



Scope of Work 99SWC-S3830

Clinical Laboratory Testing

1. GENERAL REQUIREMENTS

- 1.1. Vendors must be a fully accredited laboratory by one of the national accreditation agencies.
- 1.2. Patients referred by a state agency with the appropriate laboratory requisition form to the successful vendor's locations for specimen collection must not be refused service.
- 1.3. Vendor will be required to provide:
 - A. CLIA certification
 - B. Director's Laboratory License
 - C. Proof of criminal history/background checks on any of its employees servicing using agencies before the employee will be allowed access to the facility to begin work.
 - D. Upon request, provide evidence of medical clearance of employees servicing the facility, to include two-step TB testing, hepatitis B vaccination status, and fit for duty medical clearance. Vendor's employees will not be allowed to enter the facilities until this requirement has been satisfied. If it is found that a vendor's employee is working in the facility without having met this requirement, the employee will be removed, and vendor will be notified. Using agencies will agree to maintain the confidentiality of such medical information as if that information was PHI under HIPPA.
- 1.4. Vendor must provide:
 - A. Aggregated data on Turn-Around-Times (TAT) for routine sample and STAT testing monthly.
 - B. Monthly quality improvement data concerning monitoring, turnaround time for routine lab tests, drug screen STAT tests and panic value notification.
 - C. Data integration software into the laboratory information system at the site of testing.

2. STAFF REQUIREMENTS

- 2.1. Some locations may specify contractor male and/or female staff to observe the tests at collection sites.
- 2.2. Phlebotomist requirements:
 - A. Meets CLIA and NV state licensing requirements.
 - B. Cooperative with the nursing, laboratory, or physician team by providing information regarding the vendor(s) ordering, testing and resulting process.
 - C. If any management issues arise with the dedicated phlebotomist, vendor will work with the laboratory director, hospital administrator or clinic directors to resolve those. If requested, replacement of a dedicated phlebotomist will be respected by the vendor.
 - D. At least one dedicated phlebotomist at Southern Nevada Adult Mental Health Services (SNAMHS) during the week beginning at 5:30 am until 1:30 pm. This dedicated phlebotomist will assist in processing samples as needed to support vendor(s) testing and onsite testing. This dedicated phlebotomist will also follow laboratory standard operating protocols in the laboratory as related to his/her job function.
- 2.3. Communicate professionally via email and phone with the laboratory sites on a monthly basis or as agreed upon.
- 2.4. Alert the laboratory director, hospital administrator, and/or the clinic director regarding any changes in service one month prior to the change.
- 2.5. ASCP certified pathologist who is available for consultation during normal working hours, Monday through Friday, 8:00 AM to 5:00 PM Pacific Time.

- 2.6. Personnel will be required to conform to all policies and procedures of the using agency and will be under the direction of the State's designee for their duties and responsibilities. This may include attending orientation and related yearly onsite trainings.
- 2.7. Vendor staff may be required to consult with residential medical directors or designee upon request or as needed.
- 2.8. Availability. Seven (7) days a week, twenty-four (24) hour coverage for regular lab draws, STAT phlebotomy and courier transport for phlebotomy services and laboratory diagnostic testing services.
- 2.9. Dedicated personnel that can accept telephone notification from using agencies regarding laboratory emergencies.
- 2.10. At least one Phlebotomist who is proficient in the venipuncture of children less than 1 year of age at all satellite locations during business hours.

3. TESTING REQUIREMENTS

- 3.1. STAT and provide results with a two-hour total TAT. STAT results must be available within two hours from the time the laboratory receives the notification of the needed specimen, and the results are called into the using agency's designee. This requirement may be modified by individual facilities as agreed upon by the facility and vendor.
- 3.2. All requests for STAT lab draws must be performed within two (2) hours TAT. This requirement may be modified by individual facilities as agreed upon by the facility and vendor.
- 3.3. When abnormal and/or critical results are repeated and verified by the successful vendor(s), there will be no additional charge for repeat testing.
- 3.4. Phlebotomists must identify patients using at least two identifiers (e.g. patient name, birthdate, medical records number, photo identification, etc.) as per Joint Commission Standards.
- 3.5. Vendor must immediately notify using agency of any critically abnormal test results as established by using agency and medical executive board, and when otherwise indicated. Vendor will be required to document who they gave results to, time, date, and initials of the person giving the report on the report documentation. (Criticals, according to regulations, include STATS). The call must be followed up by a hard copy of the report and delivered to the using agency within two (2) hours of initial phone call, by fax or other established electronic means.
- 3.6. Vendor must provide dedicated phlebotomists with specimen processing equipment (including a verified, refrigerated centrifuge if required for serum ammonia collections) at requested locations, including outpatient clinics during normal hours of operation.
- 3.7. Vendor must also provide dedicated phlebotomist(s) coverage seven (7) days a week, twenty-four (24) hour STAT coverage for weekends and nights as needed. Some locations require more than one dedicated phlebotomist. This requirement may be modified by individual facilities as agreed upon by the facility and vendor.
- 3.8. Preliminary results on tests that require more than twenty-four (24) hours of completion must be provided to the using agency.
- 3.9. Normal (routine) reports must be provided within a twenty-four (24) hour timeframe to the using agency. Results must be provided online via Laboratory Information System integration or website, or emailed or faxed to staff, as agreed to between the using agency and contracted vendor.

4. BILLING

- 4.1. Vendor must supply clinical laboratory testing as well as supplies necessary to the collection of specimens and samples for testing at no additional cost to the agency.
- 4.2. Vendor will pay for the telephone line connecting their facility to the using agency.
- 4.3. Vendor must physically cover (on using agency's site) the vacation and sick leave times of the agency's Microbiologist (where applicable).
- 4.4. Vendor may be required to bill third parties and will be required to accept as full payment for services, amounts received from Medicare Part B, Medicaid, or other third parties.

- 4.5. Vendor must submit or postmark prior month's service bill within thirty (30) days of the end of each month or lose its right to submit a bill.
- 4.6. Vendor must conduct repeated tests upon request, at no additional charge, on a submitted sample/specimen in situations where initial result does not, in the opinion of the requesting physician, correlate with the patient's clinical status.
- 4.7. The successful bidder must provide and maintain information to allow for online ordering capability through NevadaEPro. The state will work with the successful bidder to determine which platform is appropriate.

5. SERVICE LOCATIONS

- 5.1. Proposals must include information regarding client access to lab sites for each outpatient in Rural Clinics.
- 5.2. If available, vendor(s) may provide a dedicated phlebotomist at rural clinic locations if none is available in the city where the clinic is located.
- 5.2.1. The Rural Clinic centers are located in:

A. Battle Mountain	B. Dayton	C. Lovelock	D. Winnemucca
E. Carson City	F. Fernley	G. Mesquite	H. Eureka County
I. Minden	J. Silver Springs	K. Overton	L. Storey County
M. South Lake Tahoe	N. Yerington	O. Caliente	P. Esmeralda County
Q. Elko	R. Fallon	S. Pahrump	
T. Ely	U. Hawthorne	V. Tonopah	