



White Glove Procedure

Rev. 11/2023



White Glove Client List

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Client Name - IHD Rep

1. California Fertility Partners (CFP) - *Veronica Vasquez 1(562)965-3043*
2. Blanscet, Laurie DO -
Bob Fieweger 1(626)255-2620/Maggie Dawood 1(818)968-8967
3. Fair Oaks Women's Health Center (FOWH) -
Bob Fieweger 1(626)255-2620/Maggie Dawood 1(818)968-8967
4. Fog City Medical - *Richard Prendergast*
5. La Jolla IVF - *Veronica Vasquez 1(562)965-3043*
6. Meridian Medical SF/SJ - *Richard Prendergast*
7. Morrison, Susan - *Shawn Glassman 1(818)383-4588*
8. ORM Fertility - *Veronica Vasquez 1(562)965-3043*
9. Pachorek, Joseph MD -
Bob Fieweger 1(626)255-2620/Maggie Dawood 1(818)968-8967
10. Rodeo Dr. Women's Health Center (RDWHC) -
Stephanie Brockermeyer 1(310)592-2174
11. San Diego Fertility Center (SDFC) - *Veronica Vasquez 1(562)965-3043*
12. Taaly Silberstein - *Shawn Glassman 1(818)383-4588*
13. So. Ca. Reproductive Center (SCRC) - *Veronica Vasquez 1(562)965-3043*
14. Women's Care of Beverly Hills (WCBH) - *Shawn Glassman 1(818)383-4588*



"White Glove Treatment" simply means handling your clients' needs with the utmost care and attention. The most important aspect of giving a client White Glove Treatment is communication. Any lapse in communication can send a domino effect of issues through the client relationship that can be hard to mend. That said, there are two key ways to ensure you are delivering the White Glove Treatment. Communication and rapport are critical. Communication involves all departments and every step of our handling of the client to ensure there are no mishaps. The rapport is most greatly affected by the account representative/executive coddling the client and their needs. The account representative/executive is the liaison between the client and the lab (IHD).

IHD will continuously update the list of White Glove clients as it may change often. Once a White Glove client is identified, that client will have its own White Glove document communicating the IHD individuals responsible for each step of client handling along with any one off instructions for the client. In all situations, the account representative/executive is top priority in communication and must always be in the know regarding all lab handlings of the client. In no situation should the client be in internal conversations discussing the handling of said client. The account representative/executive will be in communication with the necessary IHD departments and once issues are resolved, that representative/executive can go back to the client with feedback. Professionalism is a must and airing lab mishaps is never ideal in any situation. We must focus on protecting the client and IHD in all situations. Always remember, the majority of issues can be resolved with proper execution and communication.

The current White Glove client list is on the previous page and handling instructions by department and each client document is on the next page. Primary individuals assigned to clients for each step of their handling will be listed and that individual's backup will be in parentheses. This document will be revised any time an edit is made or a client is added or removed from the list.

"No one can whistle a symphony. It takes a whole orchestra to play it." -H.E. Luccock



White Glove Procedure Handling Instructions by Dept.

Account Representative/Executive: This individual is the main contact for the client during business hours and after hours. They are the main liaison between the client and IHD and MUST be notified any time any mishap occurs involving the client in any step of handling below. This individual is also the backup contact for Client Service.

Specimen Collection: This individual is responsible for the collection of specimens. White Glove specimens should be sent to the lab in designated color collection bags. White Glove bag color is currently blue.

Courier/Pickup: This individual is responsible for specimen pickup. They must follow the Courier Pick Up SOP and will be expected to go above and beyond for the client (i.e. waiting for them to finish samples, helping them add the requisitions to the matching samples, returning to client an additional time to pick up samples the client may have forgotten, and occasionally make pick ups from off site locations).

Accessioner: This individual enters orders from the requisition into the system. "Blue" must be selected in the bag color category for all WG entries. Even if the WG account did not send a blue bag, please be sure all WG accessions have blue bag color selected. They do an internal QC check before the end of their shift and make sure all requisitions are allocated into a manilla folder for the assigned QC person.

QC: This team is responsible for QC of all requisitions. They must check and double check that all requisitions were added correctly, that blue has been selected for the bag color and that all tests ordered are being run.

Testing/Result reporting: This individual is responsible for making sure all specimens from clients are running properly. Anytime there is an issue in the lab (i.e. a machine is down) they must immediately find out if one of the client's

specimens is affected and alert the account representative. This individual is responsible for any abnormal/critical result reporting as well.

Client Service: This individual is responsible for the day to day contact (IBC/OBC) with the client and helping with general client service needs. This person also handles all TIQ for the client. Regular CS reps must have the current list of White Glove Clients at their desk and handle calls accordingly. If a White Glove client calls in to the CS main line, the CS rep must identify that caller as White Glove and transfer them to their assigned CS representative/supervisor. Sample call outlined below:

Sample CS WG call:

IHD CS: "Thank you for calling IHD Lab, this is (name) how can I help you?"

Client: "Hi, I need results for a patient ..."

IHD CS: "Sure, I'm happy to help you with those results today. May I please have the patient's DOB?"

IHD CS rep pulls up patient in LabDaq, immediately looks at client name, glances at their White Glove list and identifies the caller as a White Glove client ...

IHD CS: "Thank you so much for your patience. I was able to pull up this patient and I see here that your calls are handled by one of our specialty reps. If you don't mind, I'd like to place you on a brief hold and get you over to them. Can you hold for just a moment?"

Client agrees and IHD CS warm transfers call to their assigned Client Service representative.

