

Client Service and Technical/Education Support

Client Services

For your convenience, Client Services can be reached at:

614-566-1LAB (1522)
844-326-1LAB (1522)
FAX 614-533-1FAX (1329)

OhioHealth Laboratory Services takes a proactive and comprehensive approach to meeting your service needs. Your OhioHealth Laboratory Services account representative will set up an ongoing schedule of visits with you and your staff to assure that our services continue to meet your changing practice requirements.

Office Laboratory Consultation

Our pathologists, technical staff, and support services personnel will assist you and your staff in meeting CLIA and quality assurance requirements for testing performed in your office. OhioHealth Laboratory Services technical experts are also available for consultation in the selection of appropriate testing equipment and methodologies. Contact your OhioHealth Laboratory Services Sales Representative to provide a cost estimate of this service and to schedule a convenient time.

Pathologist Consultation

OhioHealth Laboratory Services pathologists offer expert diagnostic consultation and test interpretation service. Our pathologists are familiar with your practice and have rapid access to inpatient records and prior testing information.

Problem Solving

Even in the best systems, problems and challenges occur. Your OhioHealth Laboratory Services Client Service Representatives, Director of Laboratory Business Operations, Reference Laboratory Business Manager, Sales Representatives, Ambulatory Services Manager, Account Representatives, and the Laboratory CLIA Directors are available to assist you at any time.

Research/Special Projects

Since new technology and changes in the health care environment require a proactive approach to test ordering patterns, OhioHealth Laboratory Services constantly seeks opportunities to improve its technology and test protocols. We welcome your suggestions and participation in this process. Please contact Dorothy Lordo, PhD, Clinical Scientist/Regulatory at 614-533-5290

Training and Educational Programs

OhioHealth Laboratory Services provides technical and general laboratory education and training programs for community physician office staff.

Evaluation and Current Performance Data

All methods are evaluated for compliance to CLIA standards. Both the initial evaluation data and current performance data are available to clients upon request.