

SWC #532 Clinical Lab Services **Contract Information and Usage Instructions**

******The contact information and processes detailed in this document are subject to change at any time. Please go to <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for the most up-to-date version of statewide contract usage instructions.***

Contract Period:

This is a three year contract running from August 1, 2021 to January 31, 2026 with one (1) renewal option remaining. This contract has been extended in six-month increments for up to one year until January 31, 2027.

Summary/Background Information:

The contract provides cost savings for Agencies and provides the benefit of a single provider for lab services across the State. This contract is to provide the State with lab tests and the ability to conduct and analyze the tests to include blood testing, urine analysis testing, and drug testing.

State Contact Administrator:

Lauryen Harris
Category Specialist
Central Procurement Office
(615) 361-4868
Lauryen.Harris@tn.gov

Vendor Contact Information:

Memphis Pathology Lab
Edison Contract: 71521
Deborah R. Goodwin (Sales/CSA Liaison)
drgoodwin@ael.com
901-432-8576
Laura McConnell
lmcconnell@ael.com
1701 Century Center Cove
Memphis, TN 38134

Emergency Call Procedures:

Not applicable.

Usage Instructions:Test Ordering

1. First-time users of this contract should contact Pam O'Brien to get set up to purchase services.
2. Pre-printed request forms designed for ordering tests and chain of custody forms are to be supplied by the Contractor at no additional cost to the State. This should only be used if electronic methods are not available.

Courier Service

1. Courier Service includes one daily specimen pick-up at no additional cost.
2. Specimens are to be transported via secured vehicle that is occupied at all times during transportation.
3. Courier Services are available five (5) day a week (Monday-Friday), excluding legal State holidays.
4. Stat courier service is available seven (7) days a week, including holidays, for all State agencies.
5. Stat courier fee of \$5.00 applies both within and outside normal business hours. This is per pickup, not per specimen. Stat is invoiced separately from normal pickup.
6. Materials required to collect specimens and transport those specimens to the laboratory are supplied at no additional cost to the State.

Specimen Testing

1. Stat specimen pickup must occur within two (2) hours of request.
2. End Users may request any test be done as Stat as long as the methodology doesn't require special chemicals, cultures, etc.
3. Any value which does not correlate with the clinical situation, in the opinion of the Agency physician, will be repeated at no additional cost to the State.

Test Results

1. Routine test results should be reported to the End User within twenty-four (24) hours of specimen pickup.
2. Non-routine test results should be reported to the End User within five (5) calendar days of pickup.
3. Stat test results must be received within four (4) hours of specimen pickup.
4. The Contractor provides pathologist for telephone consultations with Agency on interpretations of test results from 8:00 AM – 4:30 PM seven (7) days a week at no additional cost to the State.

General

1. Agencies should receive initial inventory for one month. Contractor is to replenish stock within seven (7) days of agency request.
2. For additional information please refer to Specifications and Terms and Conditions. Contract documents can be found [here](#) or by contacting the Contract Administrator.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please click on the "Agency Upgrade User Guide" link on the following page:

<https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>.

AEL Laboratory Services

Thank you for your interest in American Esoteric Laboratories (AEL) for your laboratory services. As the State of Tennessee Health Department laboratory provider, we are glad to assist you in providing diagnostic tools for your patients and employees. AEL is a statewide, Tennessee-based laboratory, and has been serving the MidSouth for over 60 years. AEL provides:

- Quality laboratory services that focus on patient needs.
- Competitive test pricing.
- Testing locations in Memphis and Knoxville.
- Fast test turnaround time and support. Most results will be resulted by the next day. STAT service is available in some areas.
- 98% of all testing is performed in-house at AEL.
- Clinical expertise in all major laboratory disciplines including HIV testing, comprehensive Microbiology and molecular services, special coagulation, immunology, chemistry, Hematology and toxicology.
- Complete Cytology and Histology services.
- Clinical, anatomic and hematology consultative services available to allow peer to peer consultation.
- Professional couriers, well trained in the preservation of specimen integrity. Our extensive courier network in Tennessee provides expedient specimen transport and support.
- Supplies necessary to collect and transport specimens provided at no charge.
- Electronic connectivity and reporting.
- IT needs are supported locally to allow for quick response to questions or issues
- Client Services representatives are readily available by telephone to answer immediate questions.

This represents an overview of services available from AEL. We are committed to providing the highest quality laboratory services and look forward to serving you.

For more information, please call: Pam O'Brien
901-432-8603 or 1-800-423-0504
Email peobrien@ael.com.