

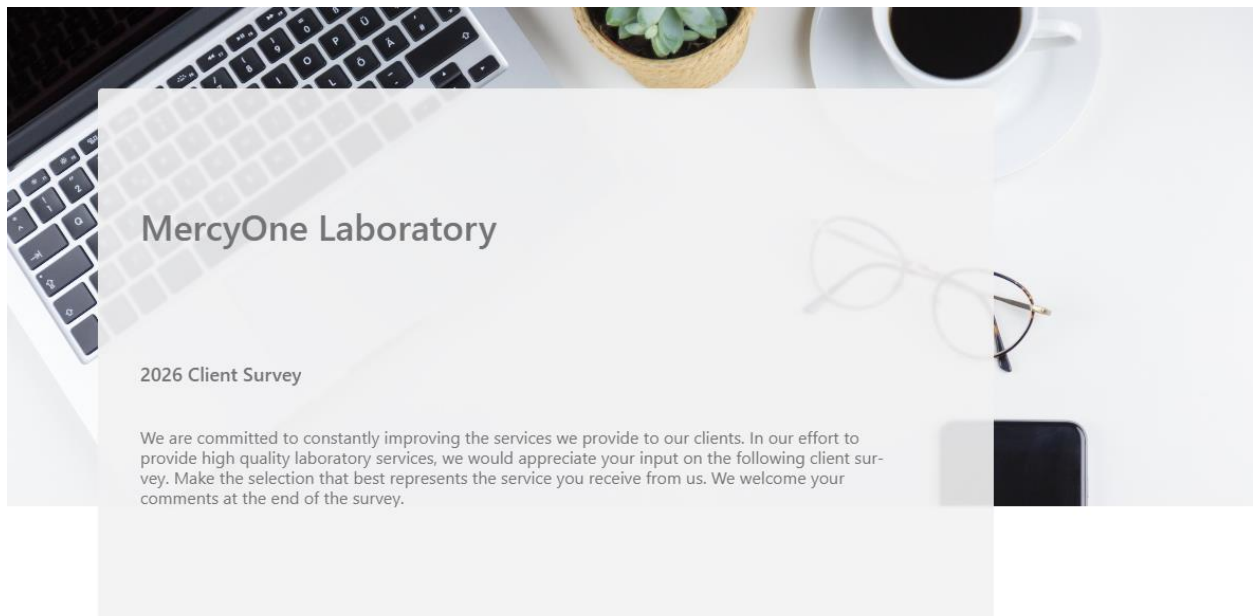


Laboratory Update

Client Satisfaction Survey 2026:

We'd like to take a moment to thank you for choosing MercyOne as your reference laboratory. It is a pleasure servicing you, your providers, and your patients. There is a great need for reliable testing, quick results, and satisfactory customer service. We have a team dedicated to improving our services, but your feedback will assist us in identifying your needs so we can serve you better. Within the next week, you will find an email with a link to the 2026 MercyOne Laboratory client satisfaction survey. We know your time is valuable, but please take 3-4 minutes of your time to provide us with your insight.

In the past, these surveys have allowed us to identify couriers, draw stations, and staffing requests. We have been able to adjust these because of your suggestions. MercyOne has been able to tend to courier needs, extend the hours of our draw stations, and have continued to work on our client services staffing. We appreciate your feedback and look for new ways to improve our services.



Thank you in advance for your time!