

# PHOENIX FLYER

February 2004

## Frequently Asked Questions of Export Testing

We have been asked several times to provide concise and easy to understand information regarding export testing. Hopefully, the table below shows just that. The forms listed are available from the Laboratory and can be faxed to you. The form should always accompany the blood to the Lab. In filling out the forms, the Clinic should be shown as Phoenix Central Laboratory and the "Veterinarian's Name" should be the doctor that signs the form. To be processed at Kansas State, all forms must have the microchip number and the doctor's signature. As a precaution, we recommend labeling the sample tube with the AVID number, also.

The current turn around time for test results is 3 weeks. Samples leave our Laboratory Monday-Thursday, the tests are set up on Mondays and Wednesdays at Kansas, and take 10 days to complete.

Please remind your clients that in these cases, procrastination is not the secret to success!

COUNTRY/DESTINATION	FORM	FORM NAME
Australia	Yes	RFFIT or FAVN-OIE
Europe (including France)	Yes	FAVN-OIE
Hawaii & Guam	Yes	FAVN-OIE
New Zealand	Yes	RFFIT
Other Country (not listed)	Yes	Call Laboratory
South Africa	No	Call Laboratory
UK (United Kingdom) including: England, Ireland and Scotland, Iceland	Yes	FAVN-OIE
Caribbean/Mediterranean Countries (Antigua, British Virgin Islands, Cayman Islands, Italy, Malta, St. Vincent, St. Kitts, Nevis, The Grenadines, Trinidad & Tobago)	Yes	Accepts either RFFIT or FAVN-OIE
Non-Export Testing (diagnostic testing only)	No	n/a

## See Your Laboratory Results Anytime with Results On-Line

Did you know that you may access your patient's laboratory results at anytime, day or night? Many clinicians, especially those who are utilizing a "paperless" system, are finding this new service to be very convenient for a variety of reasons.

Connecting to your patient's results on-line allows you to transfer all or part of the information to the patient record, forward copies to pet owners or other clinics, or simply view the information while you are away from your hospital. All results are password protected, preventing access by unauthorized parties.

If this is a service you would like to try, please contact the Laboratory to obtain your own password and instructions for working on-line with Phoenix Central Laboratory.

You may call the Laboratory at 800-347-0043 or email to [jlbrown@pclv.net](mailto:jlbrown@pclv.net) or [lindaj@pclv.net](mailto:lindaj@pclv.net)

## Sample Handling In Freezing Temperatures

Please remember to keep your pickup box in a sheltered location during the cold season. Slight freezing can result in lysing of the cells which will effect cell analysis and certain chemistry values.

As always, it is best to centrifuge tubes for tests requiring serum or plasma. Pour or pipette serum/plasma and submit in a plastic transport tube.

Submitting an air-dried fresh peripheral blood smear for hematology review is always a good idea, anytime of the year.

Also, placing (hiding) samples under papers or ice packs has resulted in "missed pickups" in the past. Please do not place samples beneath any insulating materials.

# PHOENIX CENTRAL LABORATORY

*Excellence in Veterinary Science*



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Everett, WA

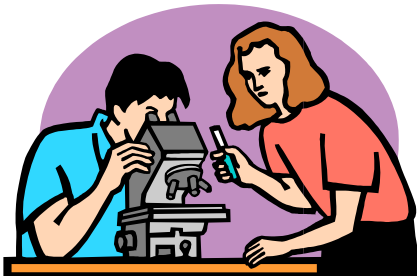
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## EDUCATION CORNER



### Association of NW Avian/Exotic Vets

Guests are welcome

February 17, Tuesday 7:30PM

Where: Phoenix Central Lab

Speaker: Dr. Mike Garner

### Hematology WetLab @ Phoenix Lab

Saturday, February 21, 1:00-4:00PM

With Dr. Faye Sturtevant

### Urinalysis WetLab @ Phoenix Lab

Saturday, March 20, 1:00-4:00PM

With Dr. Faye Sturtevant

WetLabs limited to 15 attendees, so please call/  
email ASAP at 1-800-347-0043 or to  
[marketing@pclv.net](mailto:marketing@pclv.net)

A map to the Laboratory is available at our  
website [www.pclv.net](http://www.pclv.net)

## FEATURED SERVICE

### **The Phoenix Consultants**

Our veterinary consultants at Phoenix are at the Laboratory from Monday through Saturday for case review and consultation. However, many of their services are behind the scenes and unknown to practitioners. For example, all avian and exotic CBCs, as well as those CBCs with abnormalities meeting certain criteria have blood smear reviews by our veterinary specialists; this is done without special request and at no charge.

Our pathologists are available for advising laboratory technical staff on sample preparation. Having easy on-site access to all samples and results can greatly assist in obtaining a comprehensive diagnostic picture for our veterinary staff and our clients.

Priority reviews are available, depending on caseload and pathologist availability. However, most cytopathology cases are routinely completed within 24 hours and histopathology cases within 36 hours.