Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 49D2169537	(X3) Date Survey Completed 11/13/2019
Name of Provider or Supplier Northern Virginia Carenow Urgent Care Llc	**Street Address, City, State** 1380 N Parham Rd, Richmond, 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 CLIA Initial survey was conducted at the Bettermed Urgent Care Regency on November 13, 2019 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:
D5417	TEST SYSTEMS, EQUIPMENT, INSTRUMENTS, REAGENT CFR(s): 493.1252(d) Reagents, solutions, culture media, control materials, calibration materials, and other supplies must not be used when they have exceeded their expiration date, have deteriorated, or are of substandard quality. This STANDARD is not met as evidenced by: Based on review of manufacturer's package insert (PI), quality control (QC) records, daily patient testing records, and interviews with the testing personnel (TP) and site manager, the laboratory failed to ensure that the hematology quality control (QC) materials were not used beyond the manufacturer's expiration date from October 30, 2019 up to November 9, 2019 while reporting a total of 5 patients. Findings include: 1. Review of the Medonic Boule hematology PI revealed that the published manufacturer expiration date for lot numbers 2190621, 2190622 and 2190623 was October 29, 2019. 2. Review of the hematology QC records revealed the laboratory used the same lot numbers as specified above from October 30, 2019 and up to November 9, 2019. The PI stated expiration date of October 29, 2019. In an interview with the TP at approximately 1:35 PM, the TP stated that the staff probably didn't wand in the new lot number expiration dates when they opened the new lot on October 30, 2019. 3. Review of the daily patient testing records revealed the following five (5) patients assayed on the following dates: November 4, 2019- 2 patients, November 5, 2019- 1 patient, and November 7, 2019- 2 patients. 4. An interview with the site manager at approximately 2:30 PM confirmed that the findings.

D5447	CONTROL PROCEDURES CFR(s): 493.1256(d)(3)(i)(g) Unless CMS Approves a procedure, specified in Appendix C of the State Operations Manual (CMS Pub. 7), that provides equivalent quality testing, the laboratory must-- At least once a day patient specimens are assayed or examined perform the following for-- Each quantitative procedure, include two control materials of different concentrations; (g) The laboratory must document all control procedures performed. This STANDARD is not met as evidenced by: Based on the review of quality control (QC) records, lack of documentation, daily patient-testing log and interview with the site manager, the lab failed to perform QC procedures each day of patient testing from September 3, 2019 up to November 13, 2019 for the Troponin and D-Dimer analytes while reporting fifteen (15) and fourteen (14) patients, respectively. Findings include: 1. Review of daily QC records for the Alere Triage chemistry meter (serial number 0085916WW) revealed that the lab performed QC procedures for the Troponin and D-Dimer analytes on 9/20/19, 10/18 /19 and 11/5/19. The inspector requested to review daily QC procedure from 9/03/19 and up to November 13, 2019. The documents were not available for review. 2. Review of the policy and procedure manual revealed lack of documentation of a policy that defined number, type and frequency of performing QC procedure for the instrument and analytes specified above. 3. Review of the daily patient-testing log from the Alere Triage chemistry analyzer revealed 15 patients assayed for the Troponin analyte and 14 patients analyzed for the D-Dimer analyte from September 3, 2019 and up to November 13, 2019. 4. An interview with the site manager at approximately 2:30 PM confirmed that the findings.