



752-1737

75 Claremont Street, Suite D

NW Professional Center

Monday – Friday, 7:00 am to 5:15 pm

Saturday – 8:00 am to 11:45

Pediatric specimen collection, 8:00am to 4:00pm, Monday through Friday-only

Patient Appointments:

Practice staff members please make appointments for your patients at the Outpatient Laboratory Services (OLS) site. This is requested to insure patient satisfaction & workflow, increase efficiency, and minimize the wait times.

1. Staff members should contact the OLS site for the patient and the patient should be given an OLS instruction form that includes address, map, hours of operation and a phone number.
 - a. The patient instructions are printed in pad form and can be ordered directly from the KRMC print shop or from the KRMC Laboratory using the laboratory supply order form (8762-047).
2. All patients should have the following information upon arrival to the OLS site.
 - a. All Lab orders signed by a physician, requisition forms only, electronic orders marked “to be collect”.
The lab order, if not sent electronically, should be faxed to the laboratory fax number, 758-8408.
 - b. Insurance Card & Legal Identification.

Same Day Specimen Collection Services:

Practice staff member should contact the OLS site to inform OLS that they have a patient in need of a same day collection services. OLS staff members will provide the best available time (minimum of 1 hour from the time of the call) on the current day’s schedule.

The minimum time of 1 hour will insure the receipt of the patients’ lab order and allow for patient pre-registration. Both items are very important and will help to minimize the patient wait time at the OLS site.

1. Always inform the OLS staff of out of town patients (same day service is imperative).
2. Always inform the OLS staff of Pediatric patients. Pediatric patients require two or three phlebotomist for a collection. The pediatric services are limited to OLS staff availability and only occur 8:00 am to 5:00 pm, Monday through Friday.
3. Please be aware that the peak OLS patient service times are 8:00 am to 2:00 pm, Monday thru Friday.
 - a. To provide the best patient experience, we prefer that patients not wait long periods of time in the OLS site waiting room. If possible, we recommend that medical office staff members suggest that patients find alternate activities until their designated same day appointment time.
 - b. We cannot overbook scheduled time slots.
4. All patients should have the following information upon arrival to the OLS site.
 - a. All Lab orders signed by a physician, requisition forms only, electronic orders marked “to be collect”.
The lab order, if not sent electronically, should be faxed to the laboratory fax number, 758-8408.
 - b. Insurance Card & Legal Identification.