

**The Pacific Northwest Laboratory Medicine Sentinel Monitoring Network  
Final Report of the Findings of Questionnaire 16  
Use of the Internet**

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## BACKGROUND

The Pacific Northwest Laboratory Medicine Sentinel Monitoring Network was created in 1995 to gather ongoing information about practices in hospital, independent and physician office laboratories (POLs) in Alaska, Idaho, Oregon, and Washington. To date, 20 questionnaires have been released to the network, exploring issues related to: testing quality; access to testing services; laboratory-related problems and errors; personnel training and changes; proficiency testing participation; point of care testing; and waived testing.

[Final reports of the findings of each questionnaire and references to journal articles based on these studies can be found on the Centers for Disease Control and Prevention (CDC) Website:  
<http://www.phppo.cdc.gov/dls/mlp/pnlmsmn.asp>]

### **Questionnaire 16**

The intent of this questionnaire was to learn how laboratorians use the Internet for work-related purposes. Questionnaire 16 was mailed to 337 moderate and high complexity laboratory network participants in April 2001. Two hundred eighteen laboratories returned a completed questionnaire in time for analysis, a 65% response rate. Demographic characteristics of the respondents are summarized in the following table.

**Table 1 - Demographic characteristics of respondents (N=218)**

Demographic characteristic	Percent of laboratories
STATE	
Washington	50
Oregon	22
Idaho	19
Alaska	9
CENSUS BUREAU DESIGNATION	
Urban	55
Rural	45
LABORATORY TYPE	
Physician office *	65
Hospital	28
Independent	7

\* Includes: Physician office laboratories (POLs), clinics, community health centers, rural health centers, health departments/districts, student health centers and health maintenance organizations (HMOs).

## FINDINGS

### **Access to the Internet**

Network participants were asked if they had access to the Internet at work and at home and whether they used the Internet for work-related purposes in either of these settings.

Overall, 73% of the respondents stated they had access to the Internet at work and 48% used the Internet while at work. Eighty-four percent had access to the Internet at home and 35% used the Internet for work-related purposes at home. A higher percentage of hospital laboratory respondents used the Internet than those working in independent or physician office laboratories. Rural laboratory respondents used the Internet more than those in urban sites. Table 2 shows the patterns of Internet usage by laboratory type and location.

**Table 2 - Use of Internet for work-related purposes**

	Percent of respondents			
	<b>All labs</b> (N=218)	<b>POL</b> (N=142)	<b>Hospital</b> (N=60)	<b>Independent</b> (N=16)
Access at work	73	68	85	69
Use at work	48	37	72	50
Access at home	84	83	88	81
Use at home	35	27	55	31
Use at work or home	54	44	77	56

	Percent of respondents					
	<b>Urban</b> (N=120)	<b>Rural</b> (N=98)	<b>AK</b> (N=20)	<b>ID</b> (N=42)	<b>OR</b> (N=48)	<b>WA</b> (N=108)
Access at work	67	81	70	76	69	74
Use at work	43	53	35	45	52	49
Access at home	84	85	85	83	83	85
Use at home	31	40	40	26	38	36
Use at work or home	51	57	45	48	63	54

### **Information and sites accessed on the Internet**

The participants that used the Internet for work-related purposes were asked to tell us about the specific types of laboratory-related information they accessed and the sites they used. We also asked for the specific website addresses (uniform resource locators [URLs]) they used.

**Table 3 - Type of information accessed (N=871 sites)**

<b>Category</b>	<b>Number</b>	<b>Percent</b>
Government agency	259	30
Laboratory testing products or services	174	20
Professional organizations	159	18
Accreditation organizations	80	9
Quality improvement	62	7
Business management	36	4
Other	101	12

**Note:** The following summarizes the data collected from network participants. We do not intend to endorse or promote any agency, organization, corporation, or website listed. Website addresses were accessed in June 2001 by the author to confirm their accuracy. Changes in website addresses and links may have occurred since then.

### **GOVERNMENT AGENCY SITES**

Sixty-three percent of all government sites and 76% of federal government sites accessed were provided by one of these three agencies: the Centers for Disease Control and Prevention (CDC); the Occupational Safety and Health Administration (OSHA); and the Health Care Financing Administration (HCFA).

