



Products & Services Catalog



TLC Products & Services	Laboratory Start-Up: Manual Templates and Teleconference Training	Laboratory Start-Up: Customized Manuals and Onsite Training	Laboratory Manual Templates and Teleconference Training	Customized Laboratory Manuals and Onsite Training	Laboratory Manual Templates	Onsite Regulatory Audit	Onsite Monthly Regulatory Assessment	Onsite Quarterly Regulatory Assessment	Billing and Reimbursement: Tools, Templates and Teleconference Training	Billing and Reimbursement: Tools, Customized Forms and Onsite Training	Ask-the-Experts	Custom	Comprehensive Management Services
Part #	TLC1001	TLC1002	TLC1003	TLC1004	TLC1005	TLC1006	TLC1007	TLC1008	TLC2001	TLC2002	TLC3001	Contract	Lab Services Agreement
REGULATORY (CLIA)													
Review and assistance with CLIA and accreditation forms	•	•											•
Proficiency testing set-up and recommendations	•	•				•	•	•					•
TLC manual template on CD-ROM: SOP, DOS, QA, QC Review, OSHA	•		•		•								
Audio conference training of TLC manuals	•		•										
TLC manual customization: SOP, DOS, QA, QC Review, OSHA		•		•									•
Customized TLC manuals on CD-ROM		•		•									•
Customized TLC manuals printing & delivery		•		•									•
Onsite training of customized TLC manuals		•		•									•
Ongoing TLC manuals updates and manuals customization													•
CLIA and accreditation compliance assessment						•	•	•					•
CLIA and accreditation compliance monitoring							•	•					•
CLIA and accreditation compliance recommendations implementation							•	•					•
Quality control program review and recommendations						•	•	•					•
Quality assessment program review and recommendations						•	•	•					•
Regulatory updates (TLC Technical Bulletins)							•	•			•		•
Electronic support (phone, email or fax) for regulatory questions							•	•			•		•
BILLING & REIMBURSEMENT													
Billing & Reimbursement Manual, printed and on CD-ROM									•	•			•
Audio conference training of Billing & Reimbursement Manual									•				
Customization of billing & reimbursement tools										•			•
Printed NCDs and LCDs										•			•
Onsite coding and billing training										•			•
Billing & reimbursement monitoring													•
Billing & reimbursement updates (TLC Billing Bulletins)							•	•			•		•
Electronic support (phone, email or fax) for billing and reimbursement questions							•	•			•		•
OPERATIONS													
Test menu assessment and recommendations							•	•					•
Utilization and reimbursement monitoring													•
Work flow management							•	•					•
Information systems and interfaces support													•
Managed care evaluation													•
Ongoing growth opportunity assessment							•	•					•
Profitability review													•
Quarterly CE program							•	•					•
Management reports													•
Laboratory committee facilitation													•
LOGISTICS													
Site design and construction oversight													•
Relocation coordination													•
Instrument recommendations and support													•
Laboratory information selection and install support													•
Laboratory personnel recommendations, recruitment and oversight													•
Training coordination													•

Providing Vital Solutions for Your Laboratory™

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TLC Laboratory Start-Up: Manual Templates and Teleconference Training Provision and Agreement (TLC1001)

This package includes all the tools necessary for a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Assistance and review of regulatory set-up, as needed, via phone and/or email communications:
 - a. CLIA certification options (compliance vs accreditation, moderate vs high complexity)
 - b. CLIA certificate fee and CLIA survey fee or accreditation fee
 - c. CMS-116 form and accreditation forms
 - d. Test menu and annual test volume
 - e. Personnel requirements and qualifications
 - f. Proficiency testing requirements and providers

2. Manual templates on CD-ROM within two (2) weeks of receiving this signed agreement and the completed purchase order from the distributor. The following templates are designed for the Client to customize:
 - a. SOP Manual, highlighting the following
 - i. Test list and requirements
 - ii. Laboratory personnel requirements, responsibilities, training and competency
 - iii. Proficiency testing compliance policy, procedures and assessment
 - iv. Laboratory information system requirements
 - v. Specimen collection, labeling, handling and transport procedures
 - vi. Laboratory ordering and resulting flow
 - vii. Verification of method performance specifications requirements and experiments
 - viii. Calibration verification procedures
 - ix. Quality control plan
 - x. Critical value policy and procedure
 - xi. Incident, problem and complaint management plan
 - b. Quality Assessment Plan, Records and Reviews Manual
 - c. Directory of Services (per office site)
 - d. Quality Control Review Manual (per analyzer)
 - e. OSHA Manual

3. Audio conferences (up to four audio conferences; 4 hours total) scheduled at mutually acceptable dates and times with practice's designated staff. All policies and procedures within the above manuals will be reviewed, as well as addressing practice's questions related to laboratory testing.

