

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 19D2247047	(X3) Date Survey Completed 04/16/2024
Name of Provider or Supplier Urgent Care - Veteran's Blvd, The	Street Address, City, State 4517 Veterans Blvd, Suite B, Metairie, LA	
For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.		

(X4) ID Prefix Tag	Summary Statement of Deficiencies
D5401	<p>PROCEDURE MANUAL CFR(s): 493.1251(a)</p> <p>A written procedures manual for all tests, assays, and examinations performed by the laboratory must be available to, and followed by, laboratory personnel. Textbooks may supplement but not replace the laboratory's written procedures for testing or examining specimens.</p> <p>This STANDARD is not met as evidenced by: A Follow-up/Validation survey was performed at The Urgent Card Veteran's Blvd, CLIA ID 19D2247047, on April 15, 2024 through April 16, 2024. Based on review of the laboratory's policy and procedure manual, and interview with personnel, the laboratory failed to establish a complete policy and procedure manual. Findings: 1. Review of the laboratory's policy and procedure manual revealed the laboratory did not include the following policies: a) Twice a year instrument comparison of test results for the same tests performed on multiple instruments b) Maintenance procedures and frequency of performance for PCR hoods 2. In interview on April 16, 2024 at 12:38 pm, the Technical Supervisor stated she did not update the laboratory's policies to include twice a year instrument comparison and PCR hood maintenance procedures.</p>
D6106	<p>LABORATORY DIRECTOR RESPONSIBILITIES CFR(s): 493.1445(e)(14)</p> <p>The laboratory director must ensure that an approved procedure manual is available to all personnel responsible for any aspect of the testing process.</p> <p>This STANDARD is not met as evidenced by: A Follow-up/Validation survey was performed at The Urgent Care Veteran's Blvd,</p>

CLIA ID 19D2247047, on April 15, 2024 through April 16, 2024. Based on review of policies and interview with laboratory personnel, the Laboratory Director failed to ensure that a complete and approved procedure manual was available to all personnel. Refer to D5401.