



CHARTER DIAGNOSTIC LABORATORIES

New
York
Hospital
Queens

A higher
level
of lab
services.
Right
here in
Queens.

Laboratory
and Pathology
Services
for Physician
Practices and
Health Care
Facilities

Personalized, Comprehensive Pathology Services:

Service

Charter Diagnostic Laboratories offers a sophisticated array of state-of-the-art clinical and anatomical diagnostic testing. We offer services to physician practices, clinics and skilled nursing facilities – and patients – through a highly responsive delivery network, with flexibility, consistency and personal attention.

As a service of New York Hospital Queens, Charter Diagnostic Laboratories has direct 24-hour access to the hospital's comprehensive pathology laboratory resources when further testing is needed.

It all adds up to the higher level of service you should expect from your lab diagnostic provider.

Personalized Service, On Demand

When you rely on Charter Diagnostic Laboratories for your specimen and biopsy testing services, you gain advantages for your practice and your patients.

A higher level of lab service means that everything about our program has been designed to meet your every need quickly, reliably and cost-effectively. From a common database for access to outpatient or inpatient reports, to convenient routine and emergency pick-ups, to online test requests and reporting, to making sure there's a client service specialist to answer your questions *when* you call, we do it all for you.

Our Staff: the Right Skills, and the Right Attitude

You and your staff can count on the people who work with Charter Diagnostic Laboratories. We have a commitment to providing physicians, office managers and patients with expertise you can trust and conscientious, meticulous service.

Under the direction of chairman Michael J. Warhol, M.D., the New York Hospital Queens pathology department continues to broaden its expertise and reach. Over the past several years, we have performed more than 2 million laboratory procedures annually. All attending pathologists are board-certified with subspecialty training. This staff includes specialists in bioinformatics, gastrointestinal pathology and cytopathology.

We've strengthened our team at all levels in order to provide the highest possible level of expertise and quality. This commitment includes the assignment of a seasoned client service representative to make sure each practice gets the service it deserves.





Our Services: the Routine, and the Specialized

Testing

Charter Diagnostic Laboratories performs all standard clinical and anatomical tests. In addition, we conduct molecular testing, perform immunocytochemistry testing in-house, and use DNA probes, all of which will help target cancer therapies more precisely. For inpatients, we now perform point-of-care blood gas determinations and emergency pediatric analyses using small blood samples and handheld I-Stat test instruments.

Couriers

Advanced technologies are essential to getting accurate results. But when it comes to diagnostics, speed matters, too.

Each day of the week (including weekends) our couriers make their rounds, picking up specimens with clockwork efficiency:

- Monday-Friday 9:00 a.m.-11:00 p.m.
- Saturdays from 2:00 p.m.-8:00 p.m.
- Sundays from 2:30 p.m.-6:30 p.m.
- On holidays, a pick up is just a phone call away.

When emergencies or urgencies arise, we respond quickly. Our courier fleet is sized for flexibility – and our drivers carry cell phones programmed with voice mail and call forwarding, so we can typically make a STAT pick up from your office with a 4-hour turnaround time.

Processing

To speed up the test request process, we provide each practice and facility with a supply of customized encounter forms you can use to quickly specify the tests needed on the specimens you have collected.

Delivered promptly to the lab at New York Hospital Queens, specimens are logged in, patient data is entered into the computer system and quality assurance tracking is initiated to ensure the ordered tests are conducted quickly and correctly.

Results Reporting

Charter Diagnostic Laboratories reports results in several ways, and your office can select the option that works best for your needs. Options include hand delivery, telephone, fax and remote printing. In addition, we report results electronically using a web-based system that can be interfaced with the physician's computer system. This allows for automated downloading of results directly into the patient's electronic medical record.

Also, because we use a common database for outpatient and inpatient records, you can check lab results from virtually anywhere at anytime when you utilize our secure web-based system.

Client Service

When you call Charter Diagnostic Laboratories' Client Service Department, a service specialist will answer your call live and handle your question on the spot or connect you with one of our experts if more information is needed. Unlike other providers that expect you to navigate through automated phone trees to get a response, we believe that personal attention is more effective and helps to build well-informed relationships between doctor, patient and lab professionals. Ours is the *only* outpatient laboratory in the area with around-the-clock professional coverage to deal with issues that may arise.

Convenience

In addition to fast and convenient intake and results delivery options, we have structured our services to be as easy as possible for your patients and your practice to use.

We operate patient service centers in Queens and eastern Nassau County, located where there are high concentrations of medical offices. Designed to facilitate routine testing of adult and pediatric specimens, these centers can be used by consumers with a prescription from a healthcare professional. (A parent or legal guardian must accompany minors.)

We accept most types of insurance, so many practices are able to use Charter Diagnostic Laboratories exclusively for their specimen testing and lab work. CDL maintains a common database for outpatient lab work as well as inpatient data from New York Hospital Queens.

Direct Access to a Full-Service Medical Center

Charter Diagnostic Laboratories is a part of New York Hospital Queens, and can bring the full clinical resources of the hospital to bear when you need a specialized consult for a patient case, or when you have a patient that needs hospital services for further diagnosis or treatment.

As a community teaching hospital and tertiary medical center, New York Hospital Queens has a comprehensive laboratory program with board-certified pathologists and technologists who conduct a full array of sophisticated blood, cell, tissue and body fluid tests. The anatomic pathology service specialists work with specimens submitted to surgical pathology and cytopathology. The clinical pathology side includes sections devoted to clinical chemistry, hematology, immunology, microbiology, blood banking and transfusion services.

As a result of the hospital's extensive involvement in the Queens community, we have experience with the healthcare issues that are emergent and prevalent in our diverse populations and know how to address them.



- Testing
- Couriers
- Processing
- Reporting
- Client Service
- Convenience



Discover the Service You Deserve in Diagnostic Laboratory Services

When you begin working with Charter Diagnostic Laboratories, you will see the higher level of performance you can expect from a diagnostic provider: a full range of reliable, cost-effective testing... flexible, responsive and personal client support... direct connections to a first-class pathology department and major medical center... and strong community experience.

Contact us today for more information:

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Web: nyhq.org



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*Expertise you trust.
Service you deserve.*

New
York
Hospital
Queens

Member

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Affiliate: Weill Medical College of Cornell University

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