Client agrees to:

1. Print the above manuals and corresponding appendices and insert into appropriate binders prior to the audio conference calls.
2. Schedule mutually agreeable audio conference calls within 30 days of receiving the CD-ROM, unless otherwise agreed upon by Client and Vital Diagnostics.
3. Customize the manuals, print out the final versions, have the laboratory personnel and laboratory director review and sign the manuals and retain manuals in central location within the laboratory.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

Providing Vital Solutions for Your Laboratory™



TLC Laboratory Start-Up: Customized Manuals and Onsite Training Provision and Agreement (TLC1002)

This package includes all the tools necessary for a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Assistance and review of regulatory set-up, as needed, via phone and/or email communications:
 - a. CLIA certification options (compliance vs accreditation, moderate vs high complexity)
 - b. CLIA certificate fee and CLIA survey fee or accreditation fee
 - c. CMS-116 form and accreditation forms
 - d. Test menu and annual test volume
 - e. Personnel requirements and qualifications
 - f. Proficiency testing requirements and providers

2. Customized manuals based on detailed input from the Client in the *Laboratory Manuals Questionnaire*. Vital Diagnostics will provide this questionnaire to the Client within one (1) week of receiving this signed agreement and the completed purchase order from the distributor. These manuals will be provided in hardcopy and as electronic files on CD-ROM:
 - a. SOP Manual, highlighting the following
 - i. Test list and requirements
 - ii. Laboratory personnel requirements, responsibilities, training and competency
 - iii. Proficiency testing compliance policy, procedures and assessment
 - iv. Laboratory information system requirements
 - v. Specimen collection, labeling, handling and transport procedures
 - vi. Laboratory ordering and resulting flow
 - vii. Verification of method performance specifications requirements and experiments
 - viii. Calibration verification procedures
 - ix. Quality control plan
 - x. Critical value policy and procedure
 - xi. Incident, problem and complaint management plan
 - b. Quality Assessment Plan, Records and Reviews Manual
 - c. Directory of Services (per office site)
 - d. Quality Control Review Manual (per analyzer)
 - e. OSHA Manual

3. Onsite training: Two (2) days (up to 12 hours) of centrally located onsite training to include the review of all policies and procedures within the above manuals. Training will be conducted for laboratory testing personnel, laboratory director and clinical staff. The TLC consultant will also discuss work flow with the staff, make recommendations for improvement, and update the flow chart accordingly. While onsite, the TLC consultant will also facilitate the completion of the Analytic Procedure Manual and review the completed instrument method validation studies for compliance.

Client agrees to:

1. Complete *Laboratory Manuals Questionnaire* within 30 days upon receipt from Vital Diagnostics.
2. Schedule mutually agreeable onsite training time within 60 days of return of this signed agreement and purchase order to Vital Diagnostics, unless otherwise agreed upon by Client and Vital Diagnostics.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Laboratory Manual Templates and Teleconference Training Provision and Agreement (TLC1003)

This package includes all the tools necessary for a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Manual templates on CD-ROM within two (2) weeks of receiving this signed agreement and the completed purchase order from the distributor. The following templates are designed for the Client to customize:
 - a. SOP Manual, highlighting the following
 - i. Test list and requirements
 - ii. Laboratory personnel requirements, responsibilities, training and competency
 - iii. Proficiency testing compliance policy, procedures and assessment
 - iv. Laboratory information system requirements
 - v. Specimen collection, labeling, handling and transport procedures
 - vi. Laboratory ordering and resulting flow
 - vii. Verification of method performance specifications requirements and experiments
 - viii. Calibration verification procedures
 - ix. Quality control plan
 - x. Critical value policy and procedure
 - xi. Incident, problem and complaint management plan
 - b. Quality Assessment Plan, Records and Reviews Manual
 - c. Directory of Services (per office site)
 - d. Quality Control Review Manual (per analyzer)
 - e. OSHA Manual
2. Audio conferences (up to four audio conferences; 4 hours total) scheduled at mutually acceptable dates and times with practice's designated staff. All policies and procedures within the above manuals will be reviewed, as well as addressing practice's questions related to laboratory testing.

