

Cleveland Clinic Laboratories

Trust in us for everything you need in a reference lab.





Cleveland Clinic Laboratories

At Cleveland Clinic Laboratories, we recognize the results we turn out are pivotal in a patient's life. Coupled with the interpretive skills of more than 100 pathologists, our new state-of-the-art building allows us to provide cutting-edge, clinically impactful tests for improved laboratory diagnosis, prognosis and monitoring. With a menu of more than 2,400 tests, we serve clients from around the corner and across the world, providing busy clinicians with the most appropriate test, rapid turnaround, affordability and superior customer service.

Focus on the Customer

Cleveland Clinic Laboratories has a dedicated staff of more than 1,600 employees, including board-certified subspecialty pathologists, PhDs, technologists, technicians and support personnel. They share one goal: to provide world-class reference laboratory services and outstanding customer care.

Our core values are: Integrity, Expertise, Reputation, Focus and Innovation.

Commitment to Growth

Our medical directors are dedicated to meeting customer needs through the application of leading-edge technology to achieve accurate results and rapid turnaround. 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.

Centers of Excellence

Subspecialty Anatomic Pathology Service

Molecular Pathology

- Cytogenetics
- Molecular Genetic Pathology
- Molecular Hematopathology
- Molecular Oncologic Pathology
- Molecular Microbiology

Hemostasis and Thrombosis

Microbiology



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.

Physicians and healthcare facilities next door or around the world rely on the specialists at Cleveland Clinic Laboratories to provide the expert diagnosis, second opinions and subspecialty consultation that are the basis for effective patient care.





Clinical Pathology Test Services

Clinical Biochemistry

Clinical Biochemistry is devoted to routine highly automated and specialized manual testing on blood, urine and other body fluids, including specialized chemical analyses for drugs, trace metals, renal calculi, and serum proteins. Advanced testing using mass spectrometry is a core strength. The Clinical Biochemistry laboratory also provides a comprehensive menu of state-of-the-art testing for the diagnosis and management of endocrine and related diseases. The menu includes tests for most hormones, clinically important metabolites, and autoantibodies. Professional expertise for interpretation of endocrine-related testing is provided to facilitate accurate diagnosis and patient management.

Hematology

The Hematology Section has a full range of automated complete blood count and white cell differential testing as well as highly specialized red cell, white cell, hemoglobin, and body fluid analyses. Flow Cytometry offers advanced, multi-parameter immunophenotyping for the evaluation and monitoring of immune deficiency states, as well as the characterization of lymphomas and leukemias. Appropriate molecular hematopathology and cytogenetic testing is incorporated into our analyses, when appropriate, and reported in an integrated fashion by our hematopathologists. Other specialized assays available include stem cell enumeration, high sensitivity PNH testing, platelet surface marker and functional testing, and proteomic identification of amyloid proteins by mass spectroscopy, in collaboration with the Clinical Biochemistry laboratory.

Hemostasis and Thrombosis

Hemostasis and Thrombosis offers a comprehensive array of tests for the evaluation of patients with inherited and acquired bleeding disorders, platelet dysfunction, thromboembolic complications, and hypercoagulable states. In addition to diagnostic testing, the laboratory also offers anti-coagulant monitoring services and consultation.



Immunology

The Immunology laboratory provides a comprehensive menu of tests for the diagnosis of immunologic diseases, including humeral immune deficiency, allergy, autoimmune diseases, and B-cell neoplasia.

Cellular Immunology offers a variety of tests to measure cellular and humoral immune responses, including lymphocyte proliferation tests for beryllium and various B and T cell mitogens; antibody response for inner ear autoimmune hearing loss activity; and measurement of cell-mediated immune response in post-transplant patients.

Microbiology

Microbiology is dedicated to diagnostic testing for patients with infectious diseases. A full range of traditional and molecular diagnostic virology and bacteriology services is available. Subspecialty areas include mycobacteriology for the identification and susceptibility testing of mycobacteria; parasitology for the detection and characterization of infectious parasites; mycology for the detection and characterization of disease-causing fungi; and virology for the diagnosis and monitoring of patients with viral infections including respiratory disease, hepatitis, and immunodeficiency, among others.

Transfusion Medicine/Blood Banking

Transfusion Medicine offers a broad range of immunohematology services for prenatal testing, red cell autoimmunity, qualitative and quantitative testing for fetal-maternal hemorrhage, and cell typing via nucleic acid testing. All antibody-positive results are accompanied by a clinical interpretation.