#### **CDC sites**

##### Laboratory-related sites of interest:

Epidemiology Program Office  
 National Center for Health Statistics  
 National Center for Infectious Diseases  
 National Immunization Program  
 National Institute for Occupational Safety and Health

#### **Website address (URL)**

[www.cdc.gov](http://www.cdc.gov)

[www.cdc.gov/epo/](http://www.cdc.gov/epo/)  
[www.cdc.gov/nchs/](http://www.cdc.gov/nchs/)  
[www.cdc.gov/ncidod/](http://www.cdc.gov/ncidod/)  
[www.cdc.gov/nip/](http://www.cdc.gov/nip/)  
[www.cdc.gov/niosh/](http://www.cdc.gov/niosh/)

Public Health Practice Program Office	<a href="http://www.cdc.gov/phppo/">www.cdc.gov/phppo/</a>
<u>Types of information accessed by respondents</u>	
Regulations	
CLIA	<a href="http://www.phppo.cdc.gov/clia/">www.phppo.cdc.gov/clia/</a>
Standards	
Publications	
Morbidity & Mortality Weekly Report (MMWR)	<a href="http://www.cdc.gov/mmwr/">www.cdc.gov/mmwr/</a>
Licensing	
Standard practices	
Technical information	
Reference	
Prevention of diseases, disabilities, injuries	<a href="http://wonder.cdc.gov/">//wonder.cdc.gov/</a>
Bioterrorism	
Growth charts	<a href="http://www.cdc.gov/growthcharts/">www.cdc.gov/growthcharts/</a>
Guidelines	
Needle safety	<a href="http://www.cdc.gov/niosh/">www.cdc.gov/niosh/</a>
Tuberculosis protocol	
Infection control	
Recommendations	
HIV, HCV, HBV	<a href="http://www.cdc.gov/ncidod/">www.cdc.gov/ncidod/</a>
Immunization	<a href="http://www.cdc.gov/nip/">www.cdc.gov/nip/</a>
Travel medicine	
Training	<a href="http://www.phppo.cdc.gov/">www.phppo.cdc.gov/</a>
Test categorization, test complexity	<a href="http://www.phppo.cdc.gov/clia/">www.phppo.cdc.gov/clia/</a>
Grants	
Legislation	
Foreign country medical requirements	
Safety	
Preventing needlesticks	<a href="http://www.cdc.gov/niosh/2000-108.html">www.cdc.gov/niosh/2000-108.html</a>
Sharps disposal	<a href="http://www.cdc.gov/niosh/">www.cdc.gov/niosh/</a>
<b>OSHA sites</b>	<a href="http://www.osha.gov">www.osha.gov</a>
<u>Types of information accessed by respondents</u>	
Regulations	
Needle Safety Act	
Publications	
Standards	
Blood Borne Pathogens	
Policies	
Guidelines	
Legislation	
Research	
Reference	
Ergonomics	

Infection control  
 Continuing education  
 Needlestick injury  
 Glass capillary tube safety  
 Compliance

**HCFA sites**

[www.hcfa.gov](http://www.hcfa.gov)

Types of information accessed by respondents

Regulations

CLIA

[www.hcfa.gov/medicaid/clia/cliahome.htm](http://www.hcfa.gov/medicaid/clia/cliahome.htm)

Reimbursement

Medical fee schedule

Medicare updates

Medical necessity

Advanced beneficiary notices (ABNs)

Coding

Unique provider identification numbers (UPINs)

Reimbursement for certain CPT codes

ICD-9 codes

Laboratory fee schedule

[www.hcfa.gov/](http://www.hcfa.gov/)

Part A local medical review policies (LMRPs)

Correct coding initiative

Standards

Point of care testing information

Waived tests

Test categorization

Legislation

Technical component for pathology

Safe needle system

Compliance

Licensing

Opinions

Reference

Training

**Food and Drug Administration (FDA) sites**

[www.fda.gov](http://www.fda.gov)

Laboratory-related sites of interest:

Center for Devices & Radiological Health

[www.fda.gov/cdrh/](http://www.fda.gov/cdrh/)

Center for Biologics Evaluation & Research

[www.fda.gov/cber/](http://www.fda.gov/cber/)

