

## General Laboratory Information

### History:

Boyce & Bynum Pathology Laboratories, P.C. (BBPL) was founded in 1965 by John M. Boyce, MD and William R. Bynum, MD. The vision was cast from a desire to better resource small hospital laboratories and to provide affordable technology not available in this area. Boyce & Bynum has grown to a twenty (20) member professional group with pathologists living in West Plains, Mexico, Sedalia, Jefferson City, and Columbia. We are a full-service laboratory providing services in chemistry, hematology, microbiology, immunology, molecular diagnostics, anatomic pathology, cytology and histology. Our main reference laboratory is located in Columbia, Missouri and is supported by Patient Service Centers in Columbia, Fulton, Jefferson City, Moberly, Sedalia, Springfield, and West Plains, Missouri, as well as, Oklahoma City, Oklahoma.

Boyce & Bynum is proud of the following accomplishments:

- ⚡ Formulated the concept of “cluster labs” as early as 1965
- ⚡ Pioneer in the field of independent laboratory development
- ⚡ Greater than 50 years of pathology reference laboratory service
- ⚡ Long-standing tradition of excellence and commitment to physicians of mid-Missouri
- ⚡ 52,000 square feet of laboratory space
- ⚡ Responsive to client needs with laboratory service tailored to a specific small marketplace

Boyce & Bynum offers a wide spectrum of professional knowledge to the hospitals and the outpatient community served. In-house consultation and shared travel allows each hospital to receive full benefits of a multi-specialty group. Because of this approach to providing professional services, Boyce & Bynum has been capable of assisting hospital laboratories in both The Joint Commission and College of American Pathologists accreditations, as well as providing routine pathology services to hospitals and medical staff. Boyce and Bynum currently serves an outpatient community of 100,000+ and pathology service is provided to many hospitals in the central area of the state between St. Louis and Kansas City.

- ⚡ SSM Health St. Mary's Hospital-Audrain, Mexico, Missouri
- ⚡ Boone Hospital Center, Columbia, Missouri
- ⚡ Bothwell Regional Health Center, Sedalia, Missouri
- ⚡ Callaway Community Hospital, Fulton, Missouri
- ⚡ Capital Region Medical Center, Jefferson City, Missouri
- ⚡ Carroll County Memorial Hospital, Carrollton, Missouri
- ⚡ Cooper County Memorial Hospital, Boonville, Missouri
- ⚡ Fitzgibbon Memorial Hospital, Marshall, Missouri
- ⚡ Jefferson City Medical Group, Jefferson City, Missouri
- ⚡ Lake Regional Health System, Osage Beach, Missouri
- ⚡ Moberly Regional Medical Center, Moberly, Missouri
- ⚡ Northeast Regional Medical Center, Kirksville, Missouri
- ⚡ Ozarks Medical Center, West Plains, Missouri
- ⚡ Pershing Memorial Hospital, Brookfield, Missouri
- ⚡ Salem Memorial Hospital, Salem, Missouri
- ⚡ Samaritan Hospital, Macon, Missouri
- ⚡ Scotland County Memorial Hospital, Memphis, Missouri
- ⚡ SSM Health St. Mary's Hospital-Jefferson City, Missouri
- ⚡ Sullivan County Memorial Hospital, Milan, Missouri
- ⚡ Texas County Hospital, Houston, Missouri
- ⚡ University of Missouri Healthcare, Columbia, Missouri

### Services:

- ⚡ Full service laboratory
- ⚡ Couriers - convenient pick-up
- ⚡ Connectivity services
- ⚡ Billing options
- ⚡ Drug Screen (NIDA) collection
- ⚡ Phlebotomy instruction

- ⚠ Interpretation of laboratory results and recommendations for follow-up testing
- ⚠ Client specific test panels
- ⚠ Reflexive testing
- ⚠ Test result call-backs
- ⚠ Continuous Quality Improvement program
- ⚠ Pre-inspection consultation
- ⚠ Technical consultation
- ⚠ Management consultation
- ⚠ Assistance with current and future regulatory compliance
- ⚠ Newsletter
- ⚠ Video library
- ⚠ Occupational health programs

Our main focus is to provide referring physicians with accurate test reporting. Our skilled and experienced medical technologists, along with state of the art technology and reagents, ensure that stringent quality control procedures are enforced and maintained at all times. Boyce & Bynum Laboratories P.C. participates in the Proficiency Testing Program from the College of American Pathologists (CAP), AAB and CytoQuest.

Clinically abnormal results, which may be significant, are reviewed by the Department Supervisor and a Pathologist prior to reporting. Critical values are called immediately so patients may receive the necessary medical treatment as soon as possible.

We are accredited by the College of American Pathologists and licensed by the Federal Government for the Medicare program.

Most of the routine testing is performed at our central reference laboratory facility in Columbia, Missouri. Esoteric testing is referred to ARUP (Associated Regional & University Pathologist in Salt Lake City, Utah), LabCorp (Laboratory Corporation of America in Burlington, North Carolina) and to the University of Missouri – Columbia, Missouri.

### **Client Services/Courier Network:**

Boyce & Bynum's Client Services Department will be the major source of information for you. Employees in Client Services are trained to respond to client needs such as result inquiries, unlisted test information, technical questions, and specimen requirements. Client Services operates on a work schedule conducive to client needs and are available by calling a direct toll free number, **1-800-786-4602**. Physician inquiries may be directed to our pathologists if desired.

Boyce & Bynum will provide at no cost specimen containers, requisitions, Directory of Services with instructions for processing specimens, specimen collection tubes, PAP supplies and courierbags.

Boyce & Bynum arranges for courier services to retrieve specimens from our clients through out our service area in Missouri, northern Arkansas, eastern Kansas and eastern Oklahoma. Pickups are arranged to accommodate the client needs. The professional couriers are trained in proper handling and transportation of medical specimens in accordance with state and federal regulations.

