

# Preventing Growing Pains

How CompuNet supported ProLab's expansion into a new state.

## THE CLIENT

ProLab is a reference laboratory that specializes in providing testing services for skilled nursing facilities. Founded over 15 years ago with a mission to help its clients deliver high quality care to their residents, ProLab has grown rapidly to include 17 locations in 11 states; performing tests for over 60,000 patients a month. ProLab's network of testing facilities allows its clients to use a single lab services provider for all of their locations to enhance care efficiency and quality.

## THE SITUATION

To meet the testing needs of its skilled nursing facility clients, ProLab offers 24-7 lab services, same-day results, and STAT testing. So, as it planned to open a new location in Columbus, Ohio, ProLab needed a reliable reference lab to support its efforts in a new market that covered a large area in Central and Southwest Ohio. To find a local reference lab to complement the work of its new location, ProLab consulted with its trusted corporate partners for advice. This included Quest Diagnostics—the leading national laboratory in the United States, a joint venture partner of CompuNet Clinical Laboratories.

Quest recommended CompuNet as the ideal fit for ProLab because of its comprehensive test menu and capabilities, as well as its location in nearby Dayton, Ohio. After investigating other suggestions and some independent research, ProLab decided that CompuNet was the best choice.

## THE COMPUNET SOLUTION

With their new partnership in place, ProLab and CompuNet mobilized as ProLab's Columbus facility opened and began serving clients in the region. CompuNet's affiliation with Quest Diagnostics streamlined the onboarding process. ProLab was able to use Quest's secure Care360™ online test ordering and reporting tool right away—making the transition to CompuNet practically seamless. ProLab's phlebotomist delivers specimens to CompuNet's state-of-the-art lab in Dayton daily where they're immediately processed to deliver the fast, accurate results that ProLab's clients demand.

## RESULTS

According to ProLab's Director of Operations, Brandi Micciotto, CompuNet is “extremely thorough and easy to work with.” She says that from day one, CompuNet has been on top of everything and willing to work together to make the opening and operation of ProLab's new location as smooth as possible. Brandi notes that she's had nothing but great customer service from every member of the CompuNet team “from reception to processors” and that they go to great lengths to make sure ProLab is satisfied. “They even call to notify us that they've received our specimens. That's very much appreciated, and really rare in our industry.

Most reference labs don't provide that kind of service or attention to detail.”



*“You are really on top of your business and I am proud to be in partnership with you. CompuNet has a serious rockstar team!”*

*– Brandi Micciotto*



2308 Sandridge Drive | Dayton, Ohio 45439 | Phone: (937) 296-0844 | Toll-Free: (800) 686-2252

[CompuNetLab.com](http://CompuNetLab.com)