

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 49D0229024	(X3) Date Survey Completed 04/11/2018
Name of Provider or Supplier Laboratory Corporation Of America Holdings	Street Address, City, State 840 Greenbrier Circle Suite 100, Chesapeake, VA	
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
D0000	An unannounced CLIA complaint investigation was conducted at Labcorp of America Holdings on April 10 & 11, 2018 by the Virginia Department of Health's Office of Licensure and Certification. The laboratory was surveyed under 42 CFR Part 493 CLIA requirements. Specific deficiencies cited are as follows:
D5201	<p>CONFIDENTIALITY OF PATIENT INFORMATION CFR(s): 493.1231</p> <p>The laboratory must ensure confidentiality of patient information throughout all phases of the total testing process that are under the laboratory's control.</p> <p>This STANDARD is not met as evidenced by: Based on the tour of the reception and specimen collection area, review of policy, personnel training records and interviews, the personnel (phlebotomist A and B) did not maintain patient confidentiality during the registration process and collection of specimens for eleven (11) patients on April 10, 2018. Findings include: 1. Tour of the LabCorp reception and draw station area revealed the following: -The LabCorp daily patient login sheet was visible to anyone in the office. Ten (10) previous patients signed the sheet (to include first and last name) and was visible to other patients. - Patient A was asked to confirm name and date of birth, while patient B sat in a chair next to the reception desk. Patient A then disclosed his/her reason for visiting the physician that day to include health issues. -10 previously collected samples (that included name and date of birth), with accompanying LabCorp requisitions, were visible to Patient A and anyone who entered the draw station. 2. Review of the Lab Corp HIPPA Confidentiality Agreement & Acknowledgement document revealed the following statement: "It is the policy of LabCorp to protect the privacy rights and PHI of patients, their families, and their personal representatives as required by HIPPA. LabCorp information about a patient's PHI that an employee/agent may hear, see, or read, including documents recorded on paper, electronic/magnetic/optical media, conversations or film, must be kept confidential by all LabCorp employees/agents."</p>

An interview with the General Supervisor of the phlebotomists stationed at the site, the Lab Corp Quality Manager for the region at approximately 3:00 PM on April 10, 2018 confirmed that personnel must complete electronic training each year as an agreement of employment to include annual HIPPA training. 3. Review of the Phlebotomist A and B training records revealed that Phlebotomist A signed the Lab Corp HIPPA Confidentiality Agreement & Acknowledgement document on October 2, 2011 and completed the annual LabCorp HIPPA electronic training on January 10, 2018. Phlebotomist B signed the Lab Corp HIPPA Confidentiality Agreement & Acknowledgement document on November 21, 2016 and completed the training on December 14, 2017. 4. An interview on April 11, 2018 at approximately 9:10 AM confirmed that the personnel (phlebotomist A and B) did not maintain patient confidentiality during the registration process and collection of specimens for eleven (11) patients.