



CSM • Cytology Services of MD

In Scope



From the Executive Director's Desk

Our Administrative Staff:

Michael LaFriniere,
Executive Director,
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Services, ext. 39

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Manager, Shipping and
Materials, ext. 23

Jewela Escano
Manager, Cytology

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Manager, Hospital Ser-
vices, ext. 14

Frank Ramage
Manager, Strategic
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Jackie Schaeffer-Sisk
Manager, Pathology

Robert Tumbach, Sales &
Marketing Representative

Our Medical Staff:

Ellen Manlucu, MD
Medical Director

Virginia Galang, MD
Pathologist

Marille Herrmann, MD
Pathologist

Contact Us:

7:00am–5:30pm
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301.206.2595 (FAX)
1.877.549.2642
WWW.CSMLAB.COM



As I write this, the sounds, smells and colors of Spring are bursting out around us here at CSM. After a challenging winter, I hope you and yours have plenty of chances to enjoy the new season's beauty. And speaking of "new," I'm happy to announce two improvements to our paper-based forms we hope you'll like:

The first is the addition of specimen identification labels to our lab requisition forms; since these count as one of the two required matching identifiers, applying it to the specimen container with the patient's name will fulfill this patient safety requirement. Look for the new requisitions in the next couple of months.

The second improvement is a reformatting of our gyn Pap plus HPV report. We've just finished testing changes that make it more compact, reducing the number of reports that spill onto a second page.

That will reduce paper consumption and the number of papers you have to handle. Look for this improved format any day now.

It's said that it's "lonely at the top," so I'd welcome your company. If you were Executive Director for a day at CSM, what changes would you like to see made? Use the enclosed survey to let us know, and unlike my job, you'll be entered to win a prize!

As always, drop me a line any time.

Sincerely,

Michael LaFriniere
Executive Director, CSM
michael.lafriniere@csmlab.com

Client Services Connection

◇ **Client Satisfaction Survey:** Let us know how we're doing for your chance to win! Please complete the enclosed survey and fax back to 301-206-2595 by **April 23, 2010**. Once we have received the surveys back, we will enter all responding sites in a drawing for **\$25 Gift Certificates!**

◇ **Need2: Thank you for your hard work in providing us with two identifiers!** Please continue to double-check requisitions and specimens, ensuring they have a *matching pair* of patient identifiers to avoid unnecessary specimen returns! Good identifiers include any two of these (and soon a requisition label!):

Patient Name • Date-of-Birth • Medical Record Number • Chart Number



◇ **Insurance Cards:** With the ever-changing landscape of insurance billing, please provide us with an updated copy of your patient's insurance card. This will ensure we can determine whether your patient is responsible for any portion prior to submitting to the insurance company. And of course, we can ensure we are billing the correct insurance company!

◇ **Follow-up Letters:** The results of a **diagnostic biopsy** following a Pap is valuable information. If you send that biopsy to us, we can review the Pap and biopsy together; if not, we look to you for the biopsy results returned on our Follow-up letter. Don't expect to receive a biopsy report, or we missed the "connection"? That's helpful, too... No need to send us future appointments! Thanks!



Get Results
24 Hours a
Day!

Did you know you can retrieve your Pap, Biopsy and HPV results using your internet web browser? You can with CSM!

Drop by our website and click on "Getting Started" to get your own e-report login...

WWW.CSMLAB.COM