Types of information accessed by respondents

Regulations

Recalls

Standards

Mammogram standards

Licensing

Standard practices		
Publications		
Technical information		
Research		
Reference		
Continuing education		
Guidelines		<a href="http://www.fda.gov/cber/">www.fda.gov/cber/</a>
Registration forms		
Approved testing/instruments		
Test categorization		
Test complexity		
Reagent information		
Training		
Grants		
Legislation		
Safety		
Needlestick safety alert		<a href="http://www.fda.gov/cdrh/safety.html">www.fda.gov/cdrh/safety.html</a>
<b>“CLIA” sites</b>	<a href="http://www.phppo.cdc.gov">www.phppo.cdc.gov</a>	<a href="http://www.hcfa.gov/medicaid/clia/cliahome.htm">www.hcfa.gov/medicaid/clia/cliahome.htm</a>
<u>Types of information accessed by respondents</u>		
Standards		
Test categorization		
Continuing education		
Waived test list		
Regulations		
Licensing		
Standard practices		
Publications		
Technical information		
History of CLIA		
Legislation		
Guidelines		
<b>Health and Human Services (HHS) sites</b>		<a href="http://www.hhs.gov">www.hhs.gov</a> <a href="http://www.dhhs.gov">www.dhhs.gov</a>
<u>Types of information accessed by respondents</u>		
Office of Inspector General (OIG)		<a href="http://www.hhs.gov/progorg/oig">www.hhs.gov/progorg/oig</a>
Compliance issues		
Regulations		
Guidelines		
Reference information		
Billing issues		
Office of Population Affairs (OPA)		<a href="http://www.hhs.gov/opa">www.hhs.gov/opa</a>
<b>National Institutes of Health (NIH) sites</b>		<a href="http://www.nih.gov">www.nih.gov</a>
<u>Types of information accessed by respondents</u>		

**Reference**

National Institute of Diabetes & Digestive & Kidney Diseases [www.niddk.nih.gov](http://www.niddk.nih.gov)

**Regulations**

Guidelines

Standards

Research

Licensing

Training

Publications

Grants

Legislation

**“Federal Register” site**Types of information accessed by respondents

Regulations

National Archives and Records Administration

[www.nara.gov](http://www.nara.gov)**Medicare site**[www.medicare.gov/](http://www.medicare.gov/)Types of information accessed by respondents

Local medical review policies (LMRPs)

[www.hcfa.gov](http://www.hcfa.gov)

Regulations

Guidelines

Research

Reference

Continuing education

Publications

**Health Insurance Portability and Accountability (HIPAA)**[www.hcfa.gov/medicaid/hipaa](http://www.hcfa.gov/medicaid/hipaa)**Environmental Protection Agency (EPA)**[www.epa.gov](http://www.epa.gov)

Regulations

Safety

**Veterans Affairs (VA)**[www.va.gov](http://www.va.gov)

Safe sharps devices

[www.va.gov/vasafety/](http://www.va.gov/vasafety/)**Department of Transportation (DOT)**[www.dot.gov](http://www.dot.gov)

Regulations, Standards, Reference, Publications

[www.transit-safety.volpe.dot.gov](http://www.transit-safety.volpe.dot.gov)

Government sites provided by state agencies:

**Washington State sites**

Department of Health

[www.doh.wa.gov](http://www.doh.wa.gov)

Medicare updates

Hospital statistics



Regulations	
Guidelines	
Reference	
Training	
Health care assistant licenses	
X-Ray licenses	
Office of Laboratory Quality Assurance	
<a href="http://www.doh.wa.gov/hsqa/fsl/LQA_home.htm">www.doh.wa.gov/hsqa/fsl/LQA_home.htm</a>	
Licensing	
Medical Test Site rules	
Regulations	
Guidelines	
Standards	
Training	
Public Health Laboratory	<a href="http://www.doh.wa.gov/phl">www.doh.wa.gov/phl</a>
Labor and Industries - WISHA	<a href="http://www.wa.gov/lni/wisha">www.wa.gov/lni/wisha</a>
Chemical Hygiene Plan	
Respiratory Protection Plan	
Blood Borne Pathogens	
Regulations	
Standards	
Department of Social and Health Services	<a href="http://www.dshs.wa.gov">www.dshs.wa.gov</a>
Medicare updates	
Department of Revenue	<a href="http://www.dor.wa.gov">www.dor.wa.gov</a>
Tax information and rules	
<b>Oregon State sites</b>	<a href="http://www.state.or.us">www.state.or.us</a>
State of Oregon	
Legislation	
Oregon Health Division	<a href="http://www.ohd.hr.state.or">www.ohd.hr.state.or</a>
Radiation Safety Laws	
Lab Licencing	<a href="http://www.ohd.hr.state.or.us/ll/">www.ohd.hr.state.or.us/ll/</a>
Licensing	
Regulations	
Public Health Laboratory	<a href="http://www.ohd.hr.state.or.us/phl/">www.ohd.hr.state.or.us/phl/</a>
Regulations	
Guidelines	
Oregon Occupational Safety & Health	
Regulations	
Oregon Online	<a href="http://www.state.or.us">www.state.or.us</a>
Legislation	
Regulations	
<b>Idaho State site</b>	<a href="http://www.state.id.us">www.state.id.us</a>
Department of Health & Welfare	<a href="http://www.state.id.us/dhw/">www.state.id.us/dhw/</a>

## Medicaid guidelines

**Alaska State site**[www.state.ak.us](http://www.state.ak.us)

State of Alaska

Regulations

Legislation

**Wisconsin State site**

Wisconsin State Public Laboratory

[www.slh.wisc.edu](http://www.slh.wisc.edu)

