Guide to Clinical Laboratory Services
Washington University Dermatopathology Center
Table of Contents

Director’s note ........................................................................................................ 2
Contact information ............................................................................................... 3
Medical staff ........................................................................................................... 5
Diagnostic services ................................................................................................. 6
Provider advantages .............................................................................................. 6
Specimen safety ....................................................................................................... 7
Registration and requisitions ................................................................................. 8
Pathology report delivery ....................................................................................... 8
Courier service ....................................................................................................... 9
Complimentary supplies ......................................................................................... 10
Labeling ................................................................................................................ 11
Specimen submission procedures ......................................................................... 12
Request a consultation .......................................................................................... 13
Molecular testing .................................................................................................... 14
Insurance and billing ............................................................................................. 14
Sample report ......................................................................................................... 15
Contact information

Physician/customer service 314-362-5757
Fax 314-362-5701
Email dermpath@wustl.edu
Website dermpath.wustl.edu

PHYSICIAN-TO-PHYSICIAN ACCESS
We are available to answer questions or to discuss specific cases with you. Call to get connected directly with the dermatopathologist who reviewed your case. Please have patient name, case number and date of birth ready.

CENTER HOURS
Monday – Friday, 8:30 am to 5:00 pm
Voicemail for staff can be left after office hours.

SPECIMEN SHIPPING ADDRESS
Washington University Dermatopathology Center
4320 Forest Park Ave., Suite 212
St. Louis, MO 63108

MAILING ADDRESS
Washington University Dermatopathology Center
660 S. Euclid Ave., Box 8118
St. Louis, MO 63110

Director’s note

Ilana Rosman, MD
Director, Dermatopathology Center
Washington University School of Medicine

Thank you for choosing the Washington University Dermatopathology Center for your skin pathology needs. The physicians and staff at our lab are committed to providing you the highest level of clinical and customer service to ensure a superior experience. Our comprehensive guide to clinical laboratory services will help you and your staff navigate specimen submission and special testing performed at our lab.

With advanced diagnostic tools, our laboratory is equipped to handle both routine and complex cases. In addition to our clinical interests in cutaneous neoplasms and inflammatory skin disease, we also specialize in hair and nail biopsies.

To better serve you, our physicians are available by phone or email to answer questions or to discuss clinical matters with you. It is our hope that with direct accessibility to our pathologists, we can provide you the clinical information you need to make the best decisions in your patients’ treatment.

Thank you again for choosing the Washington University Dermatopathology Center.

“Our physicians and staff are committed to providing you the highest level of both clinical and customer service to ensure a superior experience.”

Ilana Rosman, MD
Director, Dermatopathology Center
Washington University School of Medicine
Medical staff

ILANA ROSMAN, MD
Director, Washington University Dermatopathology Center
Assistant Professor, Dermatology, Pathology & Immunology
Medical school: Washington University School of Medicine in St. Louis
Residency: Dermatology, Barnes-Jewish Hospital
Fellowship: Dermatopathology, Montefiore Medical Center/ Albert Einstein College of Medicine
Board certification: Dermatology, dermatopathology
Clinical interests: Inflammatory skin diseases, hair and nail disorders, melanocytic neoplasms

LEIGH COMPTON, MD, PhD
Assistant Professor, Pathology & Immunology, Dermatology
Medical school: Vanderbilt University School of Medicine
Doctorate: Pharmacology, Vanderbilt University School of Medicine
Residency: Anatomic pathology, Brigham and Women's Hospital
Fellowship: Dermatopathology, Harvard Medical School
Board certification: Anatomic pathology, dermatopathology
Clinical interests: Melanocytic neoplasms, cutaneous oncology, cutaneous mesenchymal neoplasms

LOUIS DEHNER, MD
Professor, Pathology & Immunology
Medical school: Washington University School of Medicine in St. Louis
Residency: Anatomic pathology, Barnes-Jewish Hospital in St. Louis
Board certification: Anatomic pathology, dermatopathology, pediatric pathology
Clinical interests: Skin and soft tissue neoplasms, pediatric skin disease, cutaneous histiocytic disorders
Comprehensive diagnostic services

WE OFFER
- Primary diagnosis
- Consultations (second opinions on previously-diagnosed slides)
- Hair and nail diagnostics
- Full margin examination of staged excisions (slow Mohs)
- Extensive menu of special stains and immunohistochemical stains performed in-house
- Direct immunofluorescence

Advantages for providers

INTERDISCIPLINARY SUPPORT
As Washington University Physicians, our affiliation with Barnes-Jewish Hospital and Siteman Cancer Center allows us to partner with leaders in the treatment of skin diseases. We work closely with dermatologists, Mohs surgeons and medical and surgical oncologists.