### **Connectivity Services:**

Boyce & Bynum Pathology Laboratories understands the value of information system integration and has the technology and resources to facilitate communications with a variety of applications and platforms. In addition to interface solutions, BBPL's Laboratory Information System also provides state of the art test ordering and result reporting to our clients. Upon completion of testing, test results are reported to the client and are available 24/7 on our secure web portal. For more information about BBPL's connectivity services, contact your BBPL client support representative.

### **Billing & CPT Coding:**

Each month the client will receive an itemized invoice/statement which will indicate the date of service, patient name, CPT code, test name, and test charge.

CPT Coding: It is the responsibility of the client to determine correct CPT codes to use for billing. While this catalog lists CPT codes in an effort to provide some guidance, CPT codes listed only reflect our interpretation of CPT coding requirements and are not necessarily correct. The client should verify accuracy of codes listed, and where multiple codes are listed, should select codes for tests actually performed on the specimen. Boyce & Bynum Pathology Laboratories assumes no responsibility for billing errors due to reliance on CPT codes listed in this catalog. For further reference, please consult the CPT Coding Manual published by the American Medical Association.

### **Reflex Testing:**

Boyce & Bynum Pathology Laboratories offers tests that reflex to additional follow-up tests when medically appropriate. In many cases, BBPL offers components of reflex tests individually as well as together. Clients should familiarize themselves with the reflex test offerings and make a decision whether to order a reflex test or an individual component.

### **Continuous Quality Improvement Program:**

Boyce & Bynum Pathology Laboratories has an extensive Continuous Quality Improvement (CQI) program. Our program builds upon the concepts of quality control and quality assurance providing an opportunity to deliver consistent, high-quality and cost-effective service to our clients. In addition, our CQI program enhances our ability to meet and exceed the requirements of regulatory/accreditation agencies and provide quality service to our clients.

A core principle at Boyce & Bynum Pathology Laboratories is the continuous improvement of all processes and services that support the care of patients. In addition, our CQI processes focus on meeting the needs of our clients, to help them serve their patients.

The policies, processes, and procedures associated with the CQI program can be applied to all operations of workflow (e.g., pre-analytical, analytical, and post-analytical). Performance is measured through surveys, audits, proficiency testing, and constant monitoring of internal and external quality indicators. Data generated by these quality measurements drives process improvement initiatives to seek resolutions to system-wide problems.

Boyce & Bynum participates in the Proficiency Testing Program from the College of American Pathologists (CAP), AAB and CytoQuest. We conduct internal assessments and comparability studies to ensure the accuracy and reliability of patient testing when an approved proficiency testing program is not available or additional quality monitoring is desired.

### **Technical Assistance:**

Technical assistance is available to clients of Boyce & Bynum Pathology Laboratories. We have many qualified registered medical technologists available to provide this service. These individuals can assist with problem solving and procedural advice on a requested basis.

### **BBPL Policies:**

#### **Business Continuity and Contingency Planning:**

In the event of a disaster, Boyce & Bynum Pathology Laboratories has a comprehensive contingency plan in place to ensure that the impact on laboratory practice is minimized.

#### **Compliance Policies:**

Boyce & Bynum Pathology Laboratories is committed to compliance with applicable laws and regulations such as the Clinical Laboratory Improvement Amendments (CLIA). Regulatory agencies that oversee our compliance include, but are not limited to, the Centers for Medicare and Medicaid Services (CMS), and the Department of Transportation (DOT).

BBPL develops, implements, and maintains policies, processes, and procedures throughout our organization which are designed to meet relevant requirements. We expect clients utilizing our services to ensure their own compliance with patient confidentiality, diagnosis coding, anti-kick back statutes, professional courtesy, CPT-4 coding, CLIA proficiency testing, and other similar regulatory requirements.

### **Confidentiality of Results:**

Boyce & Bynum Pathology Laboratories is committed to maintaining confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance for appropriate release of patient results, BBPL has adopted the following policies:

Phone Inquiry Policy—One of the following unique identifiers will be required:

- ⚠ BBPL accession ID number for specimen; **or**
- ⚠ Client account number from BBPL along with patient name; **or**
- ⚠ Client accession ID number interfaced to BBPL **or**
- ⚠ Identification by individual that he or she is, in fact, the “referring physician” identified on the requisition form for the BBPL client.

Under federal regulations, we are only authorized to release results to ordering physicians or health-care providers responsible for the individual patient’s care. We appreciate your assistance in helping BBPL preserve patient confidentiality. Provision of appropriate identifiers will greatly assist prompt and accurate response to inquires and reporting.

### **HIPAA Compliance:**

Boyce & Bynum Pathology Laboratories is fully committed to compliance with all privacy, security, and electronic transaction code requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). All services provided by BBPL that involve joint efforts will be done in a manner which enables our clients to be HIPAA and The College of American Pathologists (CAP) compliant.

### **Proficiency Testing:**

Boyce & Bynum Pathology Laboratories is a College of American Pathologists (CAP)-accredited, CLIA-licensed facility that voluntarily participates in many diverse external and internal proficiency testing programs. It is BBPL’s expectation that clients utilizing our services will adhere to CLIA requirements for proficiency testing (42 CFR 493.801), including a prohibition on discussion about samples or results and sharing of proficiency testing materials with BBPL during the active survey period. Referring of specimens is acceptable for comparison purposes when outside of the active survey period or when an approved proficiency testing program is not available for a given analyte.

### **Reportable Diseases:**

BBPL endeavors to comply with laboratory reporting requirements for each state health department regarding reportable diseases. We strive to cooperate with our clients so that we both comply with state regulation