



## Main Line Health welcomes pathologist Dr. Nguyen T. Vo



Main Line Health Laboratories and Main Line Pathology Associates are pleased to welcome Nguyen T. Vo, MD, to the MLH pathology team. Dr. Vo is board-certified

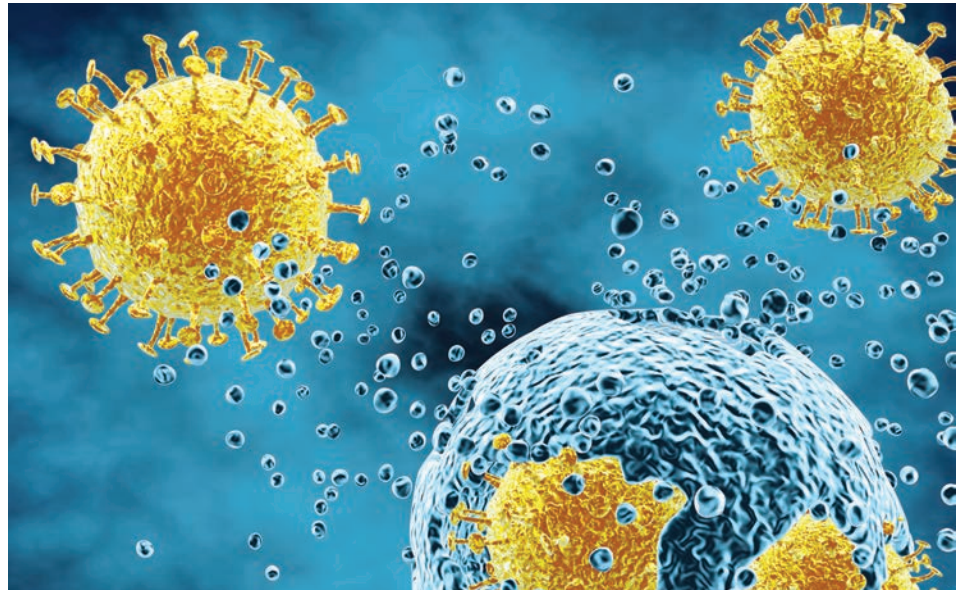
in cytopathology, anatomic pathology and clinical pathology. His main office will be at Paoli Hospital but he will rotate through all campus facilities.

Dr. Vo was a fellow in Cytopathology at Ohio State University and did his post graduate pathology residency, at Pennsylvania Hospital and a year of surgical pathology fellowship at the University of Pennsylvania. He was also a resident at Louisiana State University Sciences Center in Shreveport, Louisiana, where he was presented with the Outstanding Teaching Award and the Albert Smith Resident Symposium Award, twice. Dr. Vo received his Doctor of Medicine from Saint James School of Medicine in Park Ridge, Illinois, and his undergraduate studies were completed at Indiana University and Purdue University, Indianapolis.

Dr. Vo currently resides in Sewell, New Jersey. He enjoys exercise, weightlifting, football—both college and professional—travel, food, nonfiction, and movies and has an extensive collection of pathology photos and slides. Dr. Vo can be reached at Paoli Hospital at 484.565.1146. ■

## Influenza and respiratory virus testing

**M**ain Line Health Laboratories will continue to perform detection of Influenza A and B and respiratory syncytial virus (RSV) by polymerase chain reaction (PCR), which provides accurate and timely results. The sensitivity and specificity of both assays are 98%. The laboratory offers three ordering options: influenza A/B and RSV, RSV only, and influenza A/B only. These tests are performed at all four campus laboratories and offered *stat* with a one-hour turnaround time from receipt of specimen.



A nasopharyngeal specimen taken with a flocked flexible mini-tip swab will be required and transported in 3 ml BD Universal Viral Transport Media, BD product # 220531. Contact the MLH Lab Client Services Center at 484.580.4200 to order specimen collection kits.

Since the PCR test for influenza and RSV is highly reliable, there should be less need to order the expensive, comprehensive respiratory viral panel. The viral respiratory panel should be limited to those patients who are immunocompromised, require ICU care, or whose diagnosis will be altered with a positive test by avoiding antibiotic therapy. Our goal is to use this test more judiciously, reducing costs while improving clinical care. We will be auditing the ordering of all comprehensive viral respiratory panels for adherence with the recommended clinical pathways and providing feedback to clinical programs and individual ordering providers.