Standards

Reference

**LABORATORY TESTING PRODUCTS AND SERVICES****• Companies that manufacture and/or distribute laboratory products or medical supplies**

<b>Company name</b>	<b>Types of information, activities</b>	<b>Website address (URL)</b>
Abbott Laboratories	product availability, distribution, product specifications, prices, contact information, point of care instruments for hospital use	<a href="http://www.abbott.com">www.abbott.com</a>
ACT Diagnostics	check on supplies	<a href="http://www.actdiagnostics.com">www.actdiagnostics.com</a>
Allegiance	product availability, pricing, ordering supplies, equipment information, check on status of purchase order	<a href="http://www.allegiance.net">www.allegiance.net</a>
AmeriNet	contact information, pricing, product availability	<a href="http://www.amerinet.org">www.amerinet.org</a>
Baxter	product information, prices, distribution	<a href="http://www.baxter.com">www.baxter.com</a>
Bayer	product information	<a href="http://www.bayer.com">www.bayer.com</a>
Becton Dickinson	product information, urine STD testing	
Beckman Coulter	product offerings, test menus, equipment information	<a href="http://www.beckmancoulter.com">www.beckmancoulter.com</a>
Bio-Rad Laboratories	new products, product availability, manufacturer information,	<a href="http://www.bio-rad.com">www.bio-rad.com</a>
Biosite	Triage products	<a href="http://www.biosite.com">www.biosite.com</a>
Bulb Direct	product availability, pricing	<a href="http://www.bulbdirect.com">www.bulbdirect.com</a>
Careside	manufacturer information, suppliers	<a href="http://www.careside.com">www.careside.com</a>
Cerner	troubleshooting, problem reporting, classes, interaction	<a href="http://www.cerner.com">www.cerner.com</a>
Charter Medical, Ltd.	manufacturer information, prices, product information, distribution	<a href="http://www.chartermedical.com">www.chartermedical.com</a>
Dade Behring	product availability, test menus	<a href="http://www.dadebehring.com">www.dadebehring.com</a>
Diagnostic Systems Laboratories, Inc.	product availability, pricing, contact information	<a href="http://www.dslabs.com">www.dslabs.com</a>
Diagnostic Products Corporation	product availability, reagent information	<a href="http://www.dpcweb.com">www.dpcweb.com</a>

Fisher Scientific	product availability, pricing, product specifications, order supplies, contact information, check on order status, E-mail to sales representative	<a href="http://www.fishersci.com">www.fishersci.com</a>
Gamma Biologicals	blood bank reagents and prices	<a href="http://www.gammabio.com">www.gammabio.com</a>
Gloves in a Bottle	product availability, prices, contact information	<a href="http://www.glovesinabottle.com">www.glovesinabottle.com</a>
Hemochron	test and equipment information, manufacturer information, suppliers, ACT test models available	<a href="http://www.itcmed.com">www.itcmed.com</a>
HemoCue	point of care for glucose for NICU, point of care instruments for hospital use	<a href="http://www.hemocue.com">www.hemocue.com</a>
Intoximeters, Inc	general information	<a href="http://www.intox.com">www.intox.com</a>
iStat Corporation	general information	<a href="http://www.istat.com">www.istat.com</a>
Johnson & Johnson	product availability & specifications	<a href="http://www.johnsonandjohnson.com">www.johnsonandjohnson.com</a>
Lab Safety Supply	manufacturers/suppliers of ergonomic pipets and accessories	<a href="http://www.labsafety.com">www.labsafety.com</a>
Labconco	product descriptions, comparison of models, distributors	<a href="http://www.labconco.com">www.labconco.com</a>
Lifescan, Inc	point of care instruments for hospital use	<a href="http://www.lifescan.com">www.lifescan.com</a>
McKesson General	tracking shipments	
McNeil Drug Co.	completing forms	<a href="http://www.dotcomadvisors.com">www.dotcomadvisors.com</a>
Med Electronics, Inc.	information on autoclave spore checks	<a href="http://www.med-electronics.com">www.med-electronics.com</a>
Oncology Supply PSS	order lab supplies	<a href="http://www.oncologysupply.com">www.oncologysupply.com</a>
Ortho-Clinical Diagnostics	blood bank reagents, prices, product availability	<a href="http://www.orthoclinical.com">www.orthoclinical.com</a>
PML Microbiologicals	general information	<a href="http://www.pmlmicro.com">www.pmlmicro.com</a>
Precision Microscope	sales information, pricing, products	<a href="http://www.microscopesnewandused.com">www.microscopesnewandused.com</a>
Premier	contact information, group purchasing information	<a href="http://www.premierinc.com">www.premierinc.com</a>
Provider Select	back office supplies	<a href="http://www.providerselect.com">www.providerselect.com</a>
PSS/World Medical Inc	manufacturer product availability, pricing, contact information	<a href="http://www.pssworldmedical.com">www.pssworldmedical.com</a>
Quantimetrix Corporation	manufacturers, suppliers, urine QC materials	<a href="http://www.4qc.com">www.4qc.com</a>
Rainin Pipetting Solutions	manufacturers, suppliers, ergonomic pipets and accessories	<a href="http://www.rainin.com">www.rainin.com</a>
Raven Biological	spore checks for autoclaves	<a href="http://www.devicelink.com">www.devicelink.com</a>
Remel, Inc	general information	<a href="http://www.remelinc.com">www.remelinc.com</a>
Roche	test procedures, marketing contacts, product availability, pricing, help info, CoaguChek strips, phone numbers	<a href="http://www.roche.com/diagnostics/">www.roche.com/diagnostics/</a>
SafTPak, Inc.	hazardous materials shipping	<a href="http://www.saftpak.com">www.saftpak.com</a>
Sigma Diagnostics	test procedures, pricing, product availability	<a href="http://www.sigma-aldrich.com">www.sigma-aldrich.com</a>