Client agrees to:

1. Print the above manuals and corresponding appendices and insert into appropriate binders prior to the audio conference calls.
2. Schedule mutually agreeable audio conference calls within 30 days of receiving the CD-ROM, unless otherwise agreed upon by Client and Vital Diagnostics.
3. Customize the manuals, print out the final versions, have the laboratory personnel and laboratory director review and sign the manuals and retain manuals in central location within the laboratory.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Customized Laboratory Manuals and Onsite Training Provision and Agreement (TLC1004)

This package includes all the tools necessary for a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Customized manuals based on detailed input from the Client in the *Laboratory Manuals Questionnaire*. Vital Diagnostics will provide this questionnaire to the Client within one (1) week of receiving this signed agreement and the completed purchase order from the distributor. These manuals will be provided in hardcopy and as electronic files on CD-ROM:
 - a. SOP Manual, highlighting the following
 - i. Test list and requirements
 - ii. Laboratory personnel requirements, responsibilities, training and competency
 - iii. Proficiency testing compliance policy, procedures and assessment
 - iv. Laboratory information system requirements
 - v. Specimen collection, labeling, handling and transport procedures
 - vi. Laboratory ordering and resulting flow
 - vii. Verification of method performance specifications requirements and experiments
 - viii. Calibration verification procedures
 - ix. Quality control plan
 - x. Critical value policy and procedure
 - xi. Incident, problem and complaint management plan
 - b. Quality Assessment Plan, Records and Reviews Manual
 - c. Directory of Services (per office site)
 - d. Quality Control Review Manual (per analyzer)
 - e. OSHA Manual
2. Onsite training: One day (8 hours) of centrally located onsite training to include the review of all policies and procedures within the above manuals. Training will be conducted for laboratory testing personnel, laboratory director and clinical staff. The TLC consultant will also discuss work flow with the staff, make recommendations for improvement, and update the flow chart accordingly. While onsite, the TLC consultant will also review the completed instrument method validation studies for compliance and ensure calibration verification is being performed according to specification.

Client agrees to:

1. Complete *Laboratory Manuals Questionnaire* within 30 days upon receipt from Vital Diagnostics.
2. Schedule mutually agreeable onsite training time within 60 days of return of this signed agreement and purchase order to Vital Diagnostics, unless otherwise agreed upon by Client and Vital Diagnostics.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Laboratory Manual Templates Provision and Agreement (TLC1005)

This package includes all the tools necessary for a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Manual templates on CD-ROM within two (2) weeks of receiving this signed agreement and the completed purchase order from the distributor. The following templates are designed for the Client to customize:
 - a. SOP Manual, highlighting the following
 - i. Test list and requirements
 - ii. Laboratory personnel requirements, responsibilities, training and competency
 - iii. Proficiency testing compliance policy, procedures and assessment
 - iv. Laboratory information system requirements
 - v. Specimen collection, labeling, handling and transport procedures
 - vi. Laboratory ordering and resulting flow
 - vii. Verification of method performance specifications requirements and experiments
 - viii. Calibration verification procedures
 - ix. Quality control plan
 - x. Critical value policy and procedure
 - xi. Incident, problem and complaint management plan
 - b. Quality Assessment Plan, Records and Reviews Manual
 - c. Directory of Services (per office site)
 - d. Quality Control Review Manual (per analyzer)
 - e. OSHA Manual

Client agrees to:

1. Customize the manuals, print out the final versions, have the laboratory personnel and laboratory director review and sign the manuals and retain manuals in central location within the laboratory.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Onsite Regulatory Audit Provision and Agreement (TLC1006)

This package provides a comprehensive assessment in preparation for a regulatory inspection.

