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March 1, 2021

Clients of NC State University Veterinary Diagnostic Laboratories:

Thank you for your continued partnership with the NC State College of Veterinary Medicine and Veterinary Hospital Diagnostic Laboratories. I am writing to let you know about several changes that will occur over the next several weeks as you work with our laboratories. Effective March 15, 2021, we are transitioