

# Services

## Client Services Team

Providence Laboratory Services Customer Service Department is staffed by knowledgeable and experienced representatives, trained to offer timely and accurate answers to your inquiries.

Customer Service Representatives are able to respond to questions regarding test information, patient results, turnaround times, specimen collection, and specimen transport. They are able to fax patient reports and fill supply requests. If you require information beyond the scope of the Customer Service Department, they will connect you directly with the technical staff person best able to answer your questions.

## Local Service

We offer the most comprehensive menu of on-site testing available. To date, we offer hundreds of in-house tests. This allows us to provide our clients with the largest menu of available STAT tests.

We are distinguished from other laboratories operating in the state in many ways:

- 5 Board-certified pathologists on staff
- On-site microbiology and pathology services
- Transfusion services
- Pathology and technical specialist on-site consultation
- Point-of-care testing consultation and supplies
- Personalized courier service
- Electronic order entry and results viewing
- Dedicated, proactive client service representatives
- Continuing education for you and your staff
- Compliance consultation for your office and personnel

## Services

The laboratory provides the following services to its clients:

- **Phlebotomy Services:** Our phlebotomists receive the highest training with continuing education while employed with Providence Alaska Medical Center (PAMC). We offer on-call phlebotomy services to offices located on the PAMC campus as well as dedicated phlebotomy services to those offices that qualify in volume.
- **Courier Services:** A PAMC courier is available to pick up specimens and drop off supplies. The courier is a laboratory employee able to answer your basic questions and take your concerns to your dedicated customer service specialist.

- **Client Supplies:** The PAMC Laboratory will provide forms and supplies necessary to collect and transport laboratory specimens to our facility for testing. To order supplies, please fax a Supply Request Form to 907-212-3632 or call 907-212-3631.
- **Patient Service Centers:** Centers are located in the main hospital and throughout Anchorage and the Valley. For specific locations and hours of operation, please call 907-212-3631.

## Specialty Testing Partnerships

The Sendout Department works closely with the world renowned Mayo Clinic and Mayo Medical Laboratories based in Rochester, Minnesota to meet the quality testing needs of our clients. Partnering with Mayo Medical Laboratories, the laboratory is able to continue its mission to provide quality testing while keeping our costs low. We can also provide continuing education and compliance training for your staff. The laboratory maintains partnerships with other specialty laboratories across the country. By working with a wide range of laboratories, we can find the experts in each area of esoteric testing to provide our clients with the highest quality of specialty testing available.

## Telephone Numbers

### Main Laboratory

907-212-3631

### Laboratory Fax

907-212-3632

### Toll-Free Number

800-478-6377

### Pathology Department

907-212-3098

### Pathology Fax

907-212-4873

### ADL Pathology Group

907-212-3631