Vital Diagnostics will provide:

1. *Data Collection Form* for Client to complete.
2. Offsite review of all documentation provided by Client prior to onsite visit.
3. List of required documents to be available for the onsite regulatory audit.
4. Onsite review of regulatory (CLIA and accrediting organization) compliance scheduled as one 8-hour visit. Regulatory compliance will include a detailed review of the following:
 - a. Organization: laboratory manuals review
 - b. Facility inspection: laboratory conditions, proper storage
 - c. Personnel documentation for qualifications, training, competency and assessment
 - d. Proficiency testing: test event documentation, record retention, results review and corrective action
 - e. Laboratory information systems: policies and procedures, problems review, validation studies
 - f. Pre-analytic and post-analytic systems for patient identification, critical values, verbal orders, pending orders and result reporting
 - g. Analytic systems: maintenance, calibration, calibration verification, quality control plan, performance specification verification
 - h. Communications for monitoring corrected reports, complaints, problems and incidents
 - i. Quality assessment program
5. An exit conference with designated laboratory personnel and administration upon the completion of the audit.
6. Written report detailing findings of the audit.

Client agrees to:

1. Schedule mutually agreeable onsite visit at least 21 days in advance.
2. Complete *Data Collection Form* within 14 days of scheduled visit.
3. Fax two years of PT results summaries and all corrective action to consultant within 14 days of scheduled visit.
4. Provide all documents as requested to consultant during onsite visit.
5. Attend the exit conference at the completion of consultant's onsite audit.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

Providing Vital Solutions for Your Laboratory™



TLC Onsite Monthly Regulatory Assessment Provision and Agreement (TLC1007)

This package includes a comprehensive approach for maintaining a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Monthly onsite review of regulatory compliance (CLIA and accrediting organizations) scheduled as one eight (8) hour visit. Regulatory compliance will be assessed via the Quality Assessment Program. *Monthly Quality Confirmation Records* will be used to document the review of the following:
 - a. Organization (certification requirements, regulatory notification, lab manuals review, testing requirements, utilization review)
 - b. Facility (laboratory conditions, equipment maintenance, test systems, materials management)
 - c. Personnel (qualifications, training, competency and assessment, continuing education)
 - d. Proficiency testing program (test event documentation, record retention, results review and corrective action, multiple or duplicate methods)
 - e. Laboratory information systems (policies and procedures, problems review, validation of new installation of hardware or software)
 - f. Pre-analytic and post-analytic (chart audit, patient identification, critical values, verbal orders, pending orders)
 - g. Analytic (maintenance, calibration, calibration verification, quality control, calculations, performance specification verification for test system changes)
 - h. Communication (corrected reports, complaints, problems, incidents)

Quality Assessment Review sheets will be completed after a review of following processes (each to be assessed at least once annually): organization, facility, personnel, proficiency testing, LIS, pre-analytic, analytic, post-analytic, and quality assessment. These system reviews will be prioritized by the Client. The method of the system review will be discussed the month prior to the onsite visit and any preliminary studies will be completed by the Client in time for the monthly visit by the consultant. The consultant will evaluate the findings, identify problems and propose solutions for the Client.
2. An exit conference with designated laboratory personnel and administration upon the completion of each onsite visit.
3. A quarterly continuing education program.
4. Onsite representation during the biennial survey, if within the period of the agreement. Onsite visit for the survey will coincide with one of the monthly visits.
5. TLC Billing and Technical Bulletins which are produced on an as needed basis.
6. Consulting personnel by telephone, facsimile, email, and other electronic communication means during normal business hours for the purposes of supporting the regulatory and operational needs and issues of the laboratory and its personnel.

Client agrees to:

1. Schedule mutually agreeable onsite visits time at least 21 days in advance.
2. Complete necessary quality assessment studies in advance of the consultant visit.
3. Attend the exit conference at the completion of the monthly visit of the consultant.
4. Evaluate proposed solutions and recommendations of quality assessment reviews and implement as needed.
5. Purchase one year (12 units) at a minimum and be invoiced at least as frequently as quarterly.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Onsite Quarterly Regulatory Assessment Provision and Agreement (TLC1008)

This package includes a comprehensive approach for maintaining a CLIA compliant laboratory.

