



TEST UPDATE

FROM YOUR LABORATORY SERVICES PROVIDER

PAML Policy on Assisting Clients with Sample Requests

Lawrence M. Killingsworth, Ph.D., Chief Science & Technical Officer

PAML is committed to furthering the science of laboratory medicine by assisting clients with method validation studies and other studies that require comparison of results. This Test Update outlines the main points of PAML's sample request policy and lists the current fees for the service.

Requests for Specimens

- Clients can request samples in any one of the following ways:
 - Through the PAML website (<http://www.paml.com/> ► Support ► Correlation Sample Requests),
 - By phone directly or through their client marketing representative,
 - In writing via U.S. mail or interoffice mail via PAML courier.
- The PAML Director of Laboratory Operations is the initial contact for all client sample requests. The phone contact number is (800) 541-7891 extension 8670.
- The request should list the services needed by the client.
- PAML requires at least two weeks notice for requests to allow time for specimen collection.

Confidentiality / HIPAA

All patient identification information will be removed from specimens before they are transferred to the client. Patient identification information will also be removed from any analytical data that accompanies the specimens.

Fees

Fees for this service will cover the costs of labor for retrieving the samples and supplies. Fees are based on the complexity of the request, availability of specimens, and number of specimens requested. Prices for up to 1.0 mL of sample are as follows:

Routine Samples*

0-5 samples \$5.00 each

6-10 samples \$6.00 each

11-15 samples \$7.00 each

16-20 samples \$8.00 each

Special Samples** \$15.00 each

Rare Samples** \$20.00 to \$50.00 each

* Routine samples include automated and other assays that are tested in high volume in any laboratory division.

** The determination as to whether samples are designated either "special" or "rare" will be made by the division director when the samples are requested. The Client will be informed of the additional charges before the samples are retrieved for shipment. Some examples of rare samples include: all genetics specimens, any positive IgM serology, organism isolates, heparin assay, Factor 12 assay, and some drug assays.

- A charge to cover the cost of shipping will be included in the invoice for the specimens.
- Clients will be billed when the specimens are shipped.
- PAML may not be able to fulfill all requests for specimens. In these instances, the client will be notified immediately.

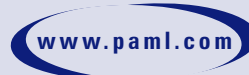
Correlation Studies on Specimens Sent to PAML by Clients

Correlation study specimens sent to PAML for analysis will be handled in the same manner as routine patient specimens. The charge for this service will be the same as for routine patient specimens and will be determined by the prevailing contract prices for testing.

Quick Facts

- ▶ Request samples online, by phone or in writing.
- ▶ When requesting samples, please list services needed.
- ▶ Allow two weeks for sample collection.
- ▶ Billing will be done when specimens are shipped.

For more information, please contact Client Services or see us on the Web at



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your local representative.*