

Stanford Laboratory Patient Service Centers For SCCIPA Members (1/27/04)

Call 1-877-717-3733 with Questions about Site Locations, Hours, Opening Dates

City	Zip	Address	Phone	Pediatric Testing ²	Days & Hours of Operation
Cupertino	95014	20555 Prospect Rd ¹	408-255-3064		Mon-Fri 8 am-12 noon, 1-5 pm
Gilroy	95020	9360 No Name Uno #230 ¹	408-847-2441	✓	Mon-Fri 8 am-12 noon, 1-5 pm
Los Gatos	95030	800 Pollard #B203	408-378-3143		Mon-Fri 8 am-6 pm, Sat 7:30 am-1 pm
	95032	234 Los Gatos Blvd #A	408-395-2117		Mon-Fri 8 am-12:30 pm, 1:30-5 pm
	95032	Mission Oaks Hospital - STAT Lab 15891 Los Gatos Almaden Rd	408-358-5609		Mon-Fri 8:30 am-12 noon, 1-5:30 pm
Mtn View	94040	2500 Hospital Drive Bldg 2	650-965-8035		Mon - Fri 8 am - 6 pm
San Jose	95112	25 N 14th St #710	408-283-0495	✓	Mon-Fri 7 am-6 pm, Sat 7:30 am-1 pm
	95116	2380 Montpelier Dr #300 (near Regional Medical Ctr)	408-347-1490		Mon-Fri 8 am-6 pm
	95123	393 Blossom Hill Rd #350	408-629-1998		Mon-Fri 8 am-6 pm
	95124	2505 Samaritan Dr #105 ¹ TEMPORARY	408-358-8931	✓	Mon-Fri 7 am-6 pm, Sat 7:30 am-1 pm
	95124	2460 Samaritan Dr ¹	408-356-0010		Mon-Fri 8 am-12 noon, 1-5 pm
	95128	2419 Forest Ave	408-557-9053	✓	Mon-Fri 7 am-6 pm, Sat 7:30 am-1 pm
	95129	5150 Graves Ave Bldg 6 ¹	408-366-0890		Mon-Fri 8 am-12 noon, 1-5 pm
	95148	3151 S. White Rd #104 ¹ TEMPORARY	408-532-6228		Mon-Fri 8 am-12 noon, 1-5 pm
Stanford	94305	Stanford Hospital, 300 Pasteur Dr (enter by Cafeteria or Fountains & follow signs to Clinical Laboratory)	877-717-3733	✓	24 hours a day, 7 days a week including holidays

STAT LABS - OPEN AFTER-HOURS, SUNDAYS & HOLIDAYS
El Camino Hospital - O'Connor Hospital -
Saint Louise Regional Hospital - Stanford Hospital

Under Construction³

Gilroy	95020	7949 Wren #D	408-846-8750		Mon-Fri 8 am-12:30 pm, 1:30-5 pm
Milpitas	95035	500 East Calaveras Blvd	NA		Mon-Fri 7:30 am-5:30 pm
San Jose	95120	6489 Camden Ave #106 (opening 2/04)	408-997-7235		Mon-Fri 8 am-12:30 pm, 1:30-5 pm
	95124	2585 Samaritan Drive #103 (replaces 2505 by 3/1/04)		✓	Mon-Fri 7 am-6 pm, Sat 7:30 am-1 pm
	95148	2060 Aborn Rd (replaces S. White Rd after 3/15/04)			Mon-Fri 7:30 am-5:30 pm

¹Physician office location ³Opening dates are approximate
²Specializes in Pediatric (<5 yrs old) blood testing (Adult testing available at all sites.)

PacifiCare PPO Contract Extended thru June 30, 2004

Contract terms remain at 120% of the Medicare fee schedule.

Radiology Services at Saint Louise

Members living in Gilroy, Morgan Hill or Salinas can get their radiology studies at St. Louise. Special radiology procedures--CT scans, MRIs, PET, Ultrasounds--need prior authorization unless performed on an Emergency basis. All routine laboratory services must go to Stanford Laboratory, unless prior authorized.

PHCS Warning

We understand PHCS is distributing NEW DIRECT CONTRACTS to SCCIPA physicians under the guise of recredentialing. PHCS terminated their SCCIPA contract Dec. 15, following our refusal to accept new rates that were considerably below our negotiated contract.

Unless you signed a direct contract with PHCS following the SCCIPA term, you are not currently contracted with PHCS, and there is no need to sign the so-called 'rec credentialing' materials. **If you have questions, call Larry Bonham MD at 650-358-5808.**

Stanford Lab Implementation: Frequently Asked Questions

In general, the first weeks of the Stanford implementation went well. It will take a few weeks to respond to local needs and finalize site schedules. Please bear with us.

1. Where are the pediatric draw stations located?

Children under age 5 should be instructed to use pediatric draw stations. A new temporary pediatric draw station has been added at 2505 Samaritan Drive until the site planned for 2585 Samaritan Drive is ready for occupancy:

- 2505 Samaritan Dr #105, M-F 7 am-6 pm, Sat 7:30 am-1 pm
- 9360 No Name Uno, Ste. 230, Gilroy (408) 847-2441
- 25 N. 14th Street, Ste. 710, San Jose (408) 283-0495
- 2419 Forest Avenue, San Jose (408) 557-9053
- Stanford Laboratory, 24 hours a day, 7 days a week

MEMBERS SHOULD NOT REGISTER at Stanford to use the Stanford Lab. Members should bring Physician Lab Request.

