1.) Which department do you work in?
   Laboratory

2.) What are your department’s hours?
   Hours for routine outpatients are recommended Monday-Friday, 7:00 a.m. - 5:00 p.m. But the lab is open 24 hours a day/7days a week, 365 days per year.

3.) Where is your location?
   We are located on the second floor of Union General Hospital.

4.) How many make up your department and what are their job roles?
   11 - Medical Technologists and 3 - Medical Lab Technicians...Independently operate complex analyzers and perform highly complex manual procedures to provide laboratory services in Chemistry, Hematology, Blood Bank, Microbiology, Serology, and perform venipuncture and arterial puncture to meet the needs of patients performed in accordance with CLIA and state guidelines. Perform accurate clinical laboratory tests and procedures on patient specimens to aid in diagnosis and treatment, perform proficiency testing, quality control, instrument maintenance and validation, supply inventory maintenance, and other functions.
   8 - Phlebotomists - Administer proper and timely collections of venous and arterial blood samples from patients ranging in age from infant to geriatric.
   1 - Pathology Secretary
   1 - Registration Clerk

5.) What services does your department offer?
   We offer an extensive test menu performed in-house which includes a full-service Microbiology Department.

6.) Are there any instructions that a patient might need to know that is considering your services?
   Yes, Therapeutic Phlebotomy, Pre-employment Drug Screens, and Glucose Tolerance Tests need to be scheduled with the lab.

7.) What technological advances are you proud to offer your patients?
   We offer the latest technology in all areas of the lab. Most analyzers are upgraded every 5 years.

8.) How has your department changed in the past 24 months?
   We upgraded our Hematology Analyzer. We have a new analyzer to perform Vitamin D and Parathyroid hormone testing on-site. We are also bringing in additional testing for OB patients, known as Fetal Fibronectin.

9.) From a personal experience aspect, what might a patient experience at your facility versus another facility that has the same department.
   We have a dedicated and experienced staff who’s top priority is patient care and quality laboratory testing.

10.) Does your department hold any awards or recognitions?
    We are Joint Commission Accredited. We also played a role in achieving the hospital’s Chest Pain Center Accreditation and maintaining it.