



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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COMMISSIONER

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October 25, 2011

Dear DSHS Women's Health Laboratory Submitter:

We are notifying you of upcoming changes that will affect current WHL specimen submission processes. In order to maintain high quality and timeliness of results reporting in the changing economic climate, the following changes will be implemented **effective November 23, 2011**:

- WHL will no longer provide testing services on Saturdays; specimen receiving will be restricted to Monday through Friday. **Due to this change, particular attention must be paid to specimen preparation and specimen acceptance criteria for hematology, chemistry and immunology tests. Refer to Section 10 of the Women's Health Laboratory Reference Manual link for specific instructions regarding these specimens <http://www.dshs.state.tx.us/lab/WHL/testCatalog.pdf>.**
- WHL will no longer perform automated and manual differential counts on CBC specimens; however, hemoglobin and hematocrit (H&H) and hemograms will be offered.
- WHL will no longer provide a courier service to pick up specimens or deliver supplies. If you have been using this service, contact the customer Service Department at 210-531-4596 to get instructions for submitting your specimens to WHL.
- Only test on the M47 submission form may be ordered. If a test is not listed on the M47 form, please submit the specimen(s) directly to a reference laboratory.
- As a reminder, please indicate **only one payor source** per M47 requisition form. A single M47 form on which multiple payor sources are marked will be billed to the submitter.

In addition to these changes, the PACE Gen-Probe testing will be discontinued effective December 1, 2011, due to the manufacturer ceasing production of the reagents; however, we will continue to provide the Amplified Gen-Probe test.

Women's Health Laboratory would like to thank you for your continued support. We strive to provide our submitters with quality service while optimizing processes to keep costs down. We encourage your comments or recommendations for improvement. You may contact Alice Felux Monday-Friday, 8 a.m. – 5 p.m., at 210-531-4596 or 1-888-440-5002.

Sincerely,

A handwritten signature in cursive script that reads "Grace Kubin".

Grace Kubin
Director, Laboratory Services Section