2. What is being done to improve the courier service?

Stanford has been working to improve the service by adding couriers and redefining routes. All questions, issues and requests for courier service should be directed to Stanford Laboratory Customer Service at 877-717-3733.

3. Which physician office staff members have access to SCCIPA patient lab results? Office staff who input and collect confidential authorization information automatically have access to online lab results through 4Medica, unless

PPMSI Online tech support personnel are otherwise notified by participating physicians. 4Medica is accessed thru *PPMSI Online--Main Menu--Inquiry--Lab Results*. Additional passwords are NOT required once logged into *PPMSI Online*. *HIPAA requires individual passwords for each PPMSI Online user.*

4. Where is STAT testing available After Hours, Sundays, Holidays? In addition to Stanford Hospital Laboratory, the following hospital laboratories can be used after-hours, Sundays and Holidays for STAT testing ONLY:

El Camino Hospital, O'Connor Hospital & Saint Louise Regional Hospital

5. Are consent forms required for HIV Testing?

A consent form, signed by the patient, is required for all HIV screening/antibody testing. Consent forms can be ordered using the Stanford laboratory supply order form.

6. Why does Stanford prefer SurePath to Thin Prep for Pap tests?

Although quality of the actual cervical sample is the greatest variable, SurePath has many advantages over Thin Prep--

- Better yield of HGSIL cells by a significant margin
- Greatly reduced percentage of unsatisfactory diagnoses
- Reduced 'call backs' due to menses
- 100% of cellular material saved transferred to the lab because collection device snaps off into the vial
- Ethanol-based fixative superior for HPV/Reflex testing

PLEASE SHARE THIS FAX WITH YOUR OFFICE MANAGER & STAFF

Published by Santa Clara County IPA (800) 993-1993. M. Lawrence Bonham, MD, President & CEO; Randall Frakes, Exec. VP & COO.
SCCIPA Board of Directors: Dayton Misfeldt, MD, Vice President; Mark Golod, MD, Secretary; Ellis Wecker, MD, Treasurer;
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**Effective
Jan. 1, 2004**

New Stanford Lab Services Contract

SCCIPA's new capitated agreement with Stanford Medical Center will replace our current Unilab contract. Since January 1 is the time most patients change health plans with many new contact addresses, SCCIPA is relying on you to direct your patients to the right lab facility. Please begin now to remind your patients with repeat lab tests:

Lab work performed beginning January 1, 2004 will be at Stanford.

Lab work performed through December 31, 2003 will be at Unilab.

Important Effective Date. Later this month, SCCIPA Provider Services Representatives will deliver posters for your examining rooms to remind your patients to make the change exactly on January 1st. Since both of these agreements are capitated, our group essentially will be paying for lab work twice if it is performed outside our capitated contracts.

Stanford Services. Stanford Clinical Laboratories, located in Stanford Hospital and Lucile Salter Packard Children's Hospital, is a recognized leader in laboratory testing, with an extended menu of tests that includes genetic, HIV & Hepatitis testing and genotyping. There are also many pediatric test modifications available through Stanford like pediatric reference ranges, instruments & test methodology. Stanford will provide SCCIPA physicians with prompt access to medical lab faculty for consultations re: test selection and interpretation.

Stanford Network of Draw Stations & Stat Labs. The lab implementation will be directed by Susie Lu, Vice President of Clinical Laboratory & Pathology Services at Stanford. Ms. Lu, who formerly developed and led LabLink, is very familiar with SCCIPA needs and has committed to deliver Stat turnaround times that are as good or better than UNILAB. She is currently finalizing arrangements for an efficient courier service and a network of Patient Service Centers in the SCCIPA service area that will include these locations:

- | | |
|-----------------------|---------------------------|
| • Blossom Hill Rd, SJ | • National Ave, SJ |
| • Camden Ave, SJ | • No Name Uno, GL |
| • Forest Ave, SJ | • N 14th St, SJ |
| • Graves Ave, SJ | • N Park Victoria, MP |
| • Hospital Dr, MV | • Pollard Ave, LG |
| • Los Gatos Blvd, LG | • Prospect Rd, CU |
| • Montpelier, SJ | • Samaritan Drive, SJ (2) |

Stanford outreach coordinators will contact your office to arrange pick-up services to begin January 1. If you have questions, please contact Stanford at (877) 717-3733.

How to Get Ready for Jan. 1

Encourage your Office Manager to meet with representatives from BOTH Stanford & 4Medica over the next 3 weeks.

- **Stanford Outreach Coordinators** will help SCCIPA physicians & staff understand the test options available.
- **4Medica Representatives** will make sure your office staff understands how to use their web portal software.

*SCCIPA training sessions for physicians
& office staff will be scheduled
in early December*

Web-based 4Medica Software Will Link SCCIPA Offices to Lab Results. 4Medica software will be used to efficiently report lab results to your office. It is an easy-to-use system with a wide range of features SCCIPA physicians will appreciate:

- **TESTS CAN BE TRACKED ONLINE.**
- **COLOR CODED REPORTS** and test values indicate results with normal, abnormal and critical values. System automatically alerts physicians when test values are critical.
- Test values are automatically **GRAPHED** against the five previous Stanford test values for that patient; users can set markers to indicate significant events (medication changes, hospital admissions, etc.)
- **GRAPHS CAN BE PRINTED** for charts and patients.
- **POWER SEARCH** allows users to quickly find patients by name & partial spelling.
- **REPORTS CAN BE SIGNED ELECTRONICALLY** & forwarded to another user in a different location.
- **PATIENT SUMMARY** displays all lab results for one patient on a spreadsheet, replacing multiple pages in the chart.

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