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|--|---------------------------|------------------------|-----------|-----------------------|----------|
| <b>Policy #:</b>   | 200 (PLH 200-004)         | <b>Effective Date:</b> | 9/30/2004 | <b>Reviewed Date:</b> | 2/4/2011 |
| <b>Subject:</b>  | MEDICAL CENTER LABORATORY |                        |           |                       |          |
| <b>Approved by:</b> Laboratory Executive Director, Ed Hughes (electronic signature)        |                           |                        |           |                       |          |
| <b>Approved by:</b> Laboratory Medical Director, Mark P. Burton, MD (electronic signature) |                           |                        |           |                       |          |

## MEDICAL CENTER LABORATORY

**Medical Center Lab: 541-7990**

**FAX: 541-7992**

**Billing: 541-7300**

**Toll Free: 1-800-642-1703**

**Billing Toll Free: 1-866-396-8537**

Medical Center Laboratory (MCL), the Reference Laboratory for West Tennessee Healthcare, has made a commitment to offer the local medical community the best possible laboratory service for physicians. To achieve this, we are setting the highest standards in reliability, service, and quality.

### **QUALITY FIRST:**

This commitment to quality stems from its founding and direction by our pathologists. These physicians are inherently aware of the need for precision and accuracy in laboratory testing.

### **OUTSTANDING SERVICE ON A ROUTINE BASIS:**

Uniquely capable because we are part of the local medical community, Medical Center Laboratory is able to offer these special services.

### **STAT SERVICE:**

Our laboratory can offer local physicians a wide spectrum of laboratory tests most commonly ordered in emergencies.

### **LESS THAN 24 HOUR TURNAROUND ON MOST ROUTINE TESTING:**

Because we are local, routine procedures (ordered early) can be called to your office the same day they are requested. Hard copy results on other tests will be delivered promptly to your office.

**COURIER SERVICE:**

Both morning and afternoon pickups of specimens for local physicians offer excellent turnaround time.

**SPECIALIZED CLIENT SERVICE:**

Inquires and individual requests will be handled by staff members specifically trained in customer service. Our unique capabilities allow us to get the answer, and get it fast.

**CUSTOMIZED BILLING:**

Billing is done through Medical Center Laboratory and can be accomplished by billing Medicare, Tenn Care, Commercial Insurance, or to the patient.

**ESOTERIC TESTING SERVICE:**

Tests that are not performed at Medical Center Laboratory will be referred to our referral laboratory, Quest Diagnostics. However, we can at the request of the physician, reference the test to the clinical laboratory of the physician's choice. This offers the physician's practice a flexibility not found with large referral laboratories.

**AVAILABILITY OF LOCAL PATHOLOGIST:**

The pathologists at Medical Center Laboratory are part of the local medical community, and can be contacted daily by phone or in person.