



# MPLN Newsletter

Third Quarter - 2009

## Patient Focus Is A Top Priority

For 20 years, Molecular Pathology Laboratory Network, Inc. (MPLN) has been dedicated to patient care by delivering the best technologies and services in laboratory medicine.



To provide the best services for physicians and their patients, MPLN continues to expand its molecular and cytogenetic testing in pathology, oncology, obstetrics and gynecology, medical genetics and infectious disease. If you have questions about how MPLN is making a difference in patient care, please contact a client service specialist at **866.726.1833**.



**MPLN**  
**20 YEARS**  
OF SUCCESS

## MPLN Celebrates 20th Anniversary

MPLN celebrated its 20th Anniversary on Wednesday, July 1. During the employee

celebration, Dr. Roger Hubbard, founder, president and chief executive officer, was presented with a proclamation of recognition by Tennessee State Senator Doug Overbey. To read all about the many milestones the laboratory has reached over the past two decades, view the company timeline at [www.MPLNET.com/timeline/index.html](http://www.MPLNET.com/timeline/index.html).

## Heat – A Major Factor in Sample Quality

As you send samples to MPLN this summer, it is very important to remember that heat is a major factor in sample degradation. Sample quality and the ability to obtain reliable results can be negatively affected.

Increased protection from high temperatures is critical when packaging samples. Be sure all samples to be sent at ambient temperature, including paraffin blocks, are packaged with a cool pack. It is important to take precautions to ensure the sample is not in direct contact with the cool pack (insulate the sample by wrapping in protective material such as paper towel).

If you have questions or need cool packs, please call a client service specialist at **866.726.1833**.

## Haq joins MPLN, Anatomic Pathology

Jamshed Haq, MD, joins MPLN's anatomic pathology department. MPLN has had a long relationship with Haq, who supported immunohistochemistry testing and assisted with other anatomic pathology services in the past.

Haq is American and Canadian Board certified in pathology with medical licensure in Tennessee and Kentucky. Prior to joining MPLN, Haq worked as a pathologist for Baptist Health System in Knoxville, Tenn. for 30 years and was the medical director for Claiborne County Hospital and Jellico Community Hospital, both in Tennessee. Haq has more than 40 years experience in his field.

A graduate of King Edward Medical College, Haq completed residency in pathology at Petersburg General Hospital in Virginia, Henry Ford Hospital in Michigan and McMaster University in Hamilton, Ontario.

Haq is a member of several medical organizations including the American Society of Clinical Pathologists, College of American Pathologists and Royal College of Physicians and Surgeons of Canada.

## Clients Respond, Survey Results Positive

In April and May, MPLN and its subsidiary, Ascendant Medical Laboratory, invited clients to participate in a quality assessment and satisfaction survey. Overall, the results were very positive for both laboratories.

While our satisfaction ratings were high, MPLN and Ascendant continue to strive to do an exceptional job for our clients in every service we provide. Personalized letters outlining the results were sent to respondents and non-respondents in June. If you received the letter and have questions about the survey or results, please contact a client service specialist at **866.726.1833**.

Congratulations go to Anna Roberts at Southeastern Center for Fertility and Reproductive Surgery in Knoxville and Coleen Crownover at Memorial Pathology in Chattanooga, who both won an MP3 Player in a drawing among clients who completed and returned a satisfaction survey.



## Insurance Update

### Provider Lists Available

A complete list of MPLN and Ascendant Medical Laboratory's participating insurance providers are available. To obtain these lists, contact a client service specialist at **866.726.1833**.

### Suggestions Welcomed

If you have any patients denied coverage because of non-participating provider insurance plans, we want to hear from you. Please contact a client service specialist at **866.726.1833** to discuss how we can better serve you.

### All Insurance Card Info Needed

Several insurance companies, as well as numerous provider networks, are changing their claims' addresses. To ensure timely and accurate processing of claims, be sure to obtain a copy of both the front and back of your patients' insurance cards, and attach this information to the laboratory requisition. If you have any questions, please contact the billing department at **800.600.1274**.

## MPLN Raises Money for Cancer Research



MPLN raised more than \$750 for the American Cancer Society by participating in Relay For Life of Blount County, where the lab is headquartered. Several months leading up to the May 29 community event,

MPLN held a variety of fundraisers, including ice cream sundae, jean and pizza days, in which employees contributed to the Relay campaign. Relay For Life is an annual 12-hour event designed to celebrate cancer survivors and raise money for American Cancer Society research and programs.

## HPV Genotyping Is WebEx Focus

In an effort to provide an educational opportunity for our clients, MPLN hosted a WebEx on HPV genotyping in conjunction with Hologic, Inc. on June 23. The WebEx focused on the evidence and clinical significance of the HPV genotyping test now offered by MPLN.

Earlier this year, the American Society for Colposcopy and Cervical Pathology (ASCCP) released a Clinical Update regarding the use of HPV genotyping tests, following FDA approval of the Cervista™ HPV 16/18. The new ASCCP algorithm focuses on the role of HPV 16/18 genotyping in the health management of women thirty years of age and older. ASCCP Consensus Guidelines, including the new HPV genotyping algorithm, are available at [www.asccp.org](http://www.asccp.org).

For more information about the HPV genotyping test, contact one of our client service specialists at **866.726.1833**, or visit our website at [www.MPLNET.com](http://www.MPLNET.com).

## Client Spotlight

Special congratulations go to Trumbull Laboratories in Memphis for being recognized as a Top 5 finalist in the Memphis Business Journal's 29th Annual Small Business Awards. Trumbull competed against several other companies in the "61 to 350 employees" category. The Small Business Awards is a competition that recognizes the achievements of businesses and executives throughout the Mid-South.

## Email Addresses Needed for Timely Communication

To enhance communication with our clients and provide more timely, immediate information, please be sure to provide your email address to us when you talk with a client service specialist.

## Newsletter Contact

If you have questions about MPLN's quarterly client newsletter, or if you have news to share in an upcoming issue, please contact Jodi Harris at **865.380.9746 (x127)** or e-mail her at [jharris@mplnet.com](mailto:jharris@mplnet.com).

### MPLN Partners:



ASCENDANT  
MEDICAL LABORATORY

