



Test Directory/Service Update

June 2005

RE: 2005 – NO PHOENIX PRICE INCREASES/SEND-OUT PRICE UPDATES

Dear Client,

We are pleased to announce 2005 to be our **“Customer Appreciation Year”**; **no price increase!** To acknowledge the highly competitive environment of big corporate laboratories frequently at your door, our Laboratory will not be increasing prices in 2005.

Therefore, the *2004 Quick Reference Guide and the 2004 Test Directory* will continue to be your current tool for assessing prices for 2005. Replacement pages for your Phoenix Test Directory will not be delivered this year, but quarterly updates will continue to keep you current on changes for tests performed outside our Laboratory. This Quarterly Update includes a sheet of “redefined” histopathology fees. At your request, we have created new categories of tissue pricing which will help you set your fees and minimize confusion.

Please remember that all University laboratories and contract laboratories increase their prices at least once a year. We make an attempt to keep you informed, but it is always advisable to call the Laboratory to confirm pricing on tests done outside our Laboratory.

For those of you using our website www.pclv.net, the on-line Test Directory provides all current specimen collection information for both in-house and send out testing.

We hope you agree that our pricing structure, in general, reflects the comprehensive personal service package provided by Phoenix, as well as our commitment to the highest possible quality in our Laboratory operations.

We are always looking for ways to cut costs and improve service, and welcome your involvement in achieving these goals.

Thank you for your continued support of the Laboratory, and we wish you a peaceful and prosperous year.

Faye Sturtevant, DVM, PhD
CEO, Medical Director
Phoenix Central Laboratory