



Laboratory Update

Testing Reminders, NPI Provider Education, & Labor Day Holiday Service Update

There has been a recent increase in Apolipoprotein B and Lipoprotein A specimens with insufficient volumes.

Please ensure that all tubes are filled appropriately before submission to the laboratory to prevent delays and repeat collections.

Please see collection requirements and links to the catalog below.

[Apolipoprotein B \[LAB4166\]:](#)

Preferred Tube: Serum separator tube (SST)

Specimen Preparation: Centrifuge, separate serum from cells and send 1.0 mL serum in a screw capped plastic vial.

[Lipoprotein A \[LAB563\]:](#)

Preferred Tube: Serum separator tube (SST)

Specimen Preparation: Centrifuge, separate serum from cells and send 1.0 mL serum in a screw capped plastic vial.

Lab Ordering Physician Reminder

All laboratory orders must include the ordering physician's name and NPI (if available). Entries using non-specific descriptions, such as "Emergency Room Physician," is non-compliant and will necessitate follow-up to obtain the required ordering provider information.

Labor Day Holiday Service Update

In observance of Labor Day, all Patient Service Centers (PSCs) will be closed for the holiday, Monday, September 7, 2026.

Courier services will be limited, and pickup schedules may be impacted. If you are aware of any specimen pickups that will be needed during the holiday, please contact our Customer Service team in advance to arrange a scheduled pickup.

Customer Service/Call Center Phone Number: 515-247-4439

Our Call Center will remain open and available all day to assist with any unexpected service needs.

We appreciate your partnership and understanding as we adjust services for the holiday. Thank you for helping us ensure timely specimen collection and continued support for your patients.

August 27, 2026