

FLYER



Inaugural Parasitology WetLab a Resounding Success



Uncinaria stenocephala

GI parasites from the most common species to bobcats and moose, as well as artifacts such as grains, mites/eggs and pollen.

On Saturday, December 5th, eleven participants took the first ever Parasitology WetLab hosted by Phoenix Lab.

Dr. Sandy Willis worked with the Microbiology Department to create a WetLab using the wide range of fecals received by Phoenix every day. The variety of samples provide the unique opportunity for attendees to review

Attendees appreciated a PowerPoint presentation on the importance of the fecal exam in health and disease assessment. A step-by-step review of the fecal centrifugation technique and discussion of fecal parasites was followed by hands-on preparation of fecal samples and review under the microscope.

Participants enthusiastically rated the Parasitology WetLab a huge success and provided input to make the next one even better.

The next Parasitology WetLab will be offered in February. We anticipate a sell-out so sign up early and watch for more WetLabs coming up in 2010.

FEATURED SERVICE

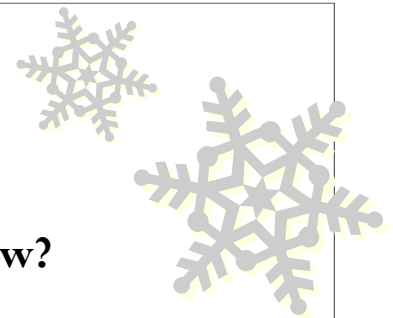
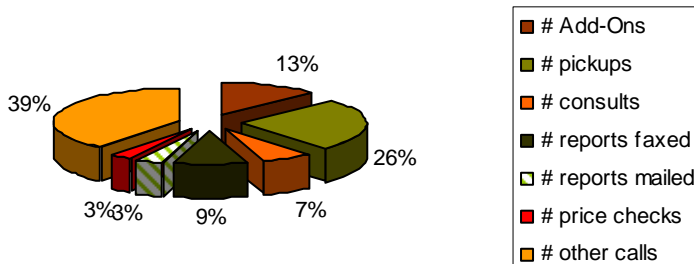
Customer Service Department

The Phoenix Lab Customer Service Department manages a remarkable number of calls throughout the year. The 100,000+ calls are always answered by a real person who is ready to respond to your call as quickly as possible. Our crew records all calls and tracks accurate and timely completion of each request.

The department is covered 7 days a week, and is managed by Ronda Abson, who also takes time to make personal visits to customer clinics so we know that our service is meeting your expectations.

The summary below details the variety and number of calls recorded in the month of November 2009.

9694 Total Calls - Monthly Summary Explanations



Cold?
Ice?
Snow?

Tips for Specimen Protection:

Whenever possible, refrigerate your specimens until your Phoenix Courier arrives at your office.

Keep your specimen boxes out of the direct weather whenever possible.

Prevent freezing of lavender top tubes for CBC, and always prepare smears in your office from the fresh sample.

PHOENIX
CENTRAL LABORATORY

Excellence in Veterinary Science



11620 Airport Road

Everett, WA

98204-3742

www.pclv.net



Happy Holidays!

The Doctors and Staff of
Phoenix Laboratory send best wishes for a
Peaceful and Joyous Holiday Season.

Dr. Faye Sturtevant

In lieu of holiday cards, this year we are making a donation
to a local animal shelter.

In This Issue...

< "Under the Microscope" On-Line < Parasitology WetLab < Cold, Ice, Snow?
< Education Corner < Holiday Greetings

EDUCATION CORNER



Events coming to Phoenix Laboratory:

Urinalysis WetLab - Filled

January 31st, Sunday
1:00 - 4:00 p.m.
Presented by Dr. Sandy Willis

Parasitology WetLab

February 28th, Sunday
1:00 - 4:00 p.m.
Presented by Dr. Sandy Willis

Visit our website soon
(www.pclv.net) for detailed
information on our upcoming WetLabs
in 2010.

What Will You Find On-Line?

More Education!

www.pclv.net

If you have not been to the Phoenix website recently, we encourage you to take a moment and see what's new. For those of you who can't seem to get time to attend wetlabs, the educational features of the website have expanded to include more self tutorials. Gather the techs together during a lunch and review the following:

- ♦ **Hematology**
- ♦ **Urinalysis**
- ♦ **Parasitology**
- ♦ **Cytology**

Each month cases are added as our doctors and techs review the interesting and unusual samples you submit to the Laboratory.

So, grab your lunch and your co-workers and go to www.pclv.net

Click on the

"Education" button, scroll down to

"Under the Microscope" and pick your topic.