Ex services to have your samples delivered overnight to our laboratories so we can begin performing the testing requested as soon as possible. We will provide collection kits and prepaid FedEx shipping for this service.
Results
Your testing results will be provided to you in the manner you choose during registration. You will be able to adjust this method at any time should your needs change.

- Web-based results via our secure portal, LabConnect
- Facsimile directly to your office
- Reports delivered to your EMR system (available for most EMR systems, pending consultation with our information technology team)
- Paper results returned via the courier’s next pickup (where available)
- USPS (if FedEx is used to send the specimen)

Preparing and Sending Specimens

Washington University Pathology Services has established a uniform policy for accepting or rejecting specimens that enhances patient safety and care, protects the quality of specimens, eliminates risk to all healthcare staff, and complies with accreditation standards.

General Requirements
Proper patient preparation, timing of specimen collection, selection of specimen container type including preservations and anticoagulants, specimen transportation, and relevant patient clinical data are critical for successful testing, timely reporting of laboratory results, and proper diagnosis.

Sample Collection Requirements
Specific testing requirements can be found on our online test menu found at [https://wupath.wustl.edu/testmenu](https://wupath.wustl.edu/testmenu). The testing catalog is searchable and can be filtered by testing methodology. Each test includes:

- Testing Details including components
- Turnaround time
- Specimen requirements
- Sample collection instructions including:
  - storage conditions,
  - minimum sample requirements,
  - unacceptable conditions,
  - and special instructions

Patient Preparation and Identification
Your patient should be instructed about particular requirements before sample collection. Each patient must be identified positively, by means of two patient identifiers before collecting a specimen for clinical testing. The patient’s identity should be verified by verbally asking the patient to identify him or herself whenever possible. For patients who are young or incoherent, a family member, guardian, nurse or physician may help identify the patient.
Labeling of Specimens
Our specimen labels have pre-defined spaces for patient information. The identifying label must be completed and attached to the primary specimen container(s) at the time of collection (innermost container that actually holds the specimen). In order to ensure patient safety, correct labeling of specimen containers is required. In order to process patient tissue without delay, we require that two patient identifiers are provided on the specimen label:

- Patient name (first and last) – **MANDATORY; and one of the following:**
- Patient date of birth **OR** patient medical record number

In addition to the patient demographics above, to assist in further enhancing patient safety and care, we ask that you also include on the container’s label:
- Collection date and time
- Initials of collection staff
- Anatomical site (if applicable)

Testing Requisitions/Orders
Laboratory orders may be transmitted to the laboratory electronically (LabConnect) or be in paper format ([wupath.wustl.edu/requisitions](http://wupath.wustl.edu/requisitions)). Orders should include:

- Two (2) patient identifiers: Patient Name (first and last) and Date of Birth or Medical Record Number
- Ordering provider Name, NPI Number, Address, and Phone Number
- Qualified signature (Ordering clinician, PA, ARNP, or Resident)
- Diagnosis code (ICD9/ICD10) for each test ordered
- Specimen Collection date and time
- For certain specimen types, additional information will be required and identified on the appropriate sample requisition

Supplies
When you need additional supplies, please call our customer service representative at (314) 362-7784 or (855) 258-8554. Requests can also be emailed at wupath@wustl.edu. We will send a new shipment of supplies within 1 business day.

Transportation of Samples
We provide free pickup service by courier (for practices within 90 miles of our center) or will provide complimentary FedEx® shipping. After establishing your practice as a client, we will work with you to determine the best pickup mechanism.

All specimens should be submitted in properly labeled and sealed containers that are inside a sealed biohazard bag. Care should be given to transport all specimens in a manner to prevent contamination of workers, other patients, and the environment.
Specimen Rejection

WUPATH Reference Laboratories reserves the right to reject any specimen not meeting safety, labeling, collection, transportation, minimum volume, or other requirements as defined in the manual and test catalog.

- Patient information on the specimen container and order (electronic or paper) must match. If discrepancies cannot be resolved, specimen container must be recollected.
- Routine blood and body fluid specimens that are not labeled properly or do not meet other acceptability guidelines (inadequate specimen, improper collection, handling or transportation), will be rejected. The ordering physician is to be notified with a request to recollect the specimen(s).
- Corrections on the label or forms may be allowed in certain circumstances. All errors must be corrected by the personnel involved in the collection.
- In certain rare cases when a specimen cannot be recollected due to either the timing of the specimen collection or the site that the specimen was obtained from, the laboratory medical director in consultation with the ordering physician may authorize testing after the specimen is properly labeled.

