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Our Facebook and Twitter pages highlight important information on holiday



shipping schedules, specimen requirement changes, test updates, company news, industry trends and much more. Stay connected to the latest laboratory information. Follow us on Twitter, and become a fan on Facebook! MPLN is on Facebook as Molecular Pathology Laboratory Network, Inc. Our Twitter account is MPLNET.

Newsletter Contact

If you have questions about any article in this issue, or if you have news to share in an upcoming issue of our client newsletter, contact Shanna Hearon via phone at **800.932.2943**, or by e-mail at **shearon@mplnet.com**.

Client Newsletter

Third Quarter - 2011

MPLN Among First to Offer Gen-Probe Trichomonas Test

MPLN is one of the first reference laboratories in the country to offer the Gen-Probe APTIMA® Trichomonas Vaginalis Assay on the fully automated TIGRIS® system.

This test was approved by the FDA on April 20, and MPLN was one of the clinical trial site laboratories used by GEN-PROBE to support the FDA submission of the assay for IVD clearance. This assay may be used to test clinician-collected endocervical or vaginal swabs, urine, and samples collected in PreservCyt (ThinPrep) liquid based cytology media and can use the same samples submitted for CTNG testing.

The new Gen-Probe APTIMA® Trichomonas Vaginalis Assay is a nucleic acid amplification test (NAAT) that allows for the detection of T. vaginalis with much greater sensitivity and speed than conventional wet mount or culture methodologies allowing for more accurate and timely detection and improved patient management.

For more information about this test, contact a client service specialist at 800.932.2943.

Indigo Makes Ordering and Reporting Easier, Faster

With the recent implementation of Indigo, our new Laboratory Information Workspace, ordering tests and retrieving reports is easier and faster. Some enhancements made to the new online ordering system include:

- Minimal Data Entry Fields: Simplifies and speeds up test ordering and reporting.
- Unique Patient Identifiers: Entry of date of birth and social security data ensures accurate patient identification and billing; while also meeting CAP requirements.
- National Provider Identifier (NPI): Helps prevent technical errors during data transmission; enhances financial/administrative transactions. It also allows physicians to find any of their patients from any site at any location worldwide.
- Collection Date Field: Critical to ensuring viability of sample prior to testing.

In addition to these updates, Indigo offers one location for ordering and reporting, and delivers new report formats that feature a streamlined layout and case synopsis that makes reading results faster and easier.





Dr. Potter to Speak at Diagnostic Summit

Dr. Nicholas Potter, the chief scientific officer and director of molecular diagnostics at MPLN, will be among the guest speakers at the third annual Next-Generation Diagnostic Summit, August 23-25 in Washington DC.

In his presentation, "Demonstrating Clinical Utility of Personalized Diagnostics," Dr. Potter will discuss the changing landscape of molecular diagnostics, personalized medicine and the challenges of rapid adoption and acceptance of molecular testing. He will also discuss what lessons and strategies can be learned from past experiences to assure future success in this growing niche of laboratory medicine.

Client Satisfaction Survey Results Positive, Next Survey In 2013

In the spring, MPLN asked clients to participate in an annual quality assessment and satisfaction survey. We appreciate the many responses and positive feedback we received.

Upon reviewing the results, we were pleased to learn that 97.7% of respondents think MPLN is patient focused. Making a difference in patient care is our mission, and we are happy to see that we successfully communicate that focus to our clients.

Additional survey results indicated:

- 97.7% of respondents said MPLN exceeds or consistently meets expectations with turnaround times.
- 97.6% said we consistently meet or exceed expectations with delivering quality results.
- 98.2% strongly agreed or agreed that their call was answered promptly, the MPLN representative was courteous, and their question was addressed quickly.

For the past 5 years, we have asked clients to participate in a satisfaction survey. We know how valuable your time is, and that's why we have decided to conduct the survey every other year instead of annually. The next general satisfaction survey and quality assessment will be sent to clients in 2013. At that time, we hope you will participate once again.

Detailed 2011 survey results were outlined in a letter that was sent to clients in May. If you did not receive letter, or have questions about the results, please contact a service specialist.

MPLN Raises Money for Cancer Research

On June 3, MPLN participated in Relay for Life of Blount County, raising more than \$1,100 for the American Cancer Society and cancer research. During the weeks leading up to the 18-hour annual walking and awareness event held on the Maryville College Campus, the MPLN Relay Team held several fundraisers, including a bake sale, ice cream sale and pizza party.



A few MPLN team members take a short break from walking the track at Relay for Life of Blount County. (L to R) Sarah Arms, Katy Large, Charlotte Nicholas, Jacky Seabrook, Patsy Lunde and Michael Vanek.

Summer Heat Can Affect 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 temperature is critical when packaging samples. Be sure all samples to be shipped at ambient temperature, including paraffin blocks, are packaged with a cool pack.

Also, 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 a paper towel.)

If you have questions or need cool packs, please call a client service specialist at 800.932.2943.