Molecular Pathology

As a part of Cleveland Clinic Laboratories, the Department of Molecular Pathology boasts an expansive menu of tests that range from commercially available moderately complex assays to esoteric and highly complex molecular diagnostic tests. With every test result, the department is focused on delivering personalized, world-class service and total customer satisfaction. The structure of the Department of Molecular Pathology was developed with the goal of fostering in-depth knowledge and expertise in all of the areas that require such testing, as evidenced by the sections within the department. In addition, it is our goal to develop and maintain expertise in the specific molecular diagnostic technologies that are needed to offer a full menu of diagnostic testing to meet the needs of our clients and their patients.

Sections

The Department of Molecular Pathology contains five sections, which are recognized by leading national organizations. These sections include:

- **Cytogenetics.** Performs traditional and molecular chromosomal analysis that encompasses constitutional and neoplastic disease.
- **Molecular Genetic Pathology.** Performs a variety of analyses that assess for an array of germline disorders.
- **Molecular Hematopathology.** Offers numerous PCR, FISH and other molecular assays for abnormalities associated with hematolymphoid disease.
- **Molecular Oncologic Pathology.** Provides integrative molecular pathology diagnostic services for a variety of tumor types.
- **Molecular Microbiology.** Responsible for the molecular detection and characterization of infectious agents.

Anatomic Pathology Services

Anatomic pathology plays a key role in patient care through disease diagnosis and management. For decades pathologists, institutions, and community-based clinicians across the country have relied on Cleveland Clinic Laboratories to deliver world-class, comprehensive anatomic pathology services in addition to clinical laboratory testing.

The same staff of more than 75 anatomic pathologists that provides diagnostic interpretations for Cleveland Clinic patients provides diagnostic services for our Cleveland Clinic Laboratories clients, utilizing a subspecialty expert sign-out system and state-of-the-art technology.

Subspecialty Consultative Services

Cleveland Clinic offers second opinion surgical pathology case review. Specimens submitted to Cleveland Clinic Laboratories is triaged to one of our subspecialty teams. The subspecialty teams are comprised of the same experienced, specialty-trained anatomic 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 of pathology. Each subspecialty service regularly conducts consensus review sessions of unique and challenging cases to leverage the diagnostic expertise of each team member. Close working relationships between each subspecialty team and Cleveland Clinic subspecialty clinicians ensure our pathologists are well-versed in the current standards of care in their subspecialties and aware of the clinical and therapeutic aspects of their diagnoses.

Client Services

Our knowledgeable and efficient staff is available 24 hours hours-a-day, 7 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 in fields such as blood banking, chemistry, pharmacology, phlebotomy, coagulation, hematology, mycology, microbiology, specimen handling, urinalysis/body fluids and immunology.

With an understanding of patient care requirements, lab operations and other potential issues, our client services representatives can provide test add-ons, specimen tracking, supply ordering, physician and patient referrals, test results, testing laboratory inquiries, will-call pickups and other services.

We understand your time is valuable, which is why our representatives are committed to providing you with an acceptable resolution as quickly as possible. Handling more than 500,000 calls a year, we resolve most calls on the first contact, eliminating frustrating transfers and wait times. We are committed to providing accurate and timely information to ensure optimum patient care based on laboratory testing results.

Our Client Services Department utilizes an automated call distribution system to efficiently manage in-bound calls and a state-of-the-art customer relations management system to capture and track calls. All calls are recorded and documented.

Logistics

Cleveland Clinic Laboratories logistics department services our local, national and international customers. Cleveland Clinic Laboratories couriers transport specimens, reports and supplies to and from all types of locations including hospitals, family health centers, laboratories and physician offices locally. Our national and international team of caregivers can arrange the appropriate transportation to maintain specimen integrity and quality to meet your patients and laboratory requirements and expectations.

Cleveland Clinic Laboratories couriers use the Gajema system to track specimens to ensure expedient and efficient arrival. The Gajema system features a hand-held personal computer that utilizes scanner and bar code technology. It provides real-time tracking — from point of pick-up (couriers) to accessioning (resulting lab).



Contact Information

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Cleveland Clinic

Every life deserves world class care.

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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*).
clevelandclinic.org

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