

Overview of Pathology Laboratory Services

Jump to: [Intro](#) • [Philosophy](#) • [Mission](#) • [Vision](#) • [Scope of Services](#) • [Client Services](#)

Introduction

The Virginia Commonwealth University Health System (VCUHS) is the only academic medical center in central Virginia. As the regional teaching institution, we offer access to some of the most advanced state-of-the-art treatments and technologies available. Our medical staff includes internationally recognized physicians, dozens of whom have been recognized among the best doctors in the country. Many VCUHS physicians also have been ranked among the top doctors in Richmond in specialties ranging from allergies to vascular surgery. And for several years running, we've been selected by many of the rating organizations including National Research Corporation's Consumer Choice, Solucient "Top 100" Hospitals, U.S. News and World Report, and as a technology leader by being recognized as one of the "Most Wired" healthcare institutions.

Since 1838, the Medical College of Virginia Hospitals (MCVH) has been on the forefront of advances in healthcare, providing patients with some of the most progressive treatment and technology available. The July 2000 transition to the Virginia Commonwealth University Health System (VCUHS) was another innovation. The change allows the VCU Health system to continue providing the state-of-the-art care on which our patients have depended for more than 160 years.

MCV Hospitals is the teaching hospital component of the VCU Health System, which also includes a number of outpatient clinics and MCV physicians, a 600 physician faculty group practice. VCUHS, as the clinical delivery component of the VCU Medical Center, is the only academic medical center in central Virginia and is a regional referral center for the state. With 779 licensed beds, MCVH has approximately a 20% share of the Richmond inpatient market. VCUHS records 30,000 admissions and more than 500,000 outpatient visits each year. Over 80,000 patients are treated annually in the hospital's emergency department, which is the region's only Level I Trauma Center.

The VCU Health System comprises nearly 200 specialty areas, many of national and international note. In addition to multidisciplinary centers for cancer, cardiology, neurosurgery, and transplantation, VCUHS offers virtually every form of contemporary medical service. In particular, VCUHS has received international recognition for early diagnosis and treatment of chest pain and strokes, organ transplant, head and spinal cord trauma research, burn and wound healing, neonatal intensive care, and genetic research, as well as cancer research, treatment, and rehabilitation.

VCUHS delivers oncology patient care services for VCU's Massey Cancer Center, a National Cancer Institute designated facility, which offers patients many multi-disciplinary treatment options and access to clinical research trials. VCUHS has been recognized in the past by U.S. News and World Report for its leadership in neurology, neurosurgery, orthopaedics, respiratory disorders, digestive tract, rehabilitations, and gynecology. Recently, the VCUHS received ranking in 2007 and 2008 as one of America's Best Hospitals. Other awards include the 2003 Solucient "Top Hospitals" award, as well as recognition of 68 physicians as part of the "2008 Best Doctors in America".

Making medical history is only part of the reason for the excellent reputation of the VCUHS. Thanks to the dedication, compassion, and expertise of its approximately 7,000 staff members, from doctors, nurses, and resident medical staff, to support personnel and administrators, VCUHS has enjoyed a consistently high patient satisfaction rating. All of this combines to strengthen the VCU Health System's position in the healthcare marketplace and protect our important mission of excellence in research, education, and patient care for the 21st century.

PHILOSOPHY AND CORE VALUES

[\[Go to Top\]](#)

We are committed to striving for the highest quality education, scholarship, and clinical service in the discipline of pathology. In the pursuit of excellence, we will practice the highest level of professional ethics. We will promote open and honest communication and respect the dignity of all individuals. We foster organizational growth, innovation, and productivity by supporting personal development, empowerment, and a spirit of cooperation among our members.

1. The Department of Pathology will promote **high quality education and scholarship** in the department, the School of Medicine, the University, and the community.
2. The Department of Pathology will support the **teaching, training, scholarship, and professional development** of the faculty, staff, residents, medical students, graduate and postdoctoral students, and other healthcare professionals.
3. We are committed to:
 - o high quality, compassionate patient care
 - o professional and technical growth
 - o effective and efficient customer service
 - o accuracy and clinical relevance
4. We will utilize teamwork and cooperative interaction to strengthen individual performance and competence.
5. We will promote innovation and imagination in scholarship, teaching, and clinical service.
6. We will recognize individual strengths and abilities, respect individual perspectives, and have tolerance for limitations.

7. We will create a friendly work environment which promotes individual well-being and enjoyment.
8. We will communicate with sincerity and honesty.
9. We will exhibit courage to persevere to achieve goals and objectives.
10. We will be open-minded in the search for truth.
11. We will promote organizational integrity and faith in the individual.

