

# Guide to Laboratory Services

## Introduction to Laboratory Services

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Pathology Laboratory provides tertiary and reference testing services to all of Iowa, including clinics, independent hospitals, and other reference laboratories. Pathology Laboratory has you, the client, as the center of all we do. Our focus is continuous improvement in providing laboratory information to you.

## Contact Information

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**Physical Location** 3001 SE Convenience Blvd, Unit #104 Ankeny, IA 50021

### Client Services

Phone (515) 241-8878 or Toll Free 1 (800) 760-9333  
Fax (515) 241-8857  
Email [PL\\_ClientService@unitypoint.org](mailto:PL_ClientService@unitypoint.org)

### Billing Services

Phone (515) 241-6929 or Toll Free 1 (800) 700-3338  
Fax (515) 241-8881  
Email [PL\\_LabBilling@unitypoint.org](mailto:PL_LabBilling@unitypoint.org)

### Anatomic Services – Iowa Pathology Associates

Phone (515) 241-8866

### Cytology

Phone (515) 963-1627  
Fax (515) 963-1505

### Supply Ordering

Website Link <http://www.pathologylab.org/supply-ordering.aspx>  
Email [UPHDM\\_PLLabSupplies@unitypoint.org](mailto:UPHDM_PLLabSupplies@unitypoint.org)

**Website and Testing Guide** [www.pathologylab.org](http://www.pathologylab.org)

## Hours of Operation

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Pathology Laboratory processes and tests samples daily with exception on all federal holidays when the laboratory is closed.

### Monday through Friday

- Phones Answered by Client Services 7:00 am to 7:00 pm
- Sample Processed; calls answered if workload permits Until 10:00 pm

### Saturday

- Phones Answered by Client Services 7:00 am to 7:00 pm
- Sample Processed 7:00 am to 7:00 pm

### Sunday

- Phones Answered by Client Services 7:00 am to 7:00 pm
- Sample Processed 7:00 am to 7:00 pm



# Guide to Laboratory Services

## Phlebotomy Collection Services

Pathology Laboratory provides phlebotomy collection services at the following locations:

### Pathology Laboratory - Downtown

1212 Pleasant St Lower Level 9

Des Moines, IA 50309

Phone (515) 241-5119

**Orders Fax Number: (515) 241-8810**

Monday – Friday 7:00am – 6:00pm

Saturday 8:00am - Noon

### Pathology Laboratory – North Ankeny Campus

3625 North Ankeny Blvd Suite G

Ankeny, IA 50021

Phone (515) 965-4670

**Orders Fax Number: (515) 446-2555**

Monday - Friday 7:00am – 8:00pm

Saturday- Sunday 8:00am – 3:00pm

### Pathology Laboratory - Lakeview

6000 University Ave, Ste 165

West Des Moines, IA 50326

Phone (515) 241-2622

**Orders Fax Number: (515) 241-2303**

Monday- Friday 7:00am – 5:30pm

## Laboratory Supply Ordering

Pathology Laboratory provides laboratory supplies necessary for testing at no charge to clients.

- Supply requests must correlate with testing sent to Pathology Laboratory; this means that you can't order more supplies than your current testing volume.
- Supplies must be used for testing sent to Pathology Laboratory.
- Supplies not listed on the electronic supply form are not provided by Pathology Laboratory.
- Supplies are provided at a specific unit and at a max order level. For example, Transfer Vials come in a unit of 1000/bag and you can order 1 bag per order.

Supplies are ordered electronically using the Online Supply Form. Electronic ordering allows for accurate tracking and communication of the status of your order. Working days are Monday through Friday. Orders are not filled on weekends or holidays.

**Please Allow: 5 Working Days for Supply Fulfillment and  
1-2 Working Days for Delivery**

LABORATORY SUPPLIES  
Legend: [Unit] (Max Order)

#### TEST REQUEST & TRANSPORTATION SUPPLIES

- ASAP Stickers (Pink) [BND] (2)
- Biohazard Bags 6x9 with Pocket [100] [BND] (3)
- Specimen Bag Stickers (Green) [BND] (3)
- STAT Stickers (Red) [BND] (1)
- Transport Caps - Clear [1000/BG] (1)
- Transfer Vials - Clear [1000/BG] (1)
- Transport Vials w/Cap - Amber [EA] (2)
- Transport Vials w/Cap - Metal Free [EA] (10)
- White Specimen Bags - Large (20 lb) [BND] (2)
- White Specimen Bags - Medium (12 lb) [BND] (2)
- White Specimen Bags - Small (6 lb) [BND] (2)