Vital Diagnostics will provide:

1. Quarterly onsite review of regulatory compliance (CLIA and accrediting organizations) scheduled as one eight (8) hour visit. Regulatory compliance will be assessed via the Quality Assessment Program. *Monthly Quality Confirmation Records* will be used to document the review of the following:
 - a. Organization (certification requirements, regulatory notification, lab manuals review, testing requirements, utilization review)
 - b. Facility (laboratory conditions, equipment maintenance, test systems, materials management)
 - c. Personnel (qualifications, training, competency and assessment, continuing education)
 - d. Proficiency testing program (test event documentation, record retention, results review and corrective action, multiple or duplicate methods)
 - e. Laboratory information systems (policies and procedures, problems review, validation of new installation of hardware or software)
 - f. Pre-analytic and post-analytic (chart audit, patient identification, critical values, verbal orders, pending orders)
 - g. Analytic (maintenance, calibration, calibration verification, quality control, calculations, performance specification verification for test system changes)
 - h. Communication (corrected reports, complaints, problems, incidents)

Quality Assessment Review sheets will be completed after a review of one of the following processes: organization, facility, personnel, proficiency testing, LIS, pre-analytic, analytic, post-analytic, and quality assessment. These system reviews will be prioritized by the Client. The method of the system review will be discussed the quarter prior to the onsite visit and any preliminary studies will be completed by the Client in time for the quarterly visit by the consultant. The consultant will evaluate the findings, identify problems and propose solutions for the Client.
2. An exit conference with designated lab personnel and administration upon the completion of each onsite visit.
3. A quarterly continuing education program.
4. Onsite representation during the biennial survey, if within the period of the agreement. Onsite visit for the survey will coincide with one of the quarterly visits.
5. TLC Billing and Technical Bulletins which are produced on an as needed basis.
6. Consulting personnel by telephone, facsimile, email, and other electronic communication means during normal business hours for the purposes of supporting the regulatory and operational needs and issues of the laboratory and its personnel.

Client agrees to:

1. Schedule mutually agreeable onsite visits time at least 21 days in advance.
2. Complete monthly quality assessment activities during the months that the consultant is not onsite. Issues, problems and concerns must be brought to the attention of the consultant on a timely basis.
3. Fax or email completed quality assessment review checklist to the consultant on a monthly basis.
4. Complete necessary quality assessment studies in advance of the consultant visit.
5. Attend the exit conference at the completion of the monthly visit of the consultant.
6. Evaluate proposed solutions and recommendations of quality assessment reviews and implement as needed.
7. Purchase one year (4 units) at a minimum and be invoiced quarterly.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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TLC Laboratory Billing & Reimbursement: Tools, Templates and Teleconference Training Provision and Agreement (TLC2001)

This package includes all of the tools necessary to establish compliant laboratory billing.

Vital Diagnostics will provide:

1. Documents that highlight the importance of specific billing and reimbursement topics:
 - a. Ordering: documentation, lipid frequency guidelines, NCD frequency guidelines, Medicare covered screens with covered diagnosis, Medicare glucose screening, PSA ordering, electronic version of current CMS' NCDs and LCDs
 - b. Billing and reimbursement: suggested fee schedule, laboratory modifiers, automated multi-channel chemistries, panel test billing, Medicare bundled chemistries, identifying private payer rules
2. Templates for laboratory ordering:
 - a. Laboratory requisition (4 examples provided)
 - b. CMS ABN (English and Spanish) customized for laboratory
 - c. NCD ABN verification sheet
 - d. Laboratory insurance grids
3. Templates for billing and reimbursement:
 - a. Billing request for additional information
4. Templates for quality assessment:
 - a. QA request form from laboratory
 - b. Verbal add-on testing memo
 - c. Laboratory verbal request follow-up form
 - d. Verbal testing log
 - e. Reflex testing agreement form
 - f. Reflex testing billing notification form
 - g. Custom panel disclosure form
 - h. Laboratory compliance billing audit forms
5. Billing & Reimbursement Manual: The above documents are provided on a CD-ROM and as one hardcopy set, excluding the NCDs and LCDs.
6. One 90-minute audio conference scheduled at a mutually acceptable date and time with practice's designated staff to review application of tools, forms and documents and address practice's questions related to laboratory billing and reimbursement.

