



Please welcome  
**Alexander van Amerongen, MD**  
Director of  
Anatomic Pathology

Dr. van Amerongen brings extensive pathology and cytology experience to ACM, having worked in both hospitals and private laboratories for more than fourteen years. He will be responsible for ensuring the quality of ACM Medical Laboratory's pathology and cytology services.

Dr. van Amerongen is certified by the American Board of Pathology in anatomic pathology, clinical pathology and cytopathology and received his doctor of medicine from the University of South Dakota School of Medicine, where he also completed his residency in anatomic and clinical pathology. He completed a cytopathology fellowship at the University of Texas.

ACM Medical Laboratory is pleased to announce a newly enhanced online reference manual. Visit [www.acmlab.com/referencemanual](http://www.acmlab.com/referencemanual).

## ACM Medical Laboratory Technology Investments

*John D'Souza, MD, VP Laboratory Medical Affairs*

ACM Medical Laboratory has made a number of investments to the toxicology wing at our corporate headquarters this year. We added 654 sq ft of lab space, which increased the space by 43%. The space was enhanced with an upgraded HVAC system, electrical service and a new generator system that improved emergency power for toxicology and other departments. In addition, we replaced the flooring, painted the walls and added more windows to make the lab space more appealing for staff and client tours. Most importantly, we purchased our first liquid chromatography-tandem mass spectrometer (LC/MS/MS) instrument. These investments will allow us to expand our test menu offering to our clients in addition to improving our turnaround time. The toxicology team has recently completed validations for benzodiazepines (including clonazepam), ethylglucuronide (ETG) and cocaine metabolites.

### ICD-10 Reminder

**ICD10 becomes effective October 1, 2014. Are you getting ready for it?**

Providers are expected to supply a diagnosis code that supports medical necessity for each test you order. For more information go to ICD10 Planning: CMS website <http://go.cms.gov/17bS98L>.

### Patient Services - Super Center Update

Last year we opened our first Super Center located at 906 Elmgrove Road, in Gates. We have had positive feedback from our customers as a result of ease of access, extended hours and short wait times. Currently the average patient has less than a 20 minute total experience time, which helped contribute to a 95% patient satisfaction score in 2012. In addition, this Super Center was featured in Unity's 2012 Annual Report, highlighting the exceptional pediatric care that our team provides. Data shows that in addition to maintaining existing patients; other patients within the community have discovered the excellent location and service, as our average daily volume has increased. Consolidating PSC's, allows the department to ensure a Super Center is equipped with multiple employees and has proven to be instrumental in enhancing patient care. As a result of this success we have opened other



Super Centers. Ridge-Hudson opened on June 17th, 2013. The Irondequoit based Super Center is located at 718 E. Ridge Road, behind Walgreens. On July 15th, ACM opened its 3rd Super Center in Baytowne Plaza, Webster at 1900 Empire Boulevard, pictured above. All Super Centers offer the same hours of operation; Monday – Friday, 6a-5p and Saturday, 6a-12p and are staffed with pediatric skilled Phlebotomists.