



NEW HOURS FOR CLIENT SERVICE

Many of you are frequent callers to our Client Service. We are more than happy to take those calls, look up the information, and report your request. Please note that the Saturday hours have been modified.

- Saturday - 8:00 am until 4:00 pm
- Monday through Friday - 6:00 am until 10:00 pm
- Sunday – Closed.

Client Service can be reach at 309-762-8555 ext. 3990 or direct at 309-762-7295.

RAW (UNPRESERVED) STOOL COLLECTION & DROP OFF

A reminder: If your office has ordered any kind of stool test and you are NOT supplying preservative transport media to your patients, PLEASE - PLEASE - PLEASE remind your patients:

- There are only **TWO** locations where they can drop off their raw stools / collection transport media. The **only locations** are at the front registration desks in Moline at 1520 – 7th Street or in Davenport at 1828 E. Locust Street.
- It is first come-first serviced **even when dropping off a specimen**.
- Typically, raw (unpreserved) stools are very time sensitive, so have your patient **record the time of collection**.
- Stool specimens collected in preservative transport media can be dropped off at any of our Metro Locations.
- Clients can obtain this media by request on their supply order form.

TWO PATIENT IDENTIFIERS

Your office might be collecting more specimens in your office (urines and swabs) due to the change in seasons and the onset of the cold and flu season. Be sure to label each specimen with the patient name, date of birth, collection day & time, and include the initials of the person doing the collection or responsible for prepping the specimen for transport. The type of specimen determines transport criteria. You can check our website ([www. MetroMedLab.com](http://www.MetroMedLab.com)) for how to prep the specimen for proper transport or call Client Service. They would be happy to help.



COLD WEATHER REMINDER

It's that time of year when cold and inclement weather will be knocking at the Quad Cities door. If your office utilizes an insulated metal specimen lock box on a regular basis, please be aware of falling day-time temperatures. Specimens can freeze, which will compromise that specimen. It's always best to be cautious on those sub-zero days and call for a special pick-up for the next morning. As great as our courier system is, we can't be everywhere at the same time. Please plan accordingly for those Friday late afternoon calls or the early morning week day pick-ups. If your office is closing early due to weather, a courtesy call to our Dispatcher will help us plan our routing for that day and provide the best service to deliver your specimens in a timely manner. All specimens have a time window from collection to processing to testing. When you call for a special pick-up be sure to inform the Dispatcher that the specimen was collected the prior afternoon and needs to go directly to the lab.

'TIS THE SEASON

2018-2019 INFLUENZA SEASON: INFLUENZA TESTING OPTIONS

When knowledge of the subtype of influenza A is **not** needed for patient management, order the **Rapid Influenza A/B Screen**, (Unit Code 105226) performed at Metro Lab.

- Collect one of the following sample types:
 - nasopharyngeal swab sample using the BD flocculated swab 1-mL UTM (Universal Transport Medium) collection kit
 - nasopharyngeal wash/aspirate specimen using normal or phosphate buffered saline as transport media. Sample volumes of 1 – 3 mL are recommended.
- Transport the specimen to the laboratory refrigerated.

Note: Test interpretation (false positive and/or false negatives) of the rapid influenza test is affected by disease prevalence in the community and the specific subtype of the influenza virus.

When knowledge of the specific subtype of influenza A **is necessary** for patient management, the following test is available from our reference laboratory:

Influenza A Virus H1/H3 Subtyping by Real-Time RT-PCR – (Unit Code 305810)

- a. ARUP Reference Lab testing.
- b. Respiratory specimen: Bronchoalveolar lavage (BAL), nasal wash, nasopharyngeal swab, or pleural fluid.
- c. Transfer 1 mL respiratory specimen to viral transport media.
- d. Transport refrigerated.

Metropolitan Medical Laboratory, PLC

Quad Cities Pathologists, LLC

Moline – Davenport – Rock Island – Bettendorf – Silvis – Galesburg

Your Health – Your Lab – Your Choice

