

# Go with DLO

## Clinical Resource Guide



[dlolab.com](http://dlolab.com) • 800.891.2917

# Welcome

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Dear Valued Customer,

Welcome to Diagnostic Laboratory of Oklahoma (DLO), the premier provider of clinical laboratory information and services throughout Oklahoma. As a joint venture with Quest Diagnostics and INTEGRIS Health, DLO has a comprehensive medical and scientific staff, an extensive network of patient locations and a broad range of innovative diagnostic laboratory testing and services. Our creative employees work together in technology rich settings and stimulating environments making DLO the industry leader since 2001.

It is our mission to provide innovative, timely and quality medical laboratory services. DLO's Go Kit is a key component in that process. It provides valuable information addressing industry policies and procedures as well as DLO-specific practices. The contents have all of the information needed to consistently deliver the highest quality laboratory testing and diagnostic insight.

We are committed to providing more than just lab services. We transform knowledge into insights and insights into solutions that span the continuum of care, letting you focus on what matters most—the health of your patients. We understand that, in the right hands, and with the right context, our diagnostic insights can inspire actions and transform lives.

It's our privilege to serve you and your patients. We are constantly looking for ways to be of assistance, and would welcome hearing from you with questions or ideas you may have to improve our service.

Thank you for choosing DLO as your trusted laboratory partner.

Sincerely,



R'Nee Mullen, CEO  
Diagnostic Laboratory of Oklahoma



# DLO Mission

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Provide innovative, timely, and quality medical laboratory services

# DLO Vision

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To be the trusted laboratory partner — empowering health, impacting lives



This manual is designed to provide our clients with useful information to help them get started quickly and begin accessing the many resources and services DLO has available. It is intended to be an easy-to-use reference guide with information on standard procedures, key forms, and important contact information. The testing information included is limited to those tests which are most frequently used and is not a complete menu of DLO's tests. Please visit [dlolab.com](http://dlolab.com) for more information on all of the tests available through DLO.

We are constantly increasing our test menu and improving available tests and procedures. The most important laboratory changes are communicated to all DLO customers through the monthly newsletter **Laboratory Update**, which can be found through IntelliTest Manager™. We encourage providers and staff to review and take note of test additions, improvements and other important notifications in this newsletter.

# Introduction

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As a new client, we'd like to introduce you to DLO, who we are and what we do.

We are Oklahomans serving Oklahomans by providing better health with diagnostic insights. As a joint venture of Quest Diagnostics, DLO provides the most comprehensive diagnostic testing and services available in Oklahoma.

## Clinical expertise which is unsurpassed in Oklahoma

- Full-service microbiology department includes virology, parasitology, mycology, and mycobacteriology
- Largest employer in Oklahoma of medical technologists with more than 220 med techs
- More than 40 microbiology technicians and assistants
- 7 cytotechnologists
- 9 rapid response labs and one central lab
- 10 hospital labs under DLO's Laboratory Management
- Most comprehensive solid tissue HLA laboratory in the region, located at INTEGRIS Nazih Zuhdi Transplant Institute
- Board-certified AmeriPath pathologists who also provide medical directorships
- Electron microscopy for nephrology

## Maintains the highest quality tests and specimen integrity

- Highly-trained, DLO-employed route service representatives
- 95 DLO transport vehicles cover 9,500 miles and make 1,250 stops daily
- High-tech, hand held tracking devices allow specimens to be tracked during transit according to type, temperature and department
- More than 35 DLO employees staff the 24-hour customer service and support call center located in the central lab

## Patients come first

- More than 150 skilled, friendly phlebotomists keep patients at ease
- More than 40 in-office phlebotomists
- More than 50 conveniently-located patient service centers and contracted draw sites statewide
- Electronic test results available to patients via computer, tablet, and smart phone.



DLO's analytic capabilities allow providers to make decisions based on real-time data



User-friendly, mobile-friendly tools for test ordering and reporting are available through [dlolab.com](http://dlolab.com), Test Center, and Quantum™



Access to more than 600 Ph.D.s and M.D.s available for clinical consultation



## We support our communities

- DLO offers free and discounted testing for multiple charitable organizations
- Employees are active in Leukemia and Lymphoma Society, Habitat for Humanity, American Heart Association, American Red Cross, Juvenile Diabetes Foundation and other charitable organizations

## We're respected in our communities

- Named Best Places to Work in Oklahoma every year since 2005
- Celebrated 20 years in business in 2021

## We perform for our communities

- #1 in Quality Metrics for all Quest business units in 2015, 2016, 2018, and 2019
- #1 in Employee Engagement for all Quest business units since 2015

## Who is Quest Diagnostics?



Quest Diagnostics empowers people to take action to improve health outcomes. Derived from the world's largest database of clinical lab results, Quest's diagnostic insights reveal new avenues to identify and treat disease, inspire healthy behaviors and improve healthcare management.

- Network of esoteric and specialized laboratories
- Broad menu of specialized testing including cancer, infectious disease and genetics
- Annually serves one in three adult Americans
- Nationwide laboratory which services 50% of the hospitals throughout the U.S.
- More than 20 billion test results delivered in the past decade

Quest's 45,000 employees understand that, in the right hands and with the right context, their diagnostic insights can inspire actions that transform lives.

## Who is AmeriPath?



AmeriPath Oklahoma City is dedicated to providing comprehensive diagnostic solutions, advanced technology and testing, and superior pathology services to local medical communities.

- Direct access to our pathology team for case consultation and specimen discussion
- Fast turnaround time: 24-48 hours for most tissue and cytology evaluations
- Comprehensive IHC, special stains and molecular testing on complex cases
- AmeriPath offers the expertise of a pathology network of more than 450 board certified pathologists

Through diagnostic excellence and personalized services, AmeriPath is committed to being Oklahoma's local pathology partner and single source solution for diagnostics insights.

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The information found the Go Kit is subject to change at DLO's discretion without notification. The most recent version can be found at [dlolab.com/gokit](http://dlolab.com/gokit). Print dates can be found on the lower inside corner of every page.