

# ELABORATIONS

News and Issues for Washington's Clinical Laboratories

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## 2013 MTS/CLIA License Renewal

by Susan Walker, DOH/LQA

Current Medical Test Site (MTS) licenses expire on June 30, 2013. The MTS rules require licensees to complete the renewal process and pay the fee 30 days prior to the expiration date of the license.

The mailing of MTS/CLIA (Clinical Laboratory Improvement Amendments) license renewal fee cards to each current MTS site will begin on April 1, 2013. Now is an excellent time to notify the Laboratory Quality Assurance staff of any changes to your existing MTS/CLIA license that might affect the prompt delivery of your renewal fee card.

Check your current license certificate to see that the information is still accurate:

- Site address is on the front of the license certificate
- Mailing address is on the back of the license certificate

Check with your office manager to see if any of the following information has changed:

- Federal Tax ID number
- Change of ownership since July 1, 2011
- Phone or fax numbers
- Lab director name or email
- Lab contact name or email

Notify our office if you no longer need your MTS/CLIA

license. Remember, you need to keep your MTS/CLIA license active if you perform any laboratory testing at your facility used for patient treatment or diagnosis. This includes testing such as urine dipstick, glucose, occult blood rapid strep, or mono tests, etc.

### Questions:

- Call 253-395-6746 or email: [leonard.kargacin@doh.wa.gov](mailto:leonard.kargacin@doh.wa.gov)
- Visit our website at <http://www.doh.wa.gov/lqa.htm>

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### Practice Guidelines

The following practice guidelines have been developed by the Clinical Laboratory Advisory Council. They can be accessed at the [LQA website](#).

Acute Diarrhea	Lipid Screening
Anemia	PAP Smear Referral
ANA	Point-of-Care Testing
Bioterrorism Event Mgmt	PSA
Bleeding Disorders	Rash Illness
Chlamydia	Red Cell Transfusion
Diabetes	Renal Disease
Group A Strep Pharyngitis	STD
Group B Streptococcus	Thyroid
Hepatitis	Tuberculosis
HIV	Urinalysis
Infectious Diarrhea	Wellness
Intestinal Parasites	

# Washington's Laboratory Complaint Process

by Susan Walker, DOH/LQA

The Laboratory Quality Assurance (LQA) office investigates all relevant complaints concerning laboratories licensed under the Medical Test Site (MTS) law. The office does not investigate complaints about OSHA/WISHA concerns or billing issues. It also does not investigate complaints against healthcare professionals, but the filing process is the same with access to through the website.

LQA asks that complaints are in writing outlining the specific details of the issue(s). The identity of the complainant is not required. Washington State has a whistleblower law to protect employees who file. If the complainant prefers anonymity, then we won't record names or identifying information, but the investigation may not be as successful.

**How to file a complaint:** Use these contact options to file a complaint about a laboratory, hospital, pharmacy, other licensed facility, or licensed professionals.

Complaint Hotline: 1-800-633-6828, available 24 hours a day, 7 days a week

Phone: 360-236-4700

Fax: 360-236-2626

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NOTE: Letters to the editor may be published unless specified otherwise by the author.

**Website access:**

[Department of Health](#)  
[Laboratory Quality Assurance](#)  
[Public Health Laboratories](#)

E-mail: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)

Mail: Complaint Intake

PO Box 47857

Olympia, WA 98504-7857

The complaint process information and forms are on the [Washington State Department of Health website](#). Click on "For health facility complaint information and forms."

NOTE: There is a link to the Complaint Process on the [LQA website](#). Select the "Complaints" option on the right of the screen under Useful Links. Select the "For Health Facility complaint information and forms" option on the next screen.

You may also file a complaint by printing and completing the Complaint Form (see above for information on how to access the form). Mail to:

Complaint Intake

PO Box 47857

Olympia, WA 98504-7857

**What happens next?** Once we process the initial complaint, it goes to the specific office responsible for inspecting that type of facility. An acknowledgement letter also goes to the person filing the complaint. This letter contains a case number to use when communicating with our office about the complaint.

We evaluate and prioritize every complaint by its potential impact on consumers, residents, or patient health and safety. If we conduct an investigation, it may include an on-site unscheduled visit, interviews, and records review. When the investigation is complete, we send a letter to the person filing the complaint. State regulations do not allow the release of the investigation materials until the investigation is complete.

# Renton Technical College Resumes MLT Program

This news release comes from the Renton Technical College MLT Program.

Renton Technical College is pleased to announce the resumption of their Medical Laboratory Science (MLT) Program as of April 2012. This first cohort of seventeen students is being funded through the Seattle/King County Workforce Development Council as part of the Health Professions Opportunity Grant (#12/667-HHS). The students have concluded three quarters of class work and will graduate in March 2014. Dr. Michael Sealfon, DABCC, Ph.D., MT (ASCP) is the program director and principle instructor. The student laboratory experience has been enhanced through the purchase of automated instrumentation for hematology, clinical chemistry, and coagulation. The program subscribes to the American Association of Bioanalysts proficiency survey program to help monitor student clinical prowess. The program has begun the process to renew its accreditation with the National Agency for Accreditation of Clinical Laboratory Scientists (NAACLS). The Medical Laboratory Technician Advisory Board has been selected, and held their initial meeting in December 2012.

Student applications are being accepted for the new class that begins in September 2013. More information is available at the [Renton Technical College](#) website.

## Washington's Laboratory Science Training Programs

There are seven formal medical laboratory science training programs in Washington: three Medical Laboratory Science (MLS) programs and four Medical Laboratory Technician (MLT). The programs are listed below along with their website link, and the current program director's name.

### Medical Laboratory Science (MLS) Programs

[Heritage University CLS Program](#)

Program Director: Terese Abreu

[Providence Sacred Heart Medical Center](#)

Program Director: Cynthia Hamby

[University of Washington](#)

Program Director: Karen Hansen-Suchy

### Medical Laboratory Technician (MLT) Programs

[Clover Park Technical College](#)

Program Director: Mikelle Newry

[Renton Technical College](#)

Program Director : Michael Sealfon, PhD

[Shoreline Community College](#)

Program Director: Molly Morse

[Wenatchee Valley College](#)

Program Director: Patrick Tracy

# Legislative Update

## Medical Assistant Law

Two new bills, HB-1515 and SB-5144, have been submitted to amend the Medical Assistant Law ESSB-6237. For information, go to the [Legislative Bill Information](#) webpage.

## Calendar of Events

### Training Classes:

#### [2013 ASCLS-WA Spring Meeting](#)

April 25-27 Lynnwood

#### [2013 Northwest Medical Laboratory Symposium](#)

October 16-19 Lynnwood

#### **20th Annual Clinical Laboratory Conference**

November 2013 Tukwila

Contact information for the events listed above can be found on page 2. The Calendar of Events is a list of upcoming conferences, deadlines, and other dates of interest to the clinical laboratory community. If you have events that you would like to have included, please mail them to ELABORATIONS at the address on page 2. Information must be received at least one month before the scheduled event. The editor reserves the right to make final decisions on inclusion.

For persons with disabilities, this document is available upon request in other formats. To submit a request, please call 1-800-525-0127 (TTY/TDD 1-800-833-6388).



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