# 2019 Laboratory Satisfaction Survey results

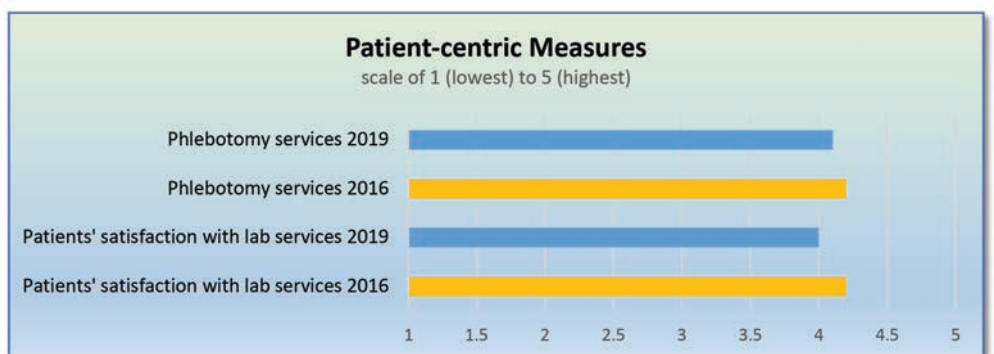
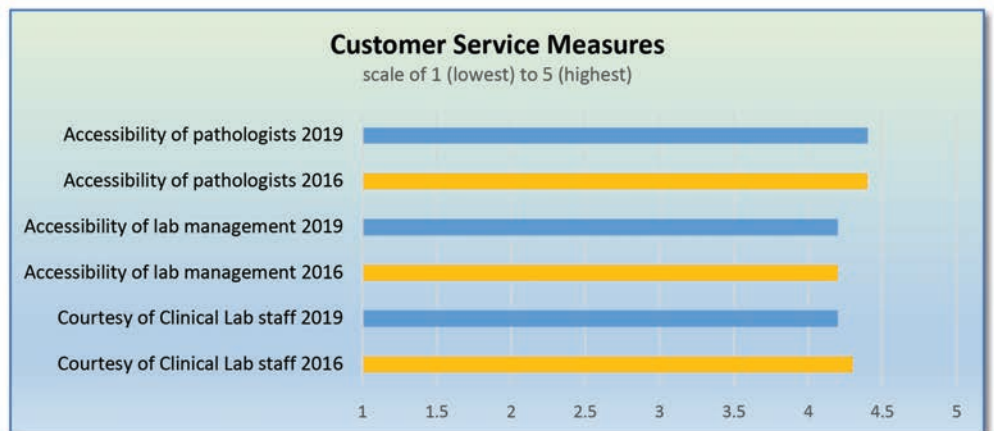
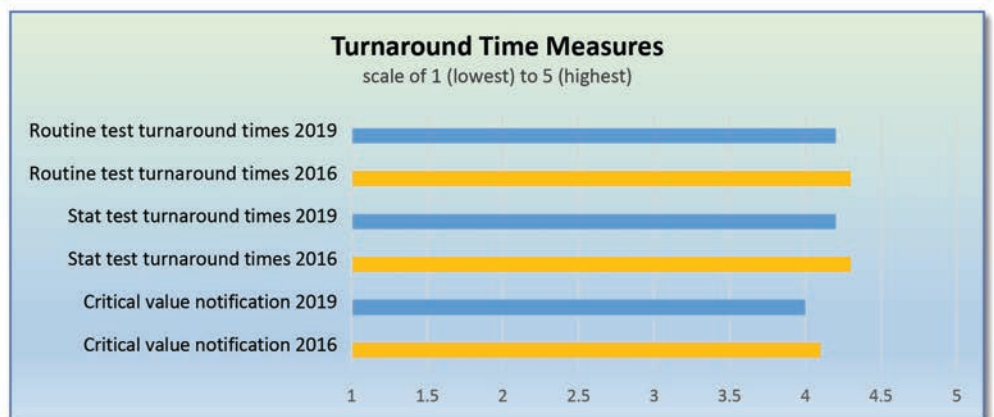
This past June, Main Line Health Laboratories (MLH Labs) distributed a survey asking for feedback about the service we provide to clinicians. The survey was distributed to the MLH medical staff as well as to administrators and health care practitioners in referring long-term care facilities. We greatly appreciate those who took the time to respond.

