

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 46D1023943	(X3) Date Survey Completed 09/21/2022
Name of Provider or Supplier Riverwoods Urgent Care	Street Address, City, State 280 W River Park Dr, Ste 120, Provo, UT	
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
D6021	<p>LABORATORY DIRECTOR RESPONSIBILITIES CFR(s): 493.1407(e)(5)</p> <p>The laboratory director is responsible for the overall operation and administration of the laboratory, including the employment of personnel who are competent to perform test procedures, and record and report test results promptly, accurate, and proficiently and for assuring compliance with the applicable regulations. (e) The laboratory director must-- (e)(5) Ensure that quality assessment programs are established and maintained to assure the quality of laboratory services provided.</p> <p>This STANDARD is not met as evidenced by: Based on lack of documentation and interview with staff, the Laboratory Director failed to ensure a quality assessment plan was established to assure quality of laboratory services through the pre-analytical, analytical, and post-analytical phases. The laboratory performs approximately 5,000 Complete Blood Count (CBC) tests annually. Findings include: 1. The laboratory failed to have a written Quality Assessment (QA) plan. 2. Testing Personnel #1 confirmed during an interview on 09/21/2022 at approximately 3:00 p.m., the laboratory did not have a written QA plan.</p>