

HAGYARD LABORATORY

NEW CLIENT FORM

CLIENT INFORMATION

DOCTOR NAME: _____ DR. ACCR. CODE: _____

CLINIC NAME: _____ EMAIL: _____

PHONE: _____ MOBILE: _____ FAX: _____

LIST OTHER DOCTORS FROM YOUR CLINIC THAT WILL SUBMIT SPECIMENS:

CLIENT ADDRESS

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

BILLING ADDRESS *(if different from above)*

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

BILLING OPTIONS

BILL EACH DOCTOR INDIVIDUALLY AT PRACTICE

BILL CLINIC AS A GROUP FOR ALL DOCTOR SUBMISSIONS

REPORTING OPTIONS

EMAIL ADDRESS _____

FAX # _____

WEB ACCESS ALL RESULTS CALLED ONLY CRITICAL RESULTS CALLED PAPER COPY

DO YOU WANT ANY OF YOUR CLIENTS TO RECEIVE RESULTS ROUTINELY VIA EMAIL OR FAX? IF SO, LIST FARM NAMES AND EMAIL ADDRESS OR FAX #:

CAN RESULTS BE RELEASED TO YOUR CLIENTS? YES NO

Complete this form and fax to (859) 258-9652 or email to telam@hagyardlab.com. If you have any questions, please call us at (859) 259-3685. We look forward to providing you with quality and timely results.

HAGYARD LABORATORY INFORMATION

4250 Ironworks Pike

Lexington, KY 40511

Phone: (859) 259-3685

Fax: (859) 258-9652

Email: hdmlab@hagyard.com

Tina Elam, MT (ASCP) - Lab Manager, Email: telam@hagyard.com

Laboratory Hours

Season (January - June)

Monday - Friday 7am - 7pm

Saturday - Sunday 7am - 5pm

Non Season Hours (July - December)

Monday - Friday 7am - 5pm

Saturday 7am - 2pm

Sunday 7am - 12pm

For after hour needs a laboratory technician is on-call. There will be a call back fee charged along with the cost of the test. The on-call lab phone number is (859) 537-7717.

Sample Submission Requirements

Proper labeling is critical to ensuring timely and accurate results. Blood tubes and culturettes should be labeled as follows:

- *Patient name* - Note mare, stallion, foal or yearling, i.e. Beauty 11, Beauty 10,
- *Doctor name or number* - if results are to be reviewed by another doctor, put their name or number after submitting doctor. A copy of results will be given to both doctors, but only the primary veterinarian will be called.
- *Test requested*
- *Farm name or owner name* - Identifying the farm name or owner name in addition to patient name prevents confusion among patients with similar or same names.
- *Date collected* - If date collected is not given, the specimen will receive the date of the day the specimen is logged in the system.
- *Specimen source, if applicable* - applies to sterile body fluids, abscesses and wounds for culture, cytology or fluid analysis.

If a specimen is missing any of the above information, it cannot be processed until the information is complete. This delay in processing could affect the integrity of the sample and will delay the reporting of results.

If a specimen is received unlabeled, person submitting the specimen will have to come to the Lab and label specimen or specimen will be discarded to reduce the risk of reporting a result for a wrong patient.

Once specimen has been processed, the test cannot be cancelled. Testing fees will still be charged to the primary veterinarian.

When mailing in specimen please put *Attn: Hagyard Laboratory* on the outside of the package. It is also helpful if sending specimen for Saturday delivery to notify Hagyard Lab on Friday.

Hagyard Lab will dispose of specimens seven days after testing is performed unless requested otherwise.

It is our policy to accept specimens from licensed veterinarians only.

Billing statements include testing performed between 21st to 20th of each month. The billing statements are sent out by the 27th of each month. For any billing questions please contact the Billing Department at (859) 255-8746.

Hagyard Lab will exercise all reasonable efforts to maintain patient confidentiality. Information about client or patient will not be given out unless requested by client.

Pictures of your cytology specimens can be taken for additional fees. This might be useful for interesting cases and if you would like to use pictures for a seminar. Please notify us within one week from day of testing. Slides will be discarded seven days after testing is performed.

Hagyard Lab will retain records for work performed for 5 years from day of testing.