

FLYER

Heading into Summer/Catching up with News

We are listening!



*And, with your input,
providing the very best
service in the Northwest.*

In addition to our new website, 2011 officially marks our first year of social networking. This year we added Facebook to the many ways we connect with the veterinary community.



Watch for our updates, CE events, discussions, and announcements. We will also be sharing pictures of our pet families and favorite animal stars. Our educational elements will include instructional videos and tips on preparing your specimens.

Connecting with our clients and using feedback has always been a priority for us.

Reminders, Announcements, and Things that are New at Phoenix Laboratory

Updated pricing and protocols effective July 1, 2011

Updated pricing goes into effect July 1, 2011. All of you should have received your price update packets during the first week of June, giving you 30 days to input the changes. If you have not received this information, please call Customer Service or email labnews@pclv.net to have this information sent to you. Additional copies are available, and all information regarding specimen, turnaround time and protocols are also available on our website www.pclv.net under the tab "Test Directories".

New Stat Zones Developed

Starting July 1st this year, Phoenix will introduce Stat Pickup Services in 4 different zones. The Zones are designated as Zone 1 (0-30 miles from the lab), Zone 2 (31-50 miles), Zone 3 (51-60 miles) and Zone 4 (over 61 miles). The charge for a STAT pickup varies with the Zone (and any ferry or bridge tolls), so please check with Client Services for specific pricing when calling to schedule the STAT pickup. As always, Phoenix never adds a "gas surcharge" or "transportation fee" to your monthly bill.

Coggins Update: On-Line or with Paper – Accuracy and Completion are Essential

We are working with GlobalVetLink to provide speedy electronic registry for your Coggins. See their website www.globalvetlink.com for details regarding their service features.

Please double check all information on the forms and tubes to be sure the name matches exactly. USDA requires perfection in this area.

Getting the Most Out of Your Sample and Your Result: Anaerobic/Aerobic Culture Submissions

The perfect specimen, handled with care, processed rapidly, will always provide the best information. Our quick tip is about submitting cultures. When ordering both aerobic and anaerobic cultures, submit 2 swabs. One will be used exclusively for the anaerobes and the other for aerobic. Label the two culture swabs appropriately, including site, and, of course, patient name.



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Updates on Export

New Requirements and New Pricing for Samples In 2011

REQUIREMENTS FOR EXPORT RABIES SAMPLES

We are experiencing an ever increasing number of submissions for export rabies testing and in order to ensure that completion of all necessary rabies testing goes smoothly we would like to remind clients of the following guidelines:

- ALWAYS ALLOW PLENTY OF TIME prior to the actual export date to provide sufficient time for testing, and possible re-testing in the event of a failed result. The current turn-around time for FAVN results is 3-4 weeks.
- Samples leave our Laboratory for the Kansas State Lab on Mondays and Wednesdays.
- For all countries requiring rabies FAVN testing, a **fully completed** and signed Kansas State University FAVN-OIE submission form **must** accompany the blood sample and Phoenix Lab Test Request to the lab. Wherever possible please type in the information to avoid possible misinterpretation. **This is particularly important for the microchip number** which must always be included with any export rabies test request.
- The FAVN-OIE submission form (with accompanying checklist) can be accessed by clicking on the following link:
- http://www.vet.kstate.edu/depts/dmp/service/rabies/pdf/FAVN_Test_Submission_Form.pdf.

You may also contact Phoenix lab and we will fax a form to you. In filling out the form, the “Clinic” should be shown as “Phoenix Central Laboratory” and the “Veterinarian’s Name” should be the doctor who signs the form. As a precaution we also recommend labeling the sample tube with the microchip number.

- **STATS:** Requests for a sample to be rushed MUST accompany the sample. Kansas State will not accept a STAT request after the sample has been received. Kansas State does not guarantee a specific turnaround time; STATS are given priority and generally take approximately one week less than non-STATS (which can take 3-4 weeks). Extra charges apply for STAT requests – please call the lab for pricing. A request to run a sample STAT may be cancelled with the understanding that the report will be issued in the same order as other non-STAT requests.
- For exports to South Africa order the South Africa Export Profile test code number (SO440) using a Phoenix Lab Test Request (rabies testing is not required).

Please note that because unavoidable delays can occur in biological assays, Kansas State will not guarantee results by a certain date. **As import requirements change frequently, always check with the destination authority to verify pet importation requirements.**

NOTE: Please call Customer Service at 1-800-347-0043, before submitting your samples, to be certain that all your pricing information is current.