

FLYER

Reviewing the Year, 2010

New Services, and Many Thanks

visit us at



www.pclv.net

Welcome to our new website.
A fresh new look, and many
new features to come in 2011.

- 24/7 access to your results
- View the Phoenix Test Directory
- View the Send-Out Test Directory
- Check the Education Calendar
- Email the consultants
- Print test protocols
- View Bulletins and newsletters
- Print forms
- View interesting cases
- Test your slide review skills
- See what's new at Phoenix Lab
- See employment opportunities

As always, your input is welcomed.
We want your visit to our site to be
fast and convenient.

Just in case you missed it, here is a brief review of new features offered this year:

5318 Mini Cytology/6318 Mini Cytology Additional Site

To follow up on the success in popularity of the mini histo, we offered a similar service for fine needle aspirate cytologies. The mini report contains the most pertinent information for practitioners; the diagnosis and comments. It also is less expensive, saving the pet owners money without sacrificing any important information necessary for the successful management of the patient.

MRSA/MRSP Reporting Update in Microbiology

Coagulase-positive *Staphylococcus* reporting was updated this year to allow for further workup of certain methicillin-resistant Staph species. These organisms will be reported as "Methicillin-Resistant *Staphylococcus* species (not *S. aureus* or *S. pseudintermedius*). Further ID upon request (additional charges will apply)."

1409 Quantitative Fecal Screen

A mainstay of mixed and large animal practice, quantitative fecals are an important method that practitioners use to control parasite loads in large and small herds of ruminants and equine. The results will be reported out as type of parasite and number of eggs per gram of feces.

Electronic Coggins (EIA) Reporting

With the help of GlobalVetLink, we now offer electronic reporting of Coggins. For more information regarding registration, special offers for first time users, and specific service features, please visit their website www.globalvetlink.com. A link is also on our website.

Expanded Avian Testing/3 New Panels and 11 New Profiles

During her first year at Phoenix, Dr. Kendal Harr reviewed all avian/exotic testing, and created many new panels and profiles. A single sheet reference grid describes each new panel/profile for comparison. If you would like a copy, please feel free to call Customer Service or visit our website (see forms) under Customer Service.

PHOENIX
CENTRAL LABORATORY

Excellence in Veterinary Science



11620 Airport Road
Everett, WA
98204-3742



Many Thanks

In December, we celebrate many traditions; coming together as family and friends to give thanks for all we have been given.

This year the employees of Phoenix Central Laboratory have been blessed in many ways, and we look to the New Year with great excitement.

We are most grateful for the continued support we receive from you, our clients and business associates. You have helped us grow while meeting the changing needs of our veterinary community in tough economic times.

From our dedicated staff at Phoenix we send wishes for safe travels and for peace and prosperity during this Holiday Season and into the New Year.

Featured Service: Phoenix Couriers

As the year comes to a close, we are shining the light on our 128 customer service representatives. Yes, that's every person at Phoenix Laboratory; each and every one. Providing customer service is the responsibility of all our employees.

More than 50 of these folks work in our Courier Department. These couriers are like your ideal mail carrier who shows up rain or shine, always trying to find a way to your clinic.

In addition to picking up specimens, this year our couriers carried more than 20,000 radiographs for our clients across Washington, Oregon, and Montana. Since its inception, Phoenix has carried over a half a million radiographs. Unbelievable!

Kudos to our Couriers!

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. Heated gel packs in the box can help prevent freezing during those times when it is especially cold.

