

Scope of Services

STAFFING PLAN

Pocono Medical Center Laboratory located at 206 East Brown Street, East Stroudsburg is staffed 24 hours a day, seven days a week to meet the needs of all inpatient and out patient service areas.

OUT PATIENT SERVICES

Patient Service Centers

Pocono Medical Center Laboratory operates **four** patient service centers:

- **The Pocono Medical Center Ambulatory Testing Center (ATC)** is located at the Medical Center (206 East Brown Street, East Stroudsburg) and is adjacent to the Patient Registration Area on the 1st floor. Personnel collect blood and urine specimens from patients of all ages and perform EKG services. Hours of operation are 6:00 a.m. to 6:00 p.m. Monday through Friday and 6:00 a.m. to 2:30 p.m. Saturday. This facility is closed on holidays. Phone: 570-476-3371 and Fax: 570-421-7762
- **The 447 Patient Service Center** is located at the 447 Office Plaza, 500 Plaza Court, East Stroudsburg. Personnel collect blood and urine specimens from patients of all ages and perform EKG services. Hours of operation are 7:00 a.m. through 5:00 p.m. Monday through Friday, excluding holidays. Phone: 570-476-3597 and Fax: 570-476-7394
- **The Pocono Ambulatory Surgery Patient Service Center** is located at 1 Veterans Plaza, Storm Street, Stroudsburg. Personnel collect blood and urine specimens from patients of all ages and perform EKG services. Hours of operation are 9:00 a.m. through 3:00 p.m. Monday through Friday, excluding holidays. Phone: 570-421-5112 and Fax: 570-420-0231
- **Mt. Pocono Patient Service Center** is located at the Mountain Healthcare Center, Rt 611 (across from the airport) in Tobyhanna. Personnel collect blood and urine specimens from patients of all ages and perform EKG services. Hours of operation are 7:00 a.m. through 5:00 p.m. Monday through Friday, excluding holidays and Saturday 7:00 a.m. through 12 noon. Phone: 570-895-4280 and Fax 570-895-4288

Pocono Medical Center Laboratory located at 206 E. Brown Street, East Stroudsburg.

CLIENT SERVICES

Our Client Service representatives can provide you with information regarding:

- Specimen collection and handling requirements
- Test results
- Courier pickups
- Billing policies

To reach a Client Service representative, please call 570-476-3369.

PROBLEM REFERAL

The staff at Pocono Medical Center Laboratory makes every effort to serve our clients accurately and efficiently. If problems arise relating to any aspect of our service, we ask that you notify our Client Service Representative at once so that we may identify and correct the problem. Please call 570-476-3369.

TEST ORDERING / REQUISITIONS

Refer to 'Completing Pocono Medical Center Laboratory Requisition' for specifics on patient demographic information required when any test is ordered and/or specimen submitted for testing.

- **Pocono Medical Center Laboratory Test Requisition:**
This is the standard form (# 2194 FA023) for ordering clinical laboratory procedures. Our most frequently ordered tests are printed on the requisition and can be ordered by simply checking the appropriate box. Tests not listed on the requisition form can be written in.
- **Surgical Pathology Requisition:**
This form (#2199 LB012) must be used when submitting tissue samples or to the laboratory.
- **Cytology – Gynecologic Cytology (PAP Smear) Request Form:**
This form (#LAB-11) must be used when submitting a Pap smear.
- **Cytology – Non-Gynecological Specimen Requisition:**
This form (#2200 LB013) must be used when submitting cytology specimens collected from all body sites except the vagina and cervix (Pap smear).

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LABORATORY REPORTS

- **Office Fax** – Reports will print on a fax located in your office at a scheduled time. Reports may also be requested at other than scheduled times by phoning Client Services at 570-476-3369.
- **Telephone** – Used when “Call Results” is specified on test requisition form, or if test results are determined to be critical values. Results may also be requested by calling Client Services between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday. In all cases, a printed report will follow according to the pre-defined delivery schedule.
- **Courier service** – Through scheduled deliveries.
- **First Class mail**
- **Immediate Fax** – Used when “Fax Results” is requested, either on the test requisition form or in response to a telephone request.