There were 108 total respondents. Providers were asked to rate key aspects of MLH Labs' service. The scores range from 1 to 5 with one being the lowest and five being the highest. Additional questions were asked about MLH Labs' strengths and to identify areas for development. Finally, respondents were asked if they would recommend MLH Labs to another physician or facility.

The charts below compare the average 2019 scores with those of the most recent 2016 survey. This year's results compared closely with 2016, on the whole. 93.3 percent of respondents would recommend MLH Labs to another physician or facility. The most positive comments were for convenience (17), rapid turnaround time (14), quality (9) and accessibility and ease of communication (8). Respondents most frequently asked for a quicker patient intake process (14). 22 commented that they were pleased with all aspects of service.

The overall satisfaction with MLH Laboratories remains quite high; nonetheless opportunities for improvement were discovered and are being addressed by teams within our organization. We highly value your advice as we strive to achieve superior results and to become your premier laboratory of choice.

If you have any questions, please contact Jack Galamb, outreach manager at galambj@mlhs.org or call 484.580.4006. ■





# Laboratory service to homebound patients

**M**ain Line Health Laboratories is committed to providing a superior patient experience by offering laboratory specimen collection to homebound patients whose health will not allow travel to a Main Line Health hospital or ambulatory facility. This service is available to MLH active medical staff and MLH Laboratory clients. Services are provided Monday through Friday by advance written request for patients with MLH-participating insurance coverage and who reside within the MLH Labs outreach primary service area.



A MLH Laboratory request form and prescription should be faxed to the MLH outreach phlebotomy team at the Bryn Mawr Hospital at 610.672.0124 with the following information:

## Required on the lab requisition

- Patient legal name
- Date of birth
- Telephone number
- Complete address
- Tests requested
- Dates requested
- ICD-10 code(s)
- Insurance information

## Required on the prescription

- Statement attesting that the patient is housebound and why
- ICD-10 code(s)

continued on page 4 >



## Short-lived specimens

**C**ertain tests have a very limited time of specimen viability at room temperature. For some tests, it is recommended to refer the patient to a hospital site for collection. The list below is of common tests and specimens that have a viability of 24 hours or less. The times listed are the maximum limits from time of collection to time of receipt in the laboratory.

- **B-type natriuretic peptide (BNP)**: 7 hours. Whole blood, lavender top EDTA tube.
- **DDIMR (D-dimer)**: 4 hours. Referral of the patient to a hospital site for collection is recommended.
- **Differential white blood cell count (WBC diff)**: May be added to a CBC if the specimen is less than 24 hours old.
- **Erythrocyte sedimentation rate (ESR, "sed rate")**: 6 hours at room temperature; 24 hours if refrigerated. Whole blood, lavender top EDTA tube.
- **Fibrinogen**: 4 hours. Referral to a hospital site for collection is recommended.
- **Lupus anticoagulant screen**: 4 hours. Referral to a hospital site for collection is recommended.
- **Partial thromboplastin time (PTT)**: 10 hours. Whole blood, light blue top tube. Note: if the patient is on heparin, the viability is only 4 hours. Referral to a hospital site for collection is recommended.
- **Prothrombin time (PT/INR)**: 24 hours. Whole blood, light blue top tube.
- **Quantiferon TB Gold®**: 16 hours if not incubated. 4-tube collection kit.
- **Reticulocyte count**: 8 hours. Whole blood, lavender top EDTA tube.
- **Troponin**: 2 hours. Referral to a hospital site is recommended.

If you have any questions, contact Rowena Burrows, core lab division manager, at 484.476.2610 or email [burrowsr@mlhs.org](mailto:burrowsr@mlhs.org). ■

## Laboratory Service to Home-Bound Patients

continued from page 3

The service will be scheduled between the hours of 9:00 am and 12:30 pm. Patients or family members will be notified of the appointment day and date. Scheduling will be determined by staffing and logistics. Every effort will be made to see the patient promptly; however, stat service is not available. Patients must be at their residence at the appointed time. Testing will be performed at MLH Laboratories. Results will be reported to the ordering provider.

