



**To:** CDL Clients  
**From:** Management  
**Subject :** Important reminder  
**Date:** February 11, 2013

*Version française disponible/ French version available*

**Help us improve the quality of your patient results.**

Dear client,

CDL continuously strives to provide its clients with essential information regarding federal, provincial and general CDL laboratory regulations. In order to ensure the highest quality of patient results and exceptional laboratory services, the following important policies and guidelines must be respected.

**Missing Tests on Requisitions:** All specimens that are sent to CDL Laboratories must have the appropriate tests checked off on the patient requisition. CDL often receives samples with no associated tests marked on the requisition. This problem will delay the testing process and could potentially jeopardize the specimen stability.

**Reportable Diseases:** In the case of a reportable disease (mainly for Sexually Transmitted Diseases), CDL must provide the L.S.P.Q (Laboratoire Santé Publique du Québec) with the complete patient address. Please provide patient addresses when STD's or other reportable diseases are requested (consult the CDL catalogue to identify reportable diseases).

**Missing or Problematic Samples:** CDL occasionally receives samples that are problematic (eg: leaking samples, insufficient quantity, misidentified/unidentified, etc...). It's CDL's policy to immediately advise the client of a problematic sample and to send a Specimen Request Form (requesting a new sample). If a sample is to follow (eg: OB, stool, urine, etc..), please indicate '**to follow**' on the requisition, in order to avoid any unnecessary calls to your office.

**Unidentified or Misidentified Specimens:** All specimens sent to CDL, including blood, urines, paps, culture swabs and all others must have a double identification. The family name and the first name of the patient must appear on all specimens, as well as the date of birth or medicare number. This is a Federal and Provincial regulation.

**If a specimen is not properly identified it will not be processed.**

**Specimen Request Forms:** When a sample is problematic or missing (please see the Missing/ Problematic Sample procedure above), a Specimen Request form will be sent to your office requesting a new sample. The sample will be on 'hold' in our database. In order to maintain an efficient 'specimen tracking system' and to also avoid clients from being billed twice for the same test, it's preferable for clients to use this form as a requisition and to send it along with the new specimen. This form is valid for a period of 3 months. After a 3 month period, the test will automatically be cancelled. If you know the patient will not be returning with the sample, you can send a fax requesting for CDL to cancel the test.

**Biohazard Transport Bags:** The external pouch is reserved for requisitions and ECG's. The internal pouch is reserved for specimens only. Please do not put samples (and requisitions) for multiple patients in one biohazard bag. Note: CDL now offers stat bags, if you are interested please fax your supply order form to the supplies department at: **514-341-9509**.

**Date and Time of Specimen Collection:** According to provincial requirements, the date and the time of specimen collection as well as the signature of the person who collected the sample must appear on the patient's requisition.

**Default Date of Birth:** If a patient's birth date is not indicated on the requisition, it will automatically be set as the system's default date of birth (1950/01/01). In order to avoid any problems locating patient files or to avoid result discrepancies, it's essential to include the patient's date of birth on the requisition.



## MEMORANDUM

**Emergency Contact Information:** In order to quickly communicate critical results, CDL asks that you provide us with an emergency number to reach you at any time (day or night). If you would like to update your information, please contact the Client Services department at **(514) 344-8022 ext. 268**.

**Multiple Requisitions:** CDL accepts the original requisition or a copy of said requisition attached to the CDL requisition. If there are discrepancies between the original requisition and CDL's requisition, only the tests/profiles that are transcribed onto the CDL requisition will be ordered.

### Services Information:

#### **Courier Service:**

- **Stat pick ups:** If you require an on call stat pick up, it's essential to give CDL at least 2 hours notice.
- **Evening pick ups** must be scheduled before 5:00pm.
- **Weekend pick ups** should be scheduled in advance (on Fridays), if this is not possible, they should be called in before 10:00am the same day.

*Clients located off the Island of Montreal are required to give more notice for pick ups, To schedule a specimen pick up please call: **(514) 344-8022 ext. 247** (dial zero after 4:30pm during the week).*

**Carbon Copies:** If you require CDL to send an additional copy of the results to a second doctor (carbon copy), you must indicate the first and last name of the second doctor on the requisition and the fax number (or email address).

If any information is missing, CDL will not be able to fulfill the request. A fax will be sent to your office explaining that we are missing information and cannot proceed with the request.

**Orders for Medical supplies** will be sent within 24-48 business hours from the time the order was placed. Please fax your supply order forms to (514) 341-9509. If you have any inquiries or questions regarding your order please contact the supplies department at (514) 341-2992. **Verify your stock regularly to ensure your supplies are not expired.** Expired supplies must be returned to CDL Laboratories.

**The Client Services department** can assist you with any non technical questions regarding: CDL's services, requests to forward results, patient prices or general information. They may be reached at **(514) 344-8022 ext 268**. *Dial zero after 5:00pm.*

**The Laboratory department** may assist you with any technical or scientific questions regarding laboratory testing, procedures, verbal results, etc...They may be reached at **(514) 344-8022 ext. 223**. *Dial zero after 5:00pm.*

**Requisitions:** CDL offers personalized requisitions to our clients. If you have requisition modifications to make (eg: updating doctors, etc..), please do not hesitate to communicate with our Document Control Coordinator at **(514) 344-8022 ext. 274**.

**Result Transmission:** Results can be submitted by fax, email, hard copy (delivered by CDL couriers), mail and by CDLLinx™. Results are easily viewable in real-time and printable from our exclusive CDL Linx™ system. If you are interested in using this system to view patient results, please contact a Client Services Representative at **(514) 344-8022 ext. 268**.

Please refer to CDL's catalogue or our website at [www.cdllaboratories.com](http://www.cdllaboratories.com) for additional information regarding the guidelines or procedures mentioned above.

It is our pleasure to serve you.

The Administration.