

Aculabs, Inc.
2 Kennedy Boulevard
East Brunswick, NJ 08816

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www.aculabs.com



Scheduling Policy

To: Director of Nursing, Assistant Director of Nursing, Nursing Staff, and Unit Managers

Subject: Guidelines for Scheduling Various Types of Lab Requests

Purpose:

This policy outlines the procedures for scheduling different types of lab requests to ensure proper handling and timely service.

Scheduling Options:

1. **Stat Requests:**

- **Definition:** Urgent requests for blood work that need immediate attention.
- **Scheduling:** Can be called in at any time on any day. Stat requests are limited to blood work only; we do not perform stat services for non-blood specimens (e.g., urine, stool, cultures). The only exception is for COVID-19 tests.
- **Note:** Please do not request stat for non-blood specimens except in cases related to COVID-19.

2. **Non-Routine Blood Work:**

- **Definition:** Blood draws required outside of the routine service day but not urgent.
- **Scheduling:** Requests are typically for a future date, not the same day. These should be scheduled with advance notice.

3. **Specimen Pick-Ups:**

- **Definition:** Collection requests for specimens that have already been collected.
- **Scheduling:** Schedule pick-ups around your routine service day whenever possible. If this is not feasible, we will arrange a pick-up outside of the routine schedule, which may take 24 to 48 hours to complete.

4. **Missed Lab Work:**

- **Definition:** Reporting a lab test that was not performed during the routine service day.
- **Scheduling:** This will be classified as a 'missed lab' and entered accordingly to avoid incorrect STAT charges.

5. **Timed Testing:**

- **Definition:** Tests that require a specific time frame related to medication administration or patient availability.
- **Scheduling:** Provide as many details as possible regarding the order and the required timing for the test.

How to Schedule:

- **Call Our Main Number:** Dial our main number, (732) 777-2588, and follow the prompts.
- **Press the Appropriate Prompt:** Select the appropriate option to be connected to a member of our call center.
- **Availability:** Our call center is available 24/7 for your convenience.
- **Escalation:** If you need to speak with another member of our team, your call can be escalated to a member of our client support team if necessary.



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General Guidelines:

- Always provide an order number when scheduling any request. Requests cannot be scheduled without this number due to system requirements.
- Ensure that all requests are clearly communicated and documented to avoid scheduling errors.

Contact Information:

For questions or further assistance, please contact our customer service department at customerservice@aculabs.com.

Thank you for your cooperation.