DEFINITIVE DIAGNOSIS
Our timely reports provide you the concise and definitive diagnoses you need to guide treatment options.

DIRECT ACCESS
Dermatopathologists are available directly by phone or email to assist you with urgent questions or patient concerns. Clinical photos can be sent by secure email to dermpath@wustl.edu.

CRITICAL DIAGNOSIS CALL-IN
Our staff will contact you immediately for all new diagnoses of melanoma.

Specimen safety

SPECIMEN SAFETY IS OUR HIGHEST PRIORITY
Automation allows us to follow specimen chain of custody from arrival to our pathologist’s desk.

SPECIMEN PROCESSING
Specimen samples arrive at our lab and are placed in a secure, designated reception bin that only our staff and couriers can access. Samples that arrive in our red specimen-transport bags can only be opened by our laboratory staff.

We encourage physicians and their staff to utilize our HIPAA-compliant red transport bags for all specimen transportation. Only referring physician offices and our staff have keys to these bags.

Our couriers DO NOT carry keys to transport bags. If you lose your key, simply call our office and we will replace it right away.

ACCESSIONING (Registering specimen samples with our laboratory)
1. Specimen submissions are reviewed to ensure that the patient specimen and requisition match.
2. Inconsistencies or missing information are verified with the referring physician’s office before additional steps are taken to process the specimen.
3. For all samples a patient’s insurance is reviewed to ensure the insurance is in-network with our lab.
   - If we are unable to verify the patient’s insurance, we collect additional information from the referring physician before processing or rejecting the specimen.
   - If the insurance is in-network, we move forward with processing the specimen.
   - If the insurance is out-of-network, we will reject the specimen and notify the referring physician.

4. Requisitions and specimen containers receive a bar code to ensure:
   - Chain of custody while specimen is processed.
   - Specimen and requisition are linked.
   - Specimen is processed in a timely manner.
Registration and requisitions

Registering your practice with our lab will ensure that we have the most accurate information on file to communicate results back to your practice. Register online at dermpath.wustl.edu, or obtain a registration form from customer service by calling 314-362-5757.

FAX VERIFICATION
To protect patient health information and comply with HIPAA regulations, we verify faxes prior to sending results. If you are newly registered with us you will receive a fax verification form.
Once you receive the verification form, sign and date to verify receipt and fax back to 314-362-5701.

REQUISITIONS
All orders can be completed using our requisitions or requisitions generated through your practice's electronic medical record (EMR) provider. If submitting a specimen using your EMR-generated requisition, please provide a copy of the requisition along with the specimen.

RESULTS FOR REFERRING PROVIDERS
If you would like a referring provider to receive a copy of the pathology results, please provide the physician's name, phone and fax number in the "copy to" section of the requisition.

Pathology report delivery
Pathology reports will be delivered to you in the manner you choose:
- EMR integration - We work with your EMR provider to build an interface that will allow you to order and receive pathology reports directly through your EMR.
- Fax - At your request, our lab will fax all pathology reports to your practice.
- Courier - If you prefer a hard copy of your report, we will deliver to you via courier.
- United States Postal Service - Reports can be delivered via secured USPS mail.

Courier service
We provide complimentary pickup service via local courier. You can schedule a courier online (dermpath.wustl.edu) or by calling customer service: 314-362-5757.

To meet the needs of your practice, we accommodate daily scheduled pickup service or on-demand pickup service. Practices that opt for daily scheduled pickups will be provided a red specimen transport bag.

RESULT TURNAROUND TIMES
Turnaround times are based on receipt of specimen at the lab.
Routine specimen: 48 hours
Complicated specimen*: 48-72 hours
Rush specimen: Preliminary report within 24 hours

*Complicated specimen samples require longer processing times due to immunohistochemistry, special stains and/or in situ hybridization studies. Larger specimen, such as excisions, may require extra processing time.
Complimentary supplies

Supplies are provided at no cost to you and can be requested at any time online or through customer service 314-362-5757.

