

# Outreach Services

**Yale Pathology Labs** know that test results are an integral part of the daily routine of your practice. From diagnosing patients to selecting treatments, your lab service affects nearly every patient. When you choose Yale Pathology Labs as your service provider, you choose the latest technology, outstanding customer service, and a team of premier pathologists.

Outreach customer service representatives are available between 8 a.m. and 5 p.m. EST, Monday through Friday. Our knowledgeable and efficient staff is ready to assist with questions about ordering, billing, shipping, and reports. Our service team will thoroughly address your needs, concerns, or questions and can be reached at **877-YALE LAB** (877-925-3522) and by email at [yalepath@yale.edu](mailto:yalepath@yale.edu).

## Patient Final Reports

Patient final reports are delivered to your practice by our courier, Lab Logistics, where available. Patient reports are also available for physicians to access immediately via the Yale New Haven Health System **Epic** interface or through our secure web-based software solution, **RELAY** (Remote Electronic Labs at Yale). For information about access to **RELAY**, please contact our customer service team.

## Follow-Up Services Available from our Cytology Laboratory

- Annual patient reminder letters
- 6-month *no follow-up* reminders
- *Normal Pap* letters
- Monthly reports customized to the needs of your practice

## Participation in Managed Care Plans

Yale Pathology Labs accept most health insurance plans. For a complete list of managed care health plans in which we participate, please visit Yale Medicine's website at: [www.yalemedicine.org/patients/insurance.aspx](http://www.yalemedicine.org/patients/insurance.aspx).

## Billing

Yale Pathology Labs will bill the insurance company or financially responsible party directly, per the requisition form that accompanies each specimen submitted to our lab. Please note that patients are responsible for any co-payments, deductibles, or co-insurance under their plan.

## Transport for Specimens

In our primary service area, Lab Logistics is our dedicated courier service for all routine or STAT laboratory specimen pick-ups. Lab Logistics also handles supply orders and deliveries. Please contact them directly for a specimen pick-up and when needing supplies, at: **Tel: 855-522-5644 Fax: 888-370-5356**

If you are outside of our courier service area, whether in-state, nationally, or globally, we can set up your practice to submit specimens through our pre-paid FedEx service. Contact customer service for more information.

## Consultation Services

Yale Pathology Labs strive to provide both prompt and timely diagnoses and specialized studies applicable to specific diseases. The expertise of our pathology subspecialists and the diversity of surgical specimens submitted for evaluation also provide an excellent environment for research and training. Consultations and requests for second opinions are welcome.

If you are a patient at another hospital or a physician and you would like to have pathology slides sent to Yale Pathology for an upcoming appointment or for a second opinion, please send slides along with the final report to:

Yale Surgical Pathology  
Medical School Receiving  
200 South Frontage Road,  
YNHH EP2-631  
New Haven, CT 06520

Please contact our service team at **877-YALE LAB** (877-925-3522) for detailed information about how to send specimens and other material necessary for evaluation of the individual patient's case.

## Quality Assurance Initiative

Yale Pathology Labs are dedicated to providing quality patient care in an effective, efficient, and timely manner. We maintain extensive quality assurance and improvement programs consisting of a formal, multifaceted and systematic approach for measuring and enhancing patient safety and improving the nature of patient care. In addition to satisfying accreditation or licensing requirements, our quality assurance programs are based upon the premise that these endeavors are a significant mechanism for growth and improvement.

