

Accreditations, Mission, and Laboratory Information

Accreditations/Licensures

- U.S. Department of Health and Human Services for CLIA (39D0181492)
- College of American Pathologists (1292401)
- Pennsylvania Department of Health (000052)

- Administrative Director 724-357-7165
- Billing 724-357-7016
- Blood Bank 724-357-7168
- Courier Service/Supplies 724-357-7160
- General Laboratory Information 724-357-7160
- Pathology 724-357-7167

Laboratory Medicine Department Mission

The goal of the Laboratory Medicine Department is to utilize knowledge and expertise to achieve a proper balance of effective instrumentation and testing offered in a cost-effective manner for the purpose of providing information to help patients maintain or return to a state of good health. In achieving our goal, we expect to be timely, accurate, efficient, and courteous in meeting our customers' needs while making patient care our first priority.

Client Services

Our Laboratory Medicine Department is staffed by experienced representatives who are dedicated to providing you with responsive, personal service. Please call 724-357-7160 to reach client service in the laboratory.

Representatives are available to respond to your inquiries concerning the following:

- Test information
- Specimen collection and transport
- Courier service schedule
- Supply request and test availability

If you require detailed technical information, we will connect you with a member of the technical staff. Our goal is to make sure you get the assistance you need.

Keeping You Informed

We are committed to providing up-to-date information regarding new tests and changes in testing procedures. This is done by direct memo from our laboratory's medical director and administrative director or in the Medical Staff Communication newsletter.

Laboratory Medicine Department Telephone Directory

For rapid response to any questions or for more information, please call:

Questions and comments may also be sent to our e-mail address: dtozer@indianarmc.org

Supplies

Routine supplies needed to collect specimens are provided to our clients free of charge only for those specimens submitted to IRMC.

These supplies include the following:

- Directory of Laboratory Services
- Phlebotomy needles and safety devices
- Specimen tubes and caps
- Specimen transport bags
- Test request forms

We also provide transport media for use when submitting specimens for the following:

- *Chlamydia* or GC DNA probes
- Routine culture
- Viral, *Chlamydia*, and *Mycoplasma* cultures

Supply requests are routinely processed and delivered within 48 hours, Monday through Friday.

Visiting the Laboratory Medicine Department

The directors, staff, and management of the Laboratory Medicine Department are proud of the resources that are available to serve our clients and the community. If you or your staff members are interested in visiting our department, call the Public Relations Department at 724-357-7083 to make those arrangements.