FORMALIN
96 containers per box. Available as 20ml, 40ml, 60ml, 90ml, 120ml

MICHEL’S
30 ml containers. May be ordered in individual containers.

REQUISITIONS
50 sheets/pack. Customized at your request.

SPECIMEN BAG
100 bags/pack

Labeling

SPECIMEN CONTAINER LABELING
We have a uniform policy for accepting or rejecting specimen samples that enhances patient safety and care, protects the quality of the specimen, eliminates risk to all healthcare staff and complies with accreditation standards.

The following information is required on all specimen containers:
- Patient date-of-birth
- Anatomical site
- Biopsy date
- Provider name

REQUISITION LABELING
The following information is required on all requisitions:

Provider information:
- Provider name
- Address
- Phone number
- Fax number
- Signature

Patient information:
- Name
- Date of birth
- Biopsy date
- MRN/social security (optional)
- Previous biopsy case number (if applicable)

Clinical information:
- Biopsy site location
- Biopsy type (shave, punch, etc.)
- Relevant description and information
Specimen submission procedures

ROUTINE SPECIMEN
Routine specimen samples should be submitted to our lab in buffered neutral formalin.
• Place the specimen into formalin container:
  — Containers should be large enough so that the specimen is free-floating in the jar.
  — Ensure container lid is securely fastened.
• Place the specimen container into blue biohazard bag with the requisition form and patient face sheet and/or copy of insurance card.

DIRECT IMMUNOFLUORESCENCE (DIF) SPECIMEN
Immunofluorescence testing is used in the diagnosis and classification of immunologic disorders such as blistering diseases, connective tissue diseases, and vasculitis. Please use the following guidelines when submitting a biopsy for direct immunofluorescence.

Surgical specimen – Michel’s
• Specimen samples being sent for immunofluorescence should be placed in a container of Michel’s solution: use the green labels.
• Place into the green biohazard bag along with the requisition form.
If you are also submitting a routine biopsy specimen in addition to a DIF specimen, place both in the green biohazard bag — there is no need to separate them.
If using FedEx®, use the Clinical Pak bag and choose overnight shipping.
Containers held at your office after hours should be refrigerated.

Request a consultation
To request a consultation on previously diagnosed slides, complete a consult request form — available at dermpath.wustl.edu.
Send us the completed form, the slides and/or blocks and the initial pathology report. After the case is reviewed we will issue a report to you and the pathologist who initially diagnosed the case. Slides and/or blocks will be returned to the original pathology lab within 30 days of receipt.

MATERIAL SHIPPING
• Send slides in a slide container with protective wrapping along with the consultation request form and previous pathology report.
• If shipping blocks, include ice packs when temperature may place the specimen viability at risk.
• If using FedEx®, use the Clinical Pak bag and choose overnight shipping.
Molecular testing and special stains

STAINS
In addition to routine hematoxylin and eosin (H&E) staining, we often employ the use of other stains. Over 20 special stains and 70 immunohistochemical stains are performed in-house to more efficiently provide you with results. If we do not have a stain available, we will send the specimen to an outside reference laboratory.

ANCILLARY TESTING
Molecular testing has become an important tool in the evaluation of complex lymphoid and melanocytic processes. If our dermatopathologists feel that additional testing (such as T-cell gene rearrangement studies or mutational analysis) would be helpful, they will contact you for approval prior to sending the case to the appropriate reference lab.

Insurance and billing policies

For a list of all in-network and out-of-network insurance providers, visit dermpath.wustl.edu or call 314-362-5757.

BILLING POLICIES
To avoid financial burden to patients, it is our policy to reject specimen samples from patients with out-of-network insurance. If we are not contracted with an insurance provider, we will notify you and:

• Return the specimen to your office – OR – Send the specimen to an in-network laboratory

BILLING QUESTIONS
Patients: Contact patient accounts — 314-273-0500
Providers: Contact customer service — 314-362-5757

Sample reports

Electronic Signature: 1234567890 1234567890

Electronic Signature: 1234567890 1234567890