

Questions, Comments or Inquiries

For Laboratory Questions or Inquires

Laboratory Customer Service Call Center: 616.774.7721 (24 hours a day, 7 days a week)

Laboratory Client Services: Call the number above or email laboratoryservices@spectrumhealth.org and your email will be returned in 1-2 business days.

For Laboratory Concerns or Complaints

Please follow this link: "[How to Report a Complaint About a Laboratory's Operation](#)". This is a printable PDF form from www.cms.hhs.gov/clia for use by laboratory personnel, patients and their representatives, the public, and physicians and other caregivers.

For Billing Inquires

Patient Finances: 616.774.1710

For Patient Relations

You and your family may direct any feedback (questions, complaints, concerns or compliments) to our patient relations department at 616.391.2624 or send an email to patient.relations@spectrumhealth.org. The department is staffed from 8 a.m. to 4:30 p.m. If you call after hours or on weekends, leave a message and a nurse coordinator will return your call the next business day.