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## ***CONTACTING THE LABORATORY***

### **TEST RESULTS AND TEST INFORMATION**

Call the laboratory Customer Services department at 603-663-8031 (or internally extension 8031) for medical test results, to inquire about adding a test to a previously submitted specimen, or for assistance with specimen requirements. All calls will be directed through the Customer Services phone line. Our knowledgeable staff works closely with the clinical laboratory departments and will connect you with a Medical Technologist, appropriate management staff, or Pathologist if interpretive data is needed.

Selecting option 4 on the Customer Services line will provide a complete listing of Laboratory Patient Service Centers. During normal business hours our customer support staff can also direct your call to any PSC.

You may also connect with the lab via Email:

- Address for billing questions: [lab\\_billing@cmc-nh.org](mailto:lab_billing@cmc-nh.org)
- Address for customer concerns: [lab\\_comments@cmc-nh.org](mailto:lab_comments@cmc-nh.org)

These emails will be reviewed and answered promptly.

### **SUPPLIES**

Hospital units and CMC owned practices can order supplies from the CMC stock room. This includes supplies for microbiology and pathology specimens. However all blood culture bottles will be ordered through the lab.

Collection supplies for CMC clients that utilize the CMC laboratory are available from the laboratory. A supply order form, available under the forms section of this manual, should be submitted to the Customer Service department. The supplies will be delivered by the CMC courier, within a 7 day turn around time.

As a compliance requirement, non CMC owned clients will be part an annual audit of supplies requested and tests sent.

Please find the supply order form under the forms section of this manual.