Examples of unacceptable/rejected specimens include:
- Specimen tube/Container with no label
- Multiple tubes with one label wrapping all tubes
- Unlabeled specimens with loose labels in specimen bag
- A container with 2 different patient labels
- Tube with the wrong patient label
- Specimen transportation requirement not met
- Specimen syringes with needles attached
- Quantity of specimen not sufficient (QNS)
Specimen Collection

Blood and Bone Marrow Specimens
Blood is the most frequent body fluid used for analytical testing with whole blood, serum, and plasma being the most common types of sample. Our testing is routinely performed on green top (NaHep) or purple top (EDTA) tubes. Please refer to the Clinical Test Catalog wupath.wustl.edu/testmenu for specific specimen requirements per test.

Peripheral blood samples should be obtained from a freely flowing venipuncture performed according the current nursing or laboratory venipuncture procedure. Bone marrow aspirate samples need to be collected during a bone marrow exam at a licensed healthcare facility. Adequate volume should be collected for the number and types of tests requested. Minimum blood volumes are determined for each test. If insufficient volume is collected, call customer service at (314) 362-7784 or (855) 258-8554.

Send specimen(s) immediately to the laboratory. If an on demand courier is needed, contact customer service. If using FedEx®, use the blood collection shipping kit and choose overnight shipping.

Surgical Specimens – Formalin
Routine biopsy specimens are typically submitted in buffered neutral formalin. Containers should be large enough so that the specimen is in at least a 2-fold excess of fixative. Specimens should not be refrigerated. Specimen containers must be tightly closed to prevent leakage.

Place containers into the biohazard bag along with the requisition form. If using FedEx®, use the biopsy shipping kit and choose overnight shipping (prepaid FedEx labels and kits available upon request).

The time that the specimen was placed in formalin must be reported for certain specimens, such as biopsies from patients with known or suspected breast cancer.

Caution: Formaldehyde is toxic by inhalation and if swallowed. Irritating to the eyes, respiratory system, and skin. May cause sensitization by inhalation or by skin contact. Risk of serious damage to eyes. May cause cancer; repeated or prolonged exposure increases the risk.

Surgical Specimens – Michel’s
Specimens being sent for immunofluorescence should be placed in a container of Michel’s solution. If the container will be held at the office after hours, it should be refrigerated. Place containers into the biohazard bag along with the requisition form (if you are also submitting a routine biopsy specimen in addition to a direct immunofluorescence (DIF) specimen, please place both in the same biohazard bag; there is no need to separate them). If using FedEx®, use the biopsy shipping kit and choose overnight shipping.
Consultations (Slides and/or Blocks)
Place slides in a slide container, wrap in bubble wrap or other protective wrapping and send with the consultation request form and previous pathology report. If shipping blocks, please include ice packs when temperature may place the specimen viability at risk. Unstained slides should be placed on Plus(+) slides for possible immunohistochemistry. If using FedEx®, use our consultation mailer and choose overnight shipping.
Contact Us

We hold your time and need for patient care coordination at the highest value. We have several methods of communication so that you and your office staff can reach us quickly.

General Phone Number
Your call will be answered within three rings. We will address your questions or connect you to the appropriate person immediately. **Call 314-362-7784 or 855-258-8554 (toll free)**

Physician-to-Physician Access
Our faculty and laboratory directors are readily available to answer your questions or to discuss specific cases with you. You will be able to email questions, photographs, or special requests to us. When you need immediate assistance with a case, simply call us to be connected with the faculty member who reviewed your case. **Call 314-362-7784 or 855-258-8554 (toll free)**

General Email
You may send questions, requests, replies, or clinical photos related to a specific case to our general email address; our laboratory manager will handle your email. Email **wupath@wustl.edu**

Facsimile
Our fax is always available and is handled during our working hours. **Fax 314-362-4080**

Address
- Shipping/mailing:
  Washington University Pathology Services
  425 South Euclid Avenue
  Campus Box 8024
  Saint Louis, MO  63110

Questions or Concerns?
Feel free to contact us with any questions, concerns, or general feedback. We are dedicated to providing you with the best service possible and welcome any comments. Thank you.

  *(314) 362-7784  
  (855) 258-8554  
  Email: wupath@wustl.edu*

  **wupath.wustl.edu**