

Referral Lab Spotlight

DUKE CLINICAL LABS



Lab's Area of Focus

Processing tests for shipment to external performing laboratories, manual billing for Gen Code tests, and scanning non interface test reports to the patient's EMR.

- Location:** Duke South Room 4338
- Hours:** Monday-Friday 8:30am-10pm
- Average Annual Volume:** 141,513

The Duke Referral Lab ensures the completion and reporting of the laboratory analysis on samples or specimens that require methods and procedures that the Duke Clinical Labs do not perform (including Clinical and Anatomic Pathology). When a Duke Clinical Laboratory is unable to perform in house testing, the Duke Referral Lab processes and ships the specimen(s) to an external performing lab and ensures billing and reporting of the results.

The Team

- Directors: Mary Smith and Ashlee Stiles, PhD
- Manager: Kathryn Winston
- Supervisor: Penda Jones
- 11 Techs
- 2 PRMO Patient Account Associate and Team Lead, 2 Mayo processors, and 2 LabCorp processors



Incoming Results

- Tests are resultated through an interface or manually scanned into Beaker by the Referral Lab team.
- Three members of our team work at 308 Crutchfield Street in Durham. They are responsible for scanning final reports on non-interfaced tests and following up on the Referral Lab Outstanding test lists for both interfaced and non-interfaced tests.
- They also maintain a database of 182 external reference labs' CLIA certifications and CAP accreditations.

Outgoing Tests

- Using CMS rules, a team of employees determine whether a Gen Code (miscellaneous) test qualifies for third party billing by the external performing laboratory or for Duke Health to bill the patient.
- This team also enters the test price and CPT codes into a Maestro Care Work Queue.
- The third party billing determinations have reduced the cost of send out tests for the Duke Referral Lab.
- The Patient Account Associates also perform prior authorizations for Molecular Pathology tests for UHC and clear twenty-two Maestro Care work queues including claim edits daily.

The Duke Referral Lab refers specimens to over **182 external reference laboratories**. Referral lab tests are interfaced Mayo Clinic, LabCorp, Viracor, Prometheus, CareDx, and Aegis Laboratories.

Current Projects

Implementation of a Foundation Medicine interface is currently being validated