StatSpin	product availability, pricing	<a href="http://www.statspin.com">www.statspin.com</a>
Vitek	product availability, specifications	<a href="http://www.vitek.com">www.vitek.com</a>

One respondent wanted to be able to do instrument troubleshooting using a Q&A format, via E-mail with the manufacturer.

• **Reference laboratories providing testing services**

<b>Laboratory name</b>	<b>Types of information, activities</b>	<b>Website address (URL)</b>
Antibody Assay Labs	test availability	<a href="http://www.antibodyassay.com">www.antibodyassay.com</a>
ARUP Labs	testing, specimens, interpretive data	<a href="http://www.arup-lab.com">www.arup-lab.com</a>
Berkeley Heart Lab		<a href="http://www.berkeleyheartlab.com">www.berkeleyheartlab.com</a>
Diagnology	HSVII POCKit	<a href="http://www.diagnology.com">www.diagnology.com</a>
Duke University Lab	test information, specimen requirements	<a href="http://www.duke.edu">www.duke.edu</a>
Fairbanks Memorial Hospital	specimen requirements, lab results	
Genetests	genetic testing information	<a href="http://www.genetests.org">www.genetests.org</a>
LabCorp	testing information, test results, specimen requirements	<a href="http://www.labcorp.com">www.labcorp.com</a>
Labs NW	test availability, pricing, specimen requirements	<a href="http://www.labsnw.com">www.labsnw.com</a>
Med Tox	test specifications, prices	<a href="http://www.medtox.com">www.medtox.com</a>
UW Hospital Lab	test results, specimen requirements	
Multicare	test availability, pricing, specimen requirements	
National Medical Services	test availability, pricing, specimen requirements, contact information	<a href="http://www.nmslab.com">www.nmslab.com</a>
OHSU	lab results	<a href="http://www.ohsu.edu">www.ohsu.edu</a>
Oregon Med Lab	testing, specimen requirements, interpretive data	
PAML	test availability, test alerts, pricing, test updates, specimen requirements	<a href="http://www.paml.com">www.paml.com</a>
Puget Sound Blood Center	autologous blood program	<a href="http://www.psbcc.org">www.psbcc.org</a>
Quest Diagnostics	test results, testing information, specimen requirements, test availability	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
Specialty Labs	testing information, pricing, specimen requirements, test results, contact information	<a href="http://www.specialty.com">www.specialty.com</a> <a href="http://www.datapassportmd.com">www.datapassportmd.com</a>
U of Minnesota Labs	testing information, specimen requirements	
-	test availability	Ask Jeeves
-	esoteric tests, clinical significance	-

