



Topic: Courtesy Copies to other providers

Effective Date: March 4, 2008

Due to the current mechanisms available for electronic reporting, our computer system can only generate a report to one facility location (clinic, hospital, etc.) This must be the ordering client.

We are able to continue transmitting a courtesy copy to specific physicians or providers at another location as long as the physician is defined in our system dictionaries.

If you request that a courtesy copy be sent to another facility, you must provide the specific name of a provider that is to receive the report. If the requested physicians/provider is not available in our provider dictionary we will not be able to complete your request and will notify you via a comment on the patient's final report.

We apologize for any confusion over this issue. Our goal is to give excellent customer service and to provide you with timely reporting.

Please contact our Client Service department at 322-7187 or 1-800-560-4846 if you have any concerns with your laboratory reports or testing.