Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 49D2123858	(X3) Date Survey Completed 02/23/2021
Name of Provider or Supplier Northern Virginia Carenow Urgent Care Llc	**Street Address, City, State** 10004 Southpoint Parkway (22676 601), Fredericksburg, 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 announced off-site CLIA recertification survey was conducted at Bettermed Urgent Care-Spotsylvania on February 23, 2021 by the Virginia Department of Health's Office of Licensure and Certification. The survey included an entrance interview on January 29, 2021 and virtual record review conducted on February 18, 2021. The laboratory was surveyed under 42 CFR part 493 CLIA Regulations. Bettermed Urgent Care-Spotsylvania is performing COVID-19 testing and is in compliance with the applicable COVID-19 reporting requirements. The specific deficiency is as follows:
D2007	TESTING OF PROFICIENCY TESTING SAMPLES CFR(s): 493.801(b)(1) The samples must be examined or tested with the laboratory's regular patient workload by personnel who routinely perform the testing in the laboratory, using the laboratory's routine methods This STANDARD is not met as evidenced by: Based on review of the Centers for Medicare and Medicaid Services Laboratory Personnel Report Form (CMS 209), proficiency testing (PT) records, policies, and an interview, the laboratory failed to rotate PT among personnel performing patient complete blood counts (CBC), d-Dimer, Troponin, Severe Acute Respiratory Syndrome-Corona Virus 2 (SARS CoV-2) testing from January 2019 until December 2020. Findings include: 1. Review of the CMS 209 revealed a total of sixteen (16) laboratory testing personnel (TP) identified as performing non-waived Hematology, Chemistry and SARS CoV-2 testing. 2. Review of the laboratory's American Proficiency Institute (API) 2019 Hematology, Chemistry and SARS PT documentation revealed the following: TP A signed attestations and performed the following: 2019 Chemistry Core Event 2; 2020 Chemistry Core Events 3; 2019 Hematology/Coagulation Events 1, 2, and 3; 2020 Hematology Event 1, 2 and 3; 2020

	SARS Events 2. TP A signed and performed one (1) of three (3) Chemistry events in 2019; 1 of 3 Chemistry events in 2020; 3 of 3 Hematology/Coagulation events in 2019; 3 of 3 Hematology/Coagulation events in 2020; and 1 of 1 SARS events in 2020. TP B signed attestations and performed the following: 2019 Chemistry Core Event 1 and 3; 2020 Chemistry Core Events 1 and 2. TP B signed and performed two (2) of 3 Chemistry events in 2019; 2 of 3 Chemistry events in 2020. (See Personnel Code Sheet.) 3. Review of the laboratory's policies revealed a proficiency testing policy, "Policy for Training and Signing off on API proficiency Testing", which stated "PT samples are to be treated the same as patient samples." 4. In an interview with the Site Manager on February 23, 2021 at approximately 11:40 AM, the above findings were confirmed.