**PROFESSIONAL ORGANIZATIONS**

<b>Organization name</b> <b>Information, activities</b>	<b>Website address</b>
<b>AAB</b> -American Association of Bioanalysts training	<a href="http://www.aab.org">www.aab.org</a>
<b>AABB</b> -American Association of Blood Banks continuing education, membership, journal articles, position statements, meetings, Q&A forums	<a href="http://www.aabb.org">www.aabb.org</a>
<b>AACC</b> -American Association of Clinical Chemists meetings, research, jobs, journal articles, membership, continuing education, position statements, exams, Q&A forums	<a href="http://www.aacc.org">www.aacc.org</a>
<b>AAFP</b> -American Academy of Family Physicians clinical diagnosis, guidelines, chronic illness protocols, continuing education, exams	<a href="http://www.aafp.org">www.aafp.org</a>
<b>AAP</b> -American Academy of Pediatrics current practice information	<a href="http://www.aap.org">www.aap.org</a>
<b>ABPA</b> -American Backflow Prevention Association	<a href="http://www.abpa.org">www.abpa.org</a>
<b>ACHA</b> -American College Health Association research information, meetings	<a href="http://www.acha.org">www.acha.org</a>
<b>ADA</b> -American Diabetes Association diabetes guidelines, glucose tolerance guidelines	<a href="http://www.diabetes.org">www.diabetes.org</a>
<b>Advance</b> continuing education, articles, job opportunities	<a href="http://www.advanceformlp.com">www.advanceformlp.com</a>
<b>AMA</b> -American Medical Association CPT information, publications, compliance issues	<a href="http://www.ama-assn.org">www.ama-assn.org</a>
<b>AMT</b> -American Medical Technologists certification standards, new products, legislative information, continuing education	<a href="http://www.amt1.com">www.amt1.com</a>
<b>ANA</b> -American Nurses Association safety information for nurses	<a href="http://www.needlestick.org">www.needlestick.org</a>
<b>APHA</b> -American Public Health Association member of APHA Board	<a href="http://www.apha.org">www.apha.org</a>
<b>APHL</b> -American Public Health Laboratories meetings, registration	<a href="http://www.aphl.org">www.aphl.org</a>
<b>ASC</b> -American Society of Cytopathology infectious disease information	<a href="http://ww.cytopathology.org">ww.cytopathology.org</a>
<b>ASCLS</b> -American Society for Clinical Lab Science meetings, fees, continuing education, ASCLS News, research, Q&A forum, membership, jobs, articles, position statements, exams, certification standards, virtual presentations	<a href="http://www.ascls.org">www.ascls.org</a>
<b>ASCP</b> -American Society of Clinical Pathologists continuing education, salary scales, membership, regulations, standards, licensing, standard practices, publications, technical information, certification standards,	<a href="http://www.ascp.org">www.ascp.org</a>

journal articles, meetings, exams, jobs, position statements, regulations, Bioterrorism Preparedness Program		
<b>ASM</b> -American Society for Microbiology		<a href="http://www.asm.org">www.asm.org</a>
journal articles, subscriptions, microbiology information, continuing education, topics search, annual meetings		
<b>CAP</b> -College of American Pathologists		<a href="http://www.cap.org">www.cap.org</a>
certification standards for MT, MLT, specialists		
<b>CLMA</b> -Clinical Laboratory Management Association		<a href="http://www.clma.org">www.clma.org</a>
meetings, articles, government affairs, membership, continuing education, position statements, Q&A forum, research, member contact information, job opportunities, chat room, physician satisfaction survey, hot topics, exams, Alliance Newsletter, regulatory updates, Today's News, contact article submitter, certification standards for MT, MLT, specialists		
Medscape Med Pulse	via e-mail:	<a href="mailto:news@medpulse.medscape.com">news@medpulse.medscape.com</a>
journal articles, research		
<b>MGMA</b> -Medical Group Management Association		<a href="http://www.mgma.org">www.mgma.org</a>
compliance		
<b>NACB</b> -National Academy of Clinical Biochemistry		<a href="http://www.nacb.org">www.nacb.org</a>
articles, research, practice guidelines		
<b>NAACLS</b> -Nat Accrediting Agency for Clinical Lab Sciences		<a href="http://www.naacls.org">www.naacls.org</a>
accreditation information on an MT school		
<b>NCA</b> -National Credentialing Agency		<a href="http://www.nca-info.org">www.nca-info.org</a>
national credentialing, exams, continuing education, membership, jobs, articles, certification, Q&A forums, position statements		
Nursing Insider	via e-mail:	<a href="mailto:anamember@lists.ana.com">anamember@lists.ana.com</a>
journal articles		
Oregon Hospital Association		
newsletter		
South West Washington Medical Center		
job opportunities		
Virtual Hospital		<a href="http://www.vh.org">www.vh.org</a>
education		

