



# Cleveland Clinic Laboratories



## World Class Care

Cleveland Clinic Laboratories is a full-service, reference laboratory dedicated to providing world-class care. Cleveland Clinic Laboratories offers high quality, clinically impactful pathology and laboratory diagnostics services combined with readily available consultation with experienced pathologists and laboratory scientists.

Cleveland Clinic Laboratories is a part of Cleveland Clinic, a nonprofit multispecialty academic medical center where each year thousands of patients travel from every state in the nation and 133 countries to receive world-class care. Cleveland Clinic has pioneered many medical breakthroughs and is consistently named by *U.S. News & World Report* as one of “America’s Best Hospitals.”

Cleveland Clinic’s guiding principle of “Patients First” demands a relentless focus on improved outcomes and better service by setting standards, collecting data and analyzing results. Clients have chosen Cleveland Clinic Laboratories as their reference laboratory because of our emphasis on patient care, quality results, client service and the value provided by our physician-led model. At Cleveland Clinic Laboratories, we recognize that our results and interpretations can be pivotal in a patient’s life.



## Focus

Cleveland Clinic Laboratories is dedicated to providing world-class laboratory testing to clients nationally and internationally. Our medical directors are dedicated to meeting client needs through the application of leading-edge technology to achieve accurate results and rapid turnaround. With nine centers of excellence Cleveland Clinic Laboratories is at the forefront of introducing new testing methods for clinical and research uses. We are committed to providing an ever expanding menu of tests available for clinical use.

## Test Utilization

Test utilization and continuous updating of technologies and methodologies complemented by ongoing new test development assures our clients of the most appropriate testing applications for their needs. Pathology and Laboratory Medicine has a team that includes process improvement, process design and project support for strategic initiatives.





### Expertise

For decades, Cleveland Clinic Laboratories has delivered world-class, comprehensive primary and secondary pathology services to clients across the country and the world. Our pathologists and PhDs have attained leadership positions in the premier professional organizations in their fields, are welcomed as distinguished guest lecturers at respected conferences around the world, and publish extensively in leading medical journals. Diagnoses are provided by subspecialty experts, and Cleveland Clinic Laboratories strongly believes that consultation with physicians is an important aspect of quality patient care.

### ePathology

Cleveland Clinic Laboratories offers secure, web-based review of Pathology cases to help optimize second opinion Surgical Pathology case review. Specimens can be submitted by sending blocks or slides directly to our facility or via ePathology using web-based products. Cases submitted to Cleveland Clinic Laboratories are triaged to our subspecialty teams comprised of the same experienced, specialty trained pathologists who provide diagnostic services for Cleveland Clinic patients. This subspecialty approach ensures that every specimen submitted to Cleveland Clinic Laboratories is evaluated by a pathologist with a high level of diagnostic expertise in that specific field.

### Specialized Capabilities

In addition to conventional techniques for evaluation of pathology specimens, our pathologists maintain expertise in the following areas to provide an all-inclusive evaluation:

- |                     |   |
|---------------------|---|
| Molecular Pathology | Immunohistochemistry and Immunofluorescence |
| Electron Microscopy | Cytogenetics                                |





## Client Focus

Cleveland Clinic Laboratories is focused on our clients. We have a dedicated staff of more than 1,400 employees, including board certified subspecialty pathologists, PhDs, technologists, technicians, and support personnel. They share one goal: to provide world class services and outstanding client care to those who put their trust in us.

## Client Services

Our knowledgeable and efficient staff is available 24 hours-a-day, seven days-a-week, to assist you with ordering, billing, shipping and reporting. Our client services representatives are experienced ASCP-registered medical technologists and medical laboratory technicians, averaging 14 years of experience.

## Logistics

Cleveland Clinic Laboratories Logistics department arranges specimen transportation for domestic and international shipments. Cleveland Clinic Laboratories continuously monitors and complies with all shipping regulations of diagnostic specimens established by Occupational Safety and Health Administration, Department of Public Health, International Air Transport Association and United States Department of Transportation.

## Research and Development

Research and development is an important activity of our laboratories. We constantly strive to develop new tests to better diagnose disease and manage patients. Translational research efforts span a wide variety of activities and include predictive and prognostic biomarker development, preclinical experimental therapeutic assessment, clinical trials correlative science and new assay development funded through governmental and non-governmental sources. Our collaborators include local, national and international partners.



## Our Mission

Cleveland Clinic Laboratories contribute to excellent patient care by providing comprehensive, high quality laboratory testing and patient-focused expert consultation. This mission is supported by innovative research and new test development, exceptional client service, continuous quality improvement and leadership in education.

## Our Vision

We will provide the highest quality laboratory testing and expert pathology diagnosis to patients institutionally, regionally and nationally.

## Our Values

### Clinical Excellence

We provide comprehensive and high quality laboratory testing in a patient-responsive manner.

### Expert Diagnosis

Diagnoses are provided by subspecialty experts, and consultation with physicians is important for patient care.

### Continuous Quality Improvement

We are continuously evaluating and implementing the best practices in laboratory testing across the testing spectrum.

### Dedication to Our Staff

Our staff is our most valuable resource and are supported and recognized for their accomplishments.

### Innovative Test Development

A continual focus on new test development is important to provide the best capabilities for patient diagnosis.

### Research and Education

Research is crucial for leadership in laboratory medicine; education and development are important at all levels.

### Contact Information

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## Cleveland Clinic

**Every life deserves world class care.**

9500 Euclid Avenue, Cleveland, OH 44195

Cleveland Clinic is an integrated healthcare delivery system with a main campus, 18 family health centers, eight community hospitals and locations in Ohio, Florida, Nevada, Toronto and Abu Dhabi. It is a not-for-profit group practice where nearly 3,000 staff physicians and scientists in 120 medical specialties collaborate to give every patient the best outcome and experience. Cleveland Clinic is ranked among America's top hospitals overall, and among the nation's leaders in every major medical specialty (*U.S. News & World Report*).

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