MISSION STATEMENT

[\[Go to Top\]](#)

Our mission is to provide high-quality, cost-effective pathology services in a manner that supports the patient care, education, and research missions of the Virginia Commonwealth University Hospital System and School of Medicine.

VISION STATEMENT

Our vision is to become a preeminent Department of Pathology in the United States, which is recognized for excellence in biomedical research, the education of healthcare professionals, and the innovative application of science and technology to the diagnosis and management of human disease.

SCOPE OF SERVICES

[\[Go to Top\]](#)

The Clinical Services of the Department of Pathology are grouped into divisions of Clinical Pathology, Anatomic Pathology, and Cellular Molecular Pathogenesis. The Department of Pathology has extensive (world-renowned) professional expertise in all laboratory disciplines and provides consultation to clients and colleagues on technical, interpretative, management, and educational topics.

Each area of the VCUHS Pathology Service has a faculty member “on call” at all times for immediate consultation in handling difficult questions referred from pathology residents. This interactive network of communication is well organized and its performance and lessons learned are reviewed in the weekly resident report in which both clinical pathology faculty and residents have opportunity to comment on problematic cases. This collaborative, comprehensive, and consultative process is a truly exceptional value-added service that is not available from any other laboratory service in the Commonwealth of Virginia.

VCUHS Department of Pathology is conveniently located in downtown Richmond at the intersections of Interstate 95 and Broad Street. The Pathology Laboratories are primarily housed in the Clinical Support Center at 403 N 13th Street on the second, fifth, and sixth floors occupying 46,400 square feet of space. Some of the department's specialty laboratories (or Centers for Excellence) are located nearby in the Gateway Building: Anatomic Pathology and Transfusion Medicine Service and Apheresis Unit with 22,763 square feet, and

Overview of Pathology Laboratory Services

other ancillary areas with 3200 square feet. Altogether, the Pathology Laboratory operations maintain more than 69,000 square feet of space.

The VCUHS Department of Pathology clinical laboratories are certified by the Federal Government under the Clinical Laboratory Improvement Amendments of 1988, and are fully accredited by the College of American Pathologists and the American Association of Blood Banks.

	CLIA #	CAP #	AABB #	FDA #
Department of Pathology	49D0226653	13686-01		
Transfusion Medicine			3313	071788

As a part of a major academic medical center our test offerings are notably diverse. The pathology laboratories include the following areas of service:

- Autopsy Pathology
- Clinical Chemistry
- Coagulation and Hemostasis
- Cytogenetics
- Cytopathology
- Dermatopathology
- Flow Cytometry
- Forensic Toxicology
- Hematology
- Identity Testing
- Immunology
- Microbiology
- Molecular Diagnostics
- Neuropathology
- Renal Pathology
- Surgical Pathology
- Toxicology
- Virology

In 2007 the VCUHS clinical laboratories performed more than 2 million clinical laboratory procedures by CPT code.

PROCEDURES	
532,984	Clinical Chemistry
48,856	Toxicology Assays
633,976	Hematology
274,616	Microbiology and Virology
17,000	Immunopathology Cases
214,343	Transfusion Medicine Services
16,260	Molecular Diagnostic Assays
21,964	Cytopathology Cases
1,404	Fine Needle Aspirations
400	Neuropathology Cases
20,766	Surgical Pathology Cases

CLIENT SERVICES

[\[Go to Top\]](#)

Our Client Services Department is designed to be the center of communications for the Pathology Laboratories. Our customer service representatives are experienced medical technologists with an extensive knowledge of the VCUHS Laboratory System. Altogether the call center handles approximately 7000 inbound calls each month. The call center assists healthcare providers and VCUHS laboratory customers with the following services:

- Verbal reporting of results
- Questions regarding specimen requirements, special handling and shipping, sample status
- Ordering additional tests on previously submitted specimens
- Generating duplicate reports or sending reports to another physician
- Questions regarding test turnaround time and availability
- Providing technical information for laboratory results
- Reference Range information for results
- Assisting with logistical arrangements for the sample transportation
- Printing of Outreach and Clinical Trials Requisitions
- Supply orders for Outreach and Clinical Trials clients
- Copies of Accreditation, Certification and Curriculum Vitae credentials

The Client Service Help-Line in bound calls are monitored continuously 24x7x365. For assistance please use the following numbers:

- Phone: (804) 828-7284 (8-PATH)
- Toll free:(800) 363-9234.
- Fax: (804) 628-8724