## ACCREDITATION ORGANIZATIONS

Organization name Information, activities	Website address (URL)
<b>AAAHHC</b> -Accreditation Association for Ambulatory Healthcare	<a href="http://www.aaahciqi.org">www.aaahciqi.org</a>
<b>AABB</b> -American Association of Blood Banks	<a href="http://www.aabb.org">www.aabb.org</a>
purchase books, standards, reference, guidelines, checklists, test categorization, training, application, fees,	

technical bulletins, licensing, standard practices, publications, regulations	
<b>CAP</b> -College of American Pathologists checklists, standards, training, application, guidelines, reference, test categorization, fees, regulations, point of care testing, publications, continuing education, technical information, workshops, standard practices, seminars, membership, record requirements, Lab Accreditation Program (LAP)	<a href="http://www.cap.org">www.cap.org</a>
<b>COLA</b> inspection checklist, guidelines, standards, safety manual, publications	<a href="http://www.cola.org">www.cola.org</a>
<b>JCAHO</b> -Joint Commission on Accreditation of Healthcare Organizations record requirements, standards, workshops, checklists, fees, reference, application process, interpretations, guidelines, point of care testing, test categorization, training, updates, technical information	<a href="http://www.jcaho.org">www.jcaho.org</a> <a href="http://www.accreditinfo.com">www.accreditinfo.com</a>
<b>QUALITY IMPROVEMENT</b>	
<b>• Proficiency testing (PT) providers</b> <b>Information, activities</b>	<b>Website address (URL)</b>
<b>AAB</b> -American Association of Bioanalysts PT results, scores, ship dates, notification of shipments, fees	<a href="http://www.aab.org">www.aab.org</a>
<b>AABB</b> -American Association of Blood Banks PT results, group comparisons	<a href="http://www.aabb.org">www.aabb.org</a>
<b>AAFP-PT</b> -American Academy of Family Physicians test modules, scores, shipping dates, submit results, ask questions, order PT	<a href="http://www.aafp.org/pt">www.aafp.org/pt</a>
<b>API</b> -American Proficiency Institute continuing education, get results, send results, test modules, ordering, prices, scores, ship dates, resolve shipping problem, methods	<a href="http://www.api-pt.com">www.api-pt.com</a>
<b>CAP</b> -College of American Pathologists lab management index program, test modules, ordering, prices, results, scores, ship dates	<a href="http://www.cap.org">www.cap.org</a>
Wisconsin State Laboratory of Hygiene pricing, results	<a href="http://www.slh.wisc.edu/pt/index.html">www.slh.wisc.edu/pt/index.html</a>
<b>• Providers of written standards and standard materials</b>	
<b>NCCLS</b> -National Committee for Clinical Laboratory Standards standards, guidelines, ordering, prices, new products, books	<a href="http://www.nccls.org">www.nccls.org</a>

**NIST**-National Institute of Standards & Technology  
standards, guidelines, ordering, pricing [www.nist.gov](http://www.nist.gov)

• **Other quality improvement sites**

**CDC**  
guidelines [www.phppo.cdc.gov/clia/](http://www.phppo.cdc.gov/clia/)

Premier  
bench marking for turnaround times [www.premierinc.com](http://www.premierinc.com)

**BUSINESS MANAGEMENT**

Billing, reimbursement, CPT codes, ICD-9 codes, fee schedules, local medical review policies

AHA

Cigna [www.cigna.com](http://www.cigna.com)

Cigna-Medicare [www.cignamedicare.com](http://www.cignamedicare.com)

Coding 911 [www.coding911.com](http://www.coding911.com)

Compliance Network

HCA Healthcare

HCFA [www.hcfa.gov](http://www.hcfa.gov)

Healthcare Corp Compliance [www.complianceinfo.com](http://www.complianceinfo.com)

Medicare [www.medicare.gov](http://www.medicare.gov)

Oregon Med Lab

PAML [www.paml.com](http://www.paml.com)

Premera Blue Cross [www.premeramedicare.com](http://www.premeramedicare.com)

Info-X [www.medicalnecessity.com](http://www.medicalnecessity.com)

Noridian Mutual Insurance Co [www.bcbsnd.com/medweb/](http://www.bcbsnd.com/medweb/)

Medical College of Wisconsin [www.cpg.mcw.edu](http://www.cpg.mcw.edu)

Social Security Online [www.ssa.gov](http://www.ssa.gov)

Salary information [www.salary.com](http://www.salary.com)

Trends [www.inc.com](http://www.inc.com)

**OTHER**

Business trends

Washington G-2 Reports [www.washg2.com](http://www.washg2.com)

Continuing education

Advance [www.advanceformlp.com](http://www.advanceformlp.com)

MedWeb [www.medweb.emory.edu](http://www.medweb.emory.edu)

Compliance

Columbia HCA

MCF Compliance [www.mcfcompliance.com](http://www.mcfcompliance.com)

Disease information

Mayo Health Clinic

PubMed [www.nlm.nih.gov](http://www.nlm.nih.gov)