A **warm transfer** is reaching the representative first, letting them know who is on the line and then transferring the caller. A **cold transfer** is simply transferring the caller to the new rep with no speaking in between. Cold transfers are **NEVER** allowed with White Glove clients.



White Glove Procedure California Fertility Partners (CFP)

IHD Acct Rep/Exec: Veronica Vasquez 1(562)965-3043

Specimen Collection: Client, PSC, and remote draws

Courier/Pickup: Alicia Lopez (Luis Cervantes)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure

Laurie Blanscet DO

IHD Acct Rep/Exec: Bob Fieweger 1(626)255-2620/Maggie Dawood
1(818)968-8967

Specimen Collection: PSC in office

Courier/Pickup: Gary Ramirez

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jaussaud (Betty Morales)

****Special instructions:**

Brenda, our phlebotomist is the best in office contact.



White Glove Procedure Fair Oaks Women's Health Center (FOWH)

IHD Acct Rep/Exec: Bob Fieweger 1(626)255-2620/Maggie Dawood
1(818)968-8967

Specimen Collection: PSC in office

Courier/Pickup: Juan Esperaza (Rafael Camacho)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**

Maral and Claudia are the best in office contacts.



White Glove Procedure Fog City Medical

IHD Acct Rep/Exec: Richard Prendergast 1(408)667-5968

Specimen Collection: Client

Courier/Pickup: Outside courier and shipped on evening flight

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure La Jolla IVF

IHD Acct Rep/Exec: Veronica Vasquez 1(562)965-3043

Specimen Collection: They send out to our PSC and also do remote draws

Courier/Pickup: David Chandler (Luis Cervantes)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure Meridian Medical SF/SJ

IHD Acct Rep/Exec: Richard Prendergast 1(408)667-5968

Specimen Collection: Client

Courier/Pickup: Outside courier and shipped on evening flight

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure

Susan Morrison

IHD Acct Rep/Exec: Shawn Glassman 1(818)383-4588

Specimen Collection: Client

Courier/Pickup: Luis Cervantes

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**

- They process orders from LN, order interface with MacPractice
- May have SDH and stats
- After hours results must be called to Dr cell per SOP
- 2 pick ups Mon- Fri 11:30am and 5pm pick up.
- Any after hour stat results must call Dr Morrison on her cellphone. Office closes at 4pm.
- When ordering pcr sti testing with pap-office has to place separate orders. Results won't be delayed.
- Office has a printer



White Glove Procedure ORM Fertility

IHD Acct Rep/Exec: Veronica Vasquez 1(562)965-3043

Specimen Collection: Client, PSC, remote draws

Courier/Pickup: MCI (3rd part medical courier) preps everything and sends via FedEx

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



Joseph Pechorek MD

IHD Acct Rep/Exec: Bob Fieweger 1(626)255-2620/Maggie Dawood
1(818)968-8967

Specimen Collection: Pasadena PSC 3

Courier/Pickup: Ben Johnson (early pickup)/Rafael Camacho (after hours)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure Rodeo Dr. Women's Health Center (RDWHC)

IHD Acct Rep/Exec: Stephanie Brockermeyer 1(310)592-2174

Specimen Collection: Client, PSC

Courier/Pickup: Luis Cervantes

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**

This client consistently sends over orders with a test for PAP Smear along with blood tests. However, the blood tests are all being rejected due to no blood sample received. This happens frequently and the initial protocol was to wait 48 hours before rejecting any tests from Rodeo in case samples are received the next night. However, more often than not, all of the blood tests end up being rejected. Jorge is the office manager, 1(323)632-7399.



White Glove Procedure San Diego Fertility Center (SDFC)

IHD Acct Rep/Exec: Veronica Vasquez 1(562)965-3043

Specimen Collection: Client, PSC, remote draws

Courier/Pickup: David Chandler (Luis Cervantes)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**



White Glove Procedure

Taaly Silberstein

IHD Acct Rep/Exec: Shawn Glassman 1(818)383-4588

Specimen Collection: PSC collects all specimens/draws all blood from office.

Courier/Pickup: Luis Cervantes

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**

Printer in office. They have a confidential HIV test code included in prenatal panel that reports out separately.

Sensitive to TAT.



White Glove Procedure Southern California Reproductive Center (SCRC)

IHD Acct Rep/Exec: Veronica Vasquez 1(562)965-3043

Specimen Collection: Client

Courier/Pickup: Luis Cervantes (Rafael Camacho)

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jaussaud (Betty Morales)

****Special instructions:**



White Glove Procedure Women's Care of Beverly Hills (WCBH)

IHD Acct Rep/Exec: Shawn Glassman 1(818)383-4588

Specimen Collection: Client

Courier/Pickup: Rafael Camacho

Accessioner/QC: Supervisor, Alex Lee or Dr. Mina

Testing/Result reporting: Dr. Mina Calentari in house and Alex Lee for sendouts

Client Service: Dominique Jausaud (Betty Morales)

****Special instructions:**

- Saturday clinic- pick up between 1-2pm
- Daily p/u Monday-Friday p/up after 6:30pm. Courier must check with staff if office is open to ensure all samples are collected. Courier can't pick up before 6pm, staff is not done with processing samples. Marina and Sylvia are contacts.
- Very sensitive to tat-GBS 24-48 hr-samples placed in carrot broth to get the most sensitive/ accurate result. PCR testing 24-48hrs.
- PCR UTI prelim results within 24hrs after sample received-pathogen, ABR and Sanford Guide. Eden pdf reporting delays.
- CS reports daily on final Molecular UTI tests