



ABOUT ECCO



Eccolab Group is a full service clinical laboratory provider that offers clinical tests and services to, physician offices.

Incorporated in 2001, we conduct business through our Central Laboratory in Tampa headquarters and in Miami, our testing capabilities extend throughout Florida as well as other parts of the United States.

Our mission is simple. We will always strive to provide timely, quality results that allow clinicians to detect disease, make diagnoses, prescribe medications, and monitor results while putting the patient's best interest first.

Recognized for our integrity, quality and innovation, Eccolab delivers timely and accurate laboratory results, which serves as an integral part of our commitment to excellent healthcare.

LAB GROUP

All phases of laboratory testing (including pre-analytic, analytic and post-analytic phases) are maintained in accordance with our many accreditations standards of excellence. Eccolab Group operates a sophisticated laboratory network with extensive scientific expertise in geriatric and pediatric care. We are staffed with devoted healthcare professionals that have the experience and dedication necessary to provide uncompromised, error-free analytical results.



OUR HISTORY



Eccolab Group was founded in 2001 and initially operated out of a small medical office with a similarly-sized staff.

A little more than a decade later, we have rapidly grown into one of the leading independently-owned clinical laboratories in Florida, processing millions of patient samples from our state-of-the-art facilities.

Since Eccolab's inception, we have placed an onus on catering to the needs of physicians office, nursing home administrative staff, clinical staff and most importantly the patients residing at these facilities.

We credit our success to our ability to offer a broad range of services and our dedication to long-term patient care and the facilities we work closely with.

Our scientific staff works diligently to stay abreast of new methods in the field of laboratory medicine and ensure the consistent precision that you count on.

Moving forward, we will continue to grow, but never at the expense of lowering our impeccable standards of quality. That is the Eccolab guarantee.





ACCREDITATION





ONS



The analytical phase of laboratory testing is a complex and sophisticated process performed by a highly trained technical staff that uses advanced bio-medical instrumentation.

All clinical assays are performed using the latest laboratory methods and procedures. In addition, all procedures undergo a rigorous quality assurance check and there are daily instrumentation calibrations. All procedures undergo routine proficiency testing as part of our licensing requirements.

It is because of our rigorous quality control and assurance that our accreditations are in Excellent standing by the following standard-setting and regulating organizations.





OUR TEAM





Here at Eccolab Group, our team recognizes the fundamental importance of customer satisfaction and patient health.

We understand how paramount health-specific knowledge is, so we make sure every one of our team members possess relevant health industry experience.

Eccolab Group employs experienced scientific staff that includes some of the leading licensed laboratory professionals in the field.

We have a team of licensed geriatric and pediatric phlebotomists, who each have no less than five years of relevant field experience.

We appreciate how rapidly the health industry continues to change and we emphasize the importance of continual education.

Through our rigorous training program, Eccolab Group guarantees that every member of the Eccolab Client Services department is well-versed in the field of clinical laboratories and our customer service representatives are required to have had previous experience working alongside healthcare professionals in the industry.

Keeping our clients in mind, a variety of education and in-service programs are performed by our highly qualified Eccolab Group Account Representatives, which boast years of public relations and healthcare management experience.

Simply put, we understand that there are many components that contribute to excellent healthcare and we will continue to make sure that every detail meets our highest standards to ensure patient health and customer satisfaction.



SERVICES



Hours of Operation:

Open 24 hours a day, 7 days a week, 365 days a year.

STAT testing, routine phlebotomy and all clinical services are available daily, including weekends and ALL Holidays

Results are reported and immediately sent to the physician/nursing home.

Phlebotomists are available 24/7 for STAT services.

We guarantee a 4-hour turnaround time for STAT results.

Results and Infection Control available 24/7 by Internet, phone or email.

Account data is stored from the first date of service.

Routine phlebotomy services 7 days a week

Eccolab Group has a team of highly skilled, licensed geriatric and pediatric phlebotomists, who are required to have a minimum of 5 years experience in the medical field to comply with the standards of Eccolab Group. The laboratory assigns individual phlebotomists to each nursing home facility to provide services at designated times.

Laboratory Results reported daily by 2 PM or before

Most frequently-ordered tests are completed and reported before 12 p.m. daily and are sent as soon as they are released.

Tests that require longer processing times are reported as soon as the results are available.

Eccolab Group's computerized reporting system includes chart-ready copies with reference (normal) intervals for comparison.

- In most procedures, abnormal results are "flagged" or highlighted.
- Results with "critical values" are reported to the clients immediately.
- Cumulative reporting is available on our web portal.



Total Connectivity

Our system is specifically designed for Eccolab Group clients and offers a multitude of options for accessing reports and patient results. We provide Electronic Medical Record (EMR/EHR) interface solutions for ordering and result reporting online

- EMR/EHR interface connectivity with clients
- Web portal for ordering and result access
- Facsimile (back- up system)
- Electronic data transfer (E-mail)
- Telephone. Critical values in results are reported immediately after completion to physician/nursing home



Personalized attention

Eccolab has a team of professional Field Service Representatives who are the liaison between the laboratory and our clients, as they frequently travel to existing client's facilities to maintain the standard of our excellence in customer service. Our representatives are the subject matter experts in Labnexus (our web based application) which allows them to provide continuous in-servicing for new and existing clients on our laboratory system and routine procedures, from specimen collection to our billing department protocols, our representatives are available to our clients at all times in order to address any questions or concerns.

In addition to our account representatives, assigned to each client, our live customer service team is just a phone call away 24 hours a day, 7 days a week and 365 days a year, including holidays.

House calls

Home health agencies and physicians can request for mobile phlebotomy services to visit the patient's home by simply sending the appropriate request forms to the laboratory.

Advanced education

We provide continuous education and in-service programs to clients on clinical laboratory standard operating procedures.

We also frequently offer organized seminars and training sessions which give clinical staff the opportunity to earn Continued Education Credits

Specimen Collection Supplies

- All necessary supplies for the submission of specimens to Eccolab Group are provided.
- Supplies are delivered to client's facilities by laboratory representatives.

Courier Services

Eccolab Group provides clients with a daily pick-up and delivery service. Daily pick-up schedules are consistent with physician/nursing home requirements and individually established for every account.

