

Diagnostic Laboratory Medicine

14 Crosby Drive, Bedford, MA 01730

Tel: (781) 275-0855 _ Fax: (781) 275-9703

A LETTER FROM THE DIRECTOR

DECEMBER 2009

Diagnostic Laboratory Medicine (DLM) is a thirty-five year old, Massachusetts-based, full service medical laboratory offering comprehensive testing in Clinical and Anatomical Pathology. DLM's mission is to provide the highest quality and service in medical laboratory testing to not only meet our patients' and clients' needs, but to exceed their expectations and provide the most efficient information for outcome analysis. A most important consideration in today's medical practice is the availability of a highly accurate, highly computerized, convenient medical laboratory. DLM fulfills these requirements.

To maintain the highest quality and accuracy, a medical laboratory must be concerned with qualified personnel, proper methodology, reliable equipment, and have a dedicated concern that the highest ethical standards are maintained. DLM maintains a rigid quality assurance program, which is continuously guaranteeing the highest quality performance.

DLM is federally certified under the Clinical Laboratory Improvement Amendments of 1988 (CLIA '88), licensed by the Commonwealth of Massachusetts Department of Public Health, is certified for reimbursement under Medicare and Massachusetts Health Regulations, is accredited by the College of American Pathologists (CAP) and the Joint Commission on Accreditation of Healthcare Organizations with commendation (JCAHO), and is contracted with all major managed care health insurers.

DLM is "state of the art" in all respects i.e. computerized reports, internet access to patient results, electronic transmission to clients, electronic medical record interfacing, client access to the LIS, same-day turnaround time, STAT and house call services, a customized courier system, a comprehensive test menu, customized reporting of abnormal results, customized requisitions and reports, utilization reports, in-service educational programs, comprehensive infection control programs, and specimen collection supplies for the client. The computer system, analytical instrumentation and test methods are the best currently available. The computer system can provide a number of reports, which are beneficial to both the client and the health insurer.

A customized courier system to provide you with specimen pickup times consistent with your medical practice needs is provided. Patient requisition forms are customized to your specific test-ordering pattern to make it easy and convenient for you and your staff. All specimen collection supplies are also provided for your convenience.

I am fortunate and proud to have a long standing, caring, conscientious and dedicated staff.

I am confident DLM can provide the highest level of quality and service to you and your patients. We look forward to serving you.

Very truly yours,
Dr. Joseph D. Musto
President and Director of Laboratory Medicine
Board Certified Clinical Laboratory Director
Clinical Associate Professor of Pathology