TEST REQUISITION REQUIREMENTS

1. All samples should be clearly labeled with patients first and last name, date of birth, hospital/ laboratory name, and block or slide number. Failure to fully complete the test requisition may delay analysis.

2. All fields with red text are required.

3. We will notify you within 24 hours of receipt if we are unable to perform testing due to failed specimen integrity. Any specimen determined to be inadequate for testing will be discarded after 48 hours.

4. Cancellations:

SHIPPING AND HANDLING INSTRUCTIONS

FRESH FROZEN TISSUE:

1. Ship fresh frozen tissue on dry ice with a minimum of 5 kg of dry ice. Overnight delivery required to prevent thawing of tissue.

PARAFFIN BLOCK(S) OR UNSTAINED SLIDES:

1. Ship paraffin blocks or slides at room temperature.

GENERAL INSTRUCTIONS:

1. We will notify you within 24 hours of receipt if we are unable to perform testing due to compromised sample integrity.

2. Please notify us ASAP in writing if you wish to cancel a test. Cancellations cannot be accepted once testing has been initiated.

3. We accept samples Monday through Thursday from 7:00 AM to 4:00 PM PST. We also accept samples on Friday by 11:00 AM PST. All packages should be mailed for receipt by Friday. Holidays and weekends should be taken into consideration before mailing samples.

4. To ensure sample integrity, use of the following delivery priorities is highly recommended.
   - FedEx: First Overnight
   - UPS: Next Day Air Early AM

5. Your specimen is important to us. Please email the tracking number to PLMTrack@chla.usc.edu at the time of shipment and include contact information to be used in the event your sample is not received.

BILLING INFORMATION

1. For billing inquiries, please call (877) 543-9522.

2. If you are interested in opening an account with Children’s Hospital Los Angeles, please contact our Laboratory Service Center at (877)543-9522. Please be prepared to provide the following information:
   a. Name of Institution
   b. Address
   c. Phone/Fax Number
   d. Laboratory Contact Name and phone number
   e. Accounts Payable Contact Name and phone number

3. Third party billing is not offered at this time.

CHILDREN’S CONNECT

Children’s Connect is a web-based portal providing 24/7 access to laboratory test order entry and results retrieval.

To request access or to receive more information, please contact us at:

(877) 543-9522

CONTACT US

For all other inquiries, please contact our Laboratory Service Center at:

(877)KIDZ-LAB or (877) 543-9522

or visit our website at:

CHLA.org/CPM

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