GENERAL INFORMATION

INTRODUCTION
Diagnostic Laboratory Medicine (DLM) is a full-service clinical laboratory, dedicated to serving the laboratory testing requirements of the Greater Boston through the Western MA medical community and southern New Hampshire. Our laboratory houses departments of General Chemistry, Special Chemistry, Endocrinology, Immunology, Therapeutic Drug Monitoring, Toxicology, Immunochemistry, Microbiology, Hematology, Serology, Immunohematology, Urinalysis, Electrocardiography, Infection Control, Client Services, Field Services, Information Technology, Infertility, Pathology, Cytology, Billing, Sales, Service, and Phlebotomy.

SCOPE OF SERVICE
The scope of services offered by DLM covers all major disciplines in clinical and anatomic pathology and the medical laboratory sciences. On-site testing includes the vast majority of tests commonly ordered. Services are provided to physicians’ offices, clinics, hospitals, fertility practices, extended care and long term care facilities and homebound patients. A comprehensive phlebotomy service is provided to meet client requirements on a routine as well as a STAT basis. Comprehensive management reports, Utilization Reports, In-Service Training and Infection Control Programs are available and are customized to the client’s requirements.

ACCREDITATION
DLM is fully accredited and licensed by the Commonwealth of Massachusetts (DPH) and the Federal Government (CLIA ‘88), by The College of American Pathologists (CAP) and The Joint Commission on Accreditation of Healthcare Organizations with commendation (JCAHO), and is approved to participate in Medicare and Massachusetts Health reimbursement programs, and is contracted with all managed care health insurers. Additionally, we participate in the Proficiency Testing Programs of the College of American Pathologists (CAP).

STAFF
Dr. Joseph D. Musto is President and Director of Laboratory Medicine and sole Stockholder. He is a Board Certified Clinical Laboratory Director and an Associate Professor of Clinical Pathology at the University of Massachusetts Medical School. Additionally he holds multiple certifications in Laboratory Medicine and has more than 20 publications. The technical personnel are Medical Technologists and Medical Laboratory Technicians certified under CLIA’ 88 and state licensure and meet the requirements of CAP and JCAHO to perform and supervise all testing. These individuals hold Masters, Bachelors, and Associate Degrees.

SPECIMEN PICK-UP
DLM maintains vehicles that make regular pick-ups of specimens. Pick-ups are scheduled multiple times during the day. The last pick up is scheduled as late in the day as possible to permit the client to see all of his/her patients by the time the courier arrives. Special pick-ups may be scheduled by calling the laboratory by noon the day the special pick-up is needed. To maintain specimen integrity, our couriers utilize appropriate specimen handling containers.
PROMPT REPORTING
Specimens are processed upon receipt and results are returned to the client as soon as possible. STAT testing is available on request. Most tests are completed and reported the same day. Hard copy results transmitted via a printer or online over the Internet in the client’s office. Critical results are phoned to the client as soon as test results are available. PTINRs are given priority so that the doctor reviews results before he or she leaves the office.

REPEAT DETERMINATIONS
In any case where the laboratory result does not agree with the doctor’s clinical impression of the patient, DLM will repeat the test upon request.

FOLLOW-UP PROCEDURES
The laboratory maintains all serum samples for six days following referral. If the doctor wishes to order any follow-up procedures, based on his/her initial test results, it merely requires a call to the lab to order the tests. It is not necessary for the patient to be inconvenienced.

SPECIMEN COLLECTION SUPPLIES
DLM provides to its clients all supplies necessary to collect and prepare specimens for referral to the laboratory.

OUTPATIENT FACILITIES
DLM maintains outpatient departments at each of its locations. The locations and phone numbers are located on the next page. Your patient may call the most convenient location for an appointment or simply come in during normal business hours. Results will be returned to the client as soon as possible. If you require your results on a STAT basis, simply mark your order STAT or call the laboratory with instructions. We will phone, fax or transmit results as soon as the test is completed, usually within two hours.

BILLING
DLM will bill the client, institution, patient or third party payer as directed by the referring doctor. If patient or third party billing is desired, please be sure to provide accurate addresses, insurance numbers and diagnostic information for accurate laboratory billing.

SPECIMEN PREPARATION
The service manual contains specimen requirements for all the procedures offered by DLM. The quality of the results you receive is greatly affected by the quality of the specimen referred to the laboratory. To receive the best laboratory results, please follow the specimen requirements carefully.

CLIENT SERVICES
A fully staffed client services department provides many functions to satisfy the needs of our clients. These include receiving calls for results, add on tests, stats, supplies, scheduling house calls, calling of abnormal results to clients on a customized basis and any other questions or issues clients need resolved.
INFORMATION TECHNOLOGY
DLM, through the Internet, provides access to patient data, report printing, bi-directional communication and interfacing to the client's practice management system.

If you have any questions concerning the services offered by DLM, please call Dr. Joseph Musto at 800-582-6248. We will be pleased to help you in any way we can.