

FLYER

In-Clinic Laboratory Diagnostics Phoenix Offers QC/QA Assistance

The menu for in-clinic testing is ever expanding, as are recommendations for implementation of comprehensive quality control/quality assurance (QC/QA) programs.

Problem: In the busy clinic setting, this type of project can seem impossibly time consuming.

Solution: Let Phoenix assist you by simplifying the design and use of a responsive QC/QA program.

At Phoenix Laboratory, Shannon Pedersen oversees all aspects of our QC/QA program under the direction of clinical pathologists. Shannon's expertise in monitoring all types of testing will provide the information needed to get you started or to help you expand your current practices. Using both internal and external quality control factors, as well as data inspection, Shannon will show you the best way to review your work.

For those of you who already have a quality assurance/quality control program in place, feel free to call Shannon with minor questions as well. Shannon's contact information is: email: shannonp@pclv.net or 800-347-0043.



◀ **New Faces in the Field** ▶
Ronda Abson and Marie Paschal
Outside Customer Service Representatives



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 custserv@pclv.net or LabNews@pclv.net.

Phoenix Central Laboratory is pleased to announce the promotion of Ronda Abson, Customer Service Manager, and Marie Paschal, Assistant Manager, to Outside Customer Service Representative. These two familiar voices in our Customer Service department will soon be familiar faces out in the field, adding personal visits to their current service duties.

Ronda and Marie will be gathering information on how to better serve you, updating our records on the various veterinary software systems that are currently preferred, and asking about the importance of "paperless" reporting.

Ronda and Marie have 16 years of combined experience in our Customer Service department with Ronda being in the laboratory field for over 20 years.

We hope you will take a few moments to share your ideas as your input is important and always most appreciated.

PHOENIX CENTRAL LABORATORY

Excellence in Veterinary Science



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FEATURED SERVICE

The Phoenix Consultants

Our veterinary consultants at Phoenix are at the Laboratory or available for case review and consultation from Monday through Saturday . Many of their services are behind the scenes, unknown to practitioners. For example, without special request and at no charge, blood smears from CBCs with abnormalities meeting specific criteria are routinely reviewed by our veterinary clinical pathologists. Your request reviews are also available at no charge. Because we have easy on-site access to all results/samples, we can quickly assist you.

CONSULTANTS

Clinical Pathology

Faye Sturtevant
Chris Mesher
Connie Stevenson
Sally Lester
Allan Berrington
Jim Bilenduke

Anatomic Pathology

Audrey Baldessari
Jennifer Ward
Ann Hargis
Mike Garner
Sally Lester
Allan Berrington

Internal Medicine

Lisa Dzyban
Rob Mason
Elizabeth Settles

Quality Control/QA

Shannon Pedersen

The QC/QA Coordinator is available to advise your laboratory technical staff on sample preparation and in-house quality control.

Priority reviews are available, depending on caseload and pathologist availability. However, most cytopathology cases are routinely completed within 24 hours and histopathology cases within 36-48 hours.

To confirm the schedule of your favorite consultant, please call the laboratory.

2008 PRICING EFFECTIVE JULY 1, 2008

By now all of you should have received a 2008 Quick Reference Guide, updated A-Z 2008 pricing, and your Test Directory refills.

For additional copies, or a binder cover replacement, please contact Customer Service or submit your request on the routine Supply Order Form.

EDUCATION CORNER



Classes Summer Break

Coming this Fall
Urinalysis/Hematology I,

NEW Hematology II