

LAHC MISSION AND VISION

Mission: Lyster Army Health Clinic provides ready and sustainable health service support and force health protection in support of the U.S. Army Aviation Center of Excellence and Fort Rucker to enable readiness and to conserve the fighting strength while caring for our People and their Families.
Vision: Keeping aviators in the air as the U.S. Army Aviation Center of Excellence and Fort Rucker's premier medical force.

THE LABORATORY IS ACCREDITED BY THE COLLEGE OF AMERICAN PATHOLOGISTS (CAP)

CAP Accreditation ensures that we:

- ✓ Maintain accuracy of test results and ensure accurate patient diagnosis
- ✓ Meet required standards from CLIA, FDA and OSHA. CAP requirements commonly exceed the standards, bolstering patient care and safety.
- ✓ Manage rapidly evolving changes in lab medicine and technology
- ✓ Exchange ideas and best practices among lab medicine peers



For more information visit cap.org

LABORATORY CLIENT SERVICES

What we do:

- Specimen drop off
- Patient collection instructions and supplies
- Blood Collection (Phlebotomy)



Who we serve: Beneficiaries eligible for care. Bring your military identification card with you to the lab.

1. Patients **seen by a LAHC provider:** Electronic or written orders required
2. Patients from **outside providers:** Written orders are required
3. **Walk in testing** available:
 - **HIV:** Active Duty readiness only
 - **Pregnancy test** (urine only): You **must** do one of the following:
 - 1) Send a secure message through MHS GENESIS to your Primary Care Manager (PCM)
 - 2) Contact the appointment line at (800) 261-7193 and leave a message for your PCM.
 - 3) Go to the Primary Care Clinic and leave a message for your PCM at the front desk

TESTING AND SHIPPING SECTIONS

What we do:

- Perform a wide range of testing in chemistry, serology, hematology, molecular, and urinalysis
- Refer specialized tests to reference laboratories
- Report results to the ordering PCM.



Tech preparing hematology samples for testing.

LABORATORY RESULTS

You care team should contact you with results. Other options include:

1. MHS Genesis Patient Portal: <https://patientportal.mhsgenesis.health.mil> to view your results or to send a secure message to the ordering PCM.
2. Call the patient appointment line at (800) 261-7193 and leave a message for your PCM.
3. Place a request through the Patient Administration Department (PAD) to receive a copy of your record or have your record sent to another HCP.



CUSTOMER SERVICE

Customer Satisfaction is our priority!

There are several ways to provide feedback.

ICE: Interactive Customer Evaluation system comment. Access this web-based system at <https://ice@disa.mil>.

JOES: Randomly selected patients will receive a Joint Outpatient Experience Survey (JOES) following an appointment. Please take a few minutes to complete and return the survey. Question #22 pertains to your overall experience with the laboratory.

Patient Advocate: Contact the LAHC Patient Advocate and let them know about your experience.

Lab Leadership Team: Ask to speak to the Lab Manager, Lab NCOIC or Lab QA Manager. We are here to help you anytime.

“Very pleased with the facility, especially the lab/pharmacy. During the past thirteen years I’ve received excellent care and courtesy from all personnel.”

Comment received on JOES

THE LABORATORY TEAM

The Lyster Army Health Clinic Laboratory team is pleased to be of service to you today.



The team is composed of military and civilian professionals in the following disciplines:

Laboratory Medical Director:

A Board Certified Pathologist who has sole technical oversight and responsibility for the laboratory (off-site).

Clinical Laboratory Scientists:

Certified laboratory professionals responsible for daily oversight of laboratory operations. This group consists of the Laboratory Manager, Quality Assurance Manager and Section Lead Technologists.

Medical Laboratory Technicians:

Certified laboratory professionals performing moderate and high complexity testing in all areas of laboratory medicine.

Medical Technician/Phlebotomists:

Certified phlebotomists on the front line who collect specimens directly from patients.



LYSTER ARMY HEALTH CLINIC
301 Andrews Ave
Fort Rucker, AL 36362

Lyster Army Health Clinic

DEPARTMENT OF PATHOLOGY



Monday thru Friday
0700-1600

Closed 3rd WED of the month @1200

Phone: (334) 255-7062/7063