

ALLINA HEALTH LABORATORY

Memo

To: Allina Health Laboratory outreach clients

From: Allina Health Laboratory outreach services

Date: January 15, 2021

Re: Supply order reminders

Due to recent process changes within our supply area, we have been experiencing longer times for some orders to be filled. In order to help expedite this process, we would like to remind our clients of the following:

- Supplies used to submit specimens to Allina Health Laboratory can be ordered using our electronic [Supply catalog](#).
- Complete [Supply catalog instructions](#) can be found on our website under Reference guides
- When placing an order, you will be asked to provide your customer code
- Users can search all products using the search box on the Supply home page, or select a catalog category or subcategory from the left hand NavBar
- **Submitted orders are filled in 3-5 business days**
 - If you have not received your order within 5 business days, contact your account representative or client services for assistance; do not place another order as this will slow the process further
- We request that clients monitor supplies and orders accordingly
 - *Place only one order per week whenever possible.* Reducing the number of orders received helps to expedite the supply fill and transport process

It is the policy of Allina Health Laboratory to consistently and fully comply with all laws and regulations pertaining to services, and billing for services and costs. In order to be compliant, a reference laboratory may only provide a client with supplies directly used in submitting the sample to the reference laboratory.

We can not and will not provide supplies for testing not performed by Allina Health Laboratory.

If you have any questions regarding this information, or need assistance with the electronic supply catalog ordering process, contact your account representative.