### MLH Labs outreach service area for homebound collection

Ardmore.....	19003
Aston.....	19014
Bala Cynwyd .....	19004
Berwyn.....	19312
Broomall .....	19008
Bryn Mawr .....	19010
Devon.....	19333
Drexel Hill .....	19026
Gladwyne .....	19035
Haverford .....	19041
Havertown.....	19083
Lansdowne.....	19050
Malvern.....	19355
Manoa .....	19083
Media.....	19063
Merion Station .....	19066
Narberth .....	19072
Newtown Square.....	19073
Paoli.....	19301
Phila., Overbrook.....	19151
Phila., West Park.....	19131
Radnor.....	19087
St. David's.....	19087
Springfield.....	19064
Upper Darby.....	19082

Villanova .....	19085
Wayne.....	19087
Wynnewood.....	19096

### MLH Lab participating insurance plans

Generally, all traditional Medicare and most private insurance PPO plans are accepted. A current list can be obtained by calling MLH Laboratories marketing at 484.580.4006.

### Homebound patient requirements

A patient is considered homebound when their condition, due to an illness or injury, restricts the ability to leave their residence without the aid of supportive devices, special transportation or the assistance of another person. The aged person who does not often travel, due to feebleness or insecurity brought on by advanced age, is not considered to be homebound.

The following are examples of homebound patients:

- A patient with arteriosclerotic heart disease of such of such severity that all stress and physical activity must be avoided.
- A patient paralyzed from a stroke who is confined to a wheelchair or requires the aid of braces in order to walk.
- A patient who is blind and requires the assistance of another person to leave home.
- A patient who has just returned from a hospital stay involving surgery, who may be suffering from resultant weakness and pain, and whose actions therefore

may be restricted by their physician to certain specified and limited activities.

- A patient with a psychiatric problem if their illness is manifested in part by a refusal to leave the home environment; or, if it would be considered unsafe to leave home unattended, even without physical limitations.

If you have any questions, please call Belinda West, outreach phlebotomy supervisor at 484.565.1500, or the Client Service Center, 484.580.4200. ■

## Influenza and respiratory virus testing

continued from page 1

Our infection prevention teams are available to meet with clinical teams to review the preferred clinical pathways. If you have any questions, please call Dr. Mark Ingerman, system chief of infectious diseases at Main Line Health, at 610.896.0210 or Daniel Lindao, microbiologist, MLH Laboratories, at 484.476.8424.

At the time of this writing, the CDC reported influenza-like illness (ILI) activity to be below baseline. However, parts of the country are seeing early increases in activity. Louisiana is experiencing ILI high activity and moderate to low activity was reported in a few southern states.<sup>1</sup> ■

<sup>1</sup>The Centers for Disease Control and Prevention (CDC), Weekly Influenza Surveillance Report (Week ending November 9, 2019), [cdc.gov/flu/weekly/index.htm](https://www.cdc.gov/flu/weekly/index.htm)

### MAIN LINE HEALTH LABORATORIES CONTACT INFORMATION

Client Services .....	484.580.4200
Main Line Health Laboratories Billing.....	484.829.6060
Main Line Pathology Associates Billing.....	610.459.3113
Pradeep Bhagat, MD, Medical Director, Main Line Health Laboratories.....	484.476.3521
Judyann Gilbert, System Director, Main Line Health Laboratories.....	484.476.2630
Rowena Burrows, Division Manager, Core Laboratories, Lankenau.....	484.476.2610
Liz Hallinan, Rapid Response Lab Manager, Paoli .....	484.565.1412
Judy Smith, Rapid Response Lab Manager, Riddle.....	484.227.3221
Erin Tretter, Rapid Response Lab Manager, Bryn Mawr .....	484.337.3545
Jack Galamb, Manager, Outreach .....	484.580.4006



**Main Line Health**<sup>®</sup>  
Well ahead.<sup>®</sup>

[mainlinehealth.org/labs](https://mainlinehealth.org/labs)