

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 service representatives are available between 8 AM and 5 PM EST, Monday through Friday. Our knowledgeable and efficient staff is ready to assist with questions about ordering, billing, shipping, and reporting. Our service team will thoroughly address your needs, concerns, or questions and can be reached at **877-YALE LAB** or **877-925-3522**, by email at yalepath@yale.edu, or contacted via our website: yalepathologylabs.org.

Patient Final Reports

Patient final reports are delivered to your practice by our courier, Medifleet, where available. Patient reports are also available for physicians to access immediately via our secure web-based software solution, **RELAY** (<https://secure.yalepath.org>). For information about obtaining this service or if you have a question about a report, please contact our service team at **877-YALE LAB** or **877-925-3522**.

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 contact us at **877-YALE LAB** or **877-925-3522**, or visit the website for the Yale Medical Group Managed Care listing at: <http://www.yalemedicalgroup.org/insurance>.

Billing Protocol

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. Our billing department can be contacted at **877-YALE LAB** or **877-925-3522**.

Courier Service for Specimens

To send routine or STAT laboratory specimens, or to request supply pickups or deliveries, please contact our courier, Medifleet, directly at:

Medifleet: Tel: 877-474-2877 Fax: 877-474-5877

If you are outside of our courier service area, or if this service has not been established for you yet, please contact our service team at **877-YALE LAB** or **877-925-3522**.

RELAY: Remote Electronic Labs at Yale

Yale Pathology Labs understand the growing emphasis in the healthcare industry on information technology solutions that improve patient care through enhanced efficiency, decreased errors, and effective management of clinicians' time. With this in mind, Yale Pathology Labs has developed a web-based software solution, called **RELAY**, to support our clients.

RELAY's features include:

- Easy, secure access from any computer equipped with an internet connection
- Access to results, viewable via the internet from your office or home
- Personalized requisition forms with optional bar code labels to track specimens
- Increased efficiency in service — all data necessary for accurate diagnosis are included on the requisition form

If you would like more information about **RELAY** or to schedule an in-office demonstration, please contact our service team at **877-YALE LAB** or **877-925-3522** and ask for our **RELAY** Coordinator.

YPL 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:

**Surgical Pathology Unit
East Pavilion, 2-631
Yale School of Medicine Receiving
200 South Frontage Road
New Haven, CT 06510**

Please contact our service team at **877-YALE LAB** or **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 is 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.

