

AABB® Accredited

If you are concerned about the quality with which this facility operates or if safety measures are not being followed, please contact Executive Management at this facility or AABB.

To contact AABB:
+1.301.215.6492 or accreditation@aabb.org

Your identity will be kept confidential.

www.aabb.org

NOTICE

THIS LABORATORY IS ACCREDITED BY



If you have concerns or questions regarding safety or quality of patient testing performed at this facility that cannot be resolved through your internal communications protocol, please contact COLA. You will not be required to give your name. COLA takes all inquiries seriously.

Phone: 800.981.9883

9:00 AM to 5:00 PM Eastern, after hours leave message

Fax: 410.381.8611

E-mail: hotline@cola.org

COLA 9881 Broken Land Pkwy, Columbia, MD 21046-1195

Visit COLA on the web at www.cola.org

This Notice must be placed in a conspicuous location accessible by laboratory employees.
For additional copies please contact COLA at 800-981-9883 or www.cola.org

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-12-25
Baltimore, Maryland 21244-1850



Center for Medicaid and State Operations/Survey and Certification Group

Dear Laboratory Director,

This letter introduces the Clinical Laboratory Improvement Amendment (CLIA) Complaint "Brochure".

It is important that laboratory professionals and all users of laboratory services are afforded the opportunity to express concerns about the quality of a laboratory's testing when needed. CLIA survey Organizations are required to provide instructions to their constituent laboratories detailing how complaints can be filed and The Centers for Medicare and Medicaid Services (CMS) is providing this information to all laboratories which are not subject to routine survey, in addition to the laboratories it does survey.

To meet this need, CMS has created a CLIA brochure containing information pertinent to the mechanisms and resources for reporting complaints and concerns. This information should be made available to all personnel in your laboratory, patients and their representatives, the public, physicians and other caregivers using the laboratory's services.

Included with this letter, you will find a copy of the CLIA Complaints brochure so that you may Disseminate this information immediately.

Please visit the CMS/CLIA website at www.cms.hhs.gov/clia for additional copies of the brochure as well as more information and resources regarding the CLIA program.

Judith A. Yost
Director, Division of Laboratory Services
Survey and Certification Group