Client agrees to:

1. Print the above documents for individual attendees prior to the audio conference call.
2. Schedule a mutually agreeable audio conference call within 30 days of receiving the CD-ROM, unless otherwise agreed upon by Client and Vital Diagnostics.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

Providing Vital Solutions for Your Laboratory™



TLC Laboratory Billing & Reimbursement: Tools, Customized Forms and Onsite Training Provision and Agreement (TLC2002)

This package includes all of the tools necessary to establish compliant laboratory billing.

Vital Diagnostics will provide:

1. *Data Collection Form* for Client to complete.
2. Documents that highlight the importance of specific billing and reimbursement topics:
 - a. Ordering: documentation, lipid frequency guidelines, NCD frequency guidelines, Medicare covered screens with covered diagnosis, Medicare glucose screening, PSA ordering
 - b. Billing and reimbursement: suggested fee schedule, laboratory modifiers, automated multi-channel chemistries, panel test billing, Medicare bundled chemistries, identifying private payer rules
3. TLC customized forms for compliant laboratory ordering:
 - a. Laboratory requisition
 - b. CMS ABN (English and Spanish) customized for laboratory
4. TLC customized forms for compliant billing and reimbursement:
 - a. Billing request for additional information
5. TLC customized forms for quality assessment:
 - a. QA request form from laboratory
 - b. Verbal add-on testing memo
 - c. Laboratory verbal request follow-up form
 - d. Verbal testing log
 - e. Reflex testing agreement form
 - f. Reflex testing billing notification form
 - h. Custom panel disclosure form
 - g. Laboratory compliance billing audit forms
6. TLC templates for compliant laboratory ordering:
 - a. NCD ABN verification sheet
 - b. Laboratory insurance grids
7. Billing & Reimbursement Manual: The above documents are provided on a CD-ROM and as one hardcopy set.
8. One printed copy of the NCDs and LCDs.
9. Two days (12 hours) of onsite training for various members of the practice.

Client agrees to:

1. Complete *Data Collection Form* within 14 days of scheduled visit. This is required in order to understand the billing and reimbursement flow from the initiation of the test order by the physician throughout the completion of the billing process.
2. Schedule centrally located onsite training that is mutually agreed on by Client and Vital Diagnostics.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

Providing Vital Solutions for Your Laboratory™



TLC Ask-The-Experts Provision and Agreement (TLC3001)

This package provides a means for ensuring regulatory and reimbursement compliance by utilizing the resources of industry experts.

Vital Diagnostics will provide:

1. The TLC Billing and Technical Bulletins Manual containing the most pertinent bulletins in the TLC Library.
2. TLC Billing and Technical Bulletins which are produced on an as needed basis.
3. Consulting personnel by telephone, facsimile, email, and other electronic communication means during normal business hours for the purposes of supporting the **regulatory** needs and issues of the laboratory and its personnel.
4. Consulting personnel by telephone, facsimile, email, and other electronic communication means during normal business hours for the purposes of supporting the **billing and reimbursement** needs and issues of the laboratory and its personnel.
5. Fax forms and contact information to the client for means of communicating questions or concerns.
6. Acknowledgement of receipt of question within 24 hours of request. Complete response will generally be given within 48 hours, dependent on research that may need to be conducted.
7. Up to six (6) hours of support per quarter.

Client agrees to:

1. Review billing and technical bulletins upon receipt and retain in central location within the laboratory.
2. Utilize fax forms, email addresses or telephone contact information to communicate questions to Vital Diagnostics.
3. Purchase a one year contract and be invoiced quarterly.

Customer Name (Client): _____

Signature of Customer Representative: _____ Date: _____

Signature of Distributor Representative: _____ Date: _____

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VITAL[®] DIAGNOSTICS

For more information about our TLC Consulting Services,
please contact Vital Diagnostics by calling
Customer Service at 1-800-345-2822 or sending an
e-mail to UScustserv@vitaldiagnostics.com.

27 Wellington Road
Lincoln, RI 02865
Tel: 800-345-2822
Fax: 401-642-9001
vitaldiagnostics.com

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