Drug information



Merck Manual Physician's Desk Reference		<a href="http://www.pdr.net">www.pdr.net</a>
e-health internet services		
Labtest.com		<a href="http://www.labtest.com">www.labtest.com</a>
Job search		
Monster.com		<a href="http://www.monster.com">www.monster.com</a>
Medical information		
State of Idaho	immunizations	<a href="http://www.phd4.state.id.us/immunization">www.phd4.state.id.us/immunization</a>
Grateful Med		<a href="http://www.nlm.nih.gov">www.nlm.nih.gov</a>
Medical Matrix	pharmacy	<a href="http://www.medicalmatrix.com">www.medicalmatrix.com</a>
Medscape	infectious diseases	<a href="http://www.medscape.com">www.medscape.com</a>
Virtual Hospital		<a href="http://www.vh.org">www.vh.org</a>
Web MD		<a href="http://www.webmd.org">www.webmd.org</a> <a href="http://www.internet-for-doctors.com">www.internet-for-doctors.com</a> <a href="http://www.datapassportmd.com">www.datapassportmd.com</a>
Patient rights		
Frew consulting	COBRA, anti-dumping	<a href="http://www.medlaw.com">www.medlaw.com</a> <a href="http://www.emtala.com">www.emtala.com</a>
Personnel recruitment	cost of living info	<a href="http://www.homefair.com">www.homefair.com</a>
Phlebotomy	products, tips, speakers	<a href="http://www.phlebotomy.com">www.phlebotomy.com</a>
Products		
Monster.com	pneumatic tube systems	<a href="http://www.monster.com">www.monster.com</a>
SayAhh	POL tests, exam room	<a href="http://www.sayahh.com">www.sayahh.com</a>
Publications		
Advance		<a href="http://www.advanceformlp.com">www.advanceformlp.com</a>
MLO online		<a href="http://www.mlo-online.com">www.mlo-online.com</a>
NIR		<a href="http://www.washg2.com">www.washg2.com</a>
Reference/Research		
ASM online	reference books	<a href="http://www.asm.org">www.asm.org</a>
Clinical Infectious Disease	disease/test info	
	diabetes information	<a href="http://www.diabetes.org">www.diabetes.org</a>
HIV Line	HIV information	<a href="http://www.hivline.com">www.hivline.com</a>
Journal of Infectious Disease	disease/test info	
Medscape	disease/test info	<a href="http://www.medscape.com">www.medscape.com</a>
Nat Jewish Medical & Research	sarcoidosis	
U of Michigan Dept of Pathology		
Medline		<a href="http://www.nlm.nih.gov">www.nlm.nih.gov</a>
Safety		
Emergency Care Research Inst	needlestick prevention	<a href="http://www.healthcare.ecri.org">www.healthcare.ecri.org</a>
EPINet	safety devices	<a href="http://www.med.virginia.edu">www.med.virginia.edu</a>
MSDS Online	MSDS	<a href="http://www.msdsonline.com">www.msdsonline.com</a>
	sharps injury control	<a href="http://www.ohb.org/sharps.htm">www.ohb.org/sharps.htm</a>
Training for Development of Innovative Control Technologies	prevent blood exposure	<a href="http://www.tdict.org">www.tdict.org</a>

U of Vermont	MSDS	
Technical information		
Amer Society of Parasitology	identify a parasite	<a href="http://www.museum.unl.edu">www.museum.unl.edu</a>
Translation Services		
Babelfish		<a href="http://www.babelfish.com">www.babelfish.com</a>
		<a href="http://www.freetranslation.com">www.freetranslation.com</a>
Zipcodes		
US Postal Service		<a href="http://www.usps.gov">www.usps.gov</a>

## DISCUSSION

The purpose of this questionnaire was two-fold:

- To find out how many laboratories can access the Internet and how many actually use it for laboratory work-related purposes.
- To provide a list of useful sites, based on network participants' actual experiences.

We found that over 70% of our moderate and high complexity laboratory network participants had access to the Internet at work and over 80% had access at home. More than half of our respondents used the Internet for work-related purposes. This provides useful information to anyone providing or hoping to provide laboratory products, services or training opportunities online.

We found that many network respondents are seasoned Internet users - many listed more than 20 sites and one listed 45 sites that they accessed. Others were found to use the Internet only minimally. Through this questionnaire we were able to show participants the array of information available that can help them in laboratory-related activities and to open their eyes to opportunities online. We received comments demonstrating that some respondents planned to use this questionnaire to learn how to use the Internet more in the future. For example, one respondent that had access to the Internet but did not use it for work-related purposes stated "I might now that I know the websites you have suggested exist and how they might be useful". Another respondent that used the Internet on a very limited basis stated "If I had known this much information was available - I would use it. I will use it more if I know where to go to get such information".

While specific websites and links change frequently, this list can provide readers with a better knowledge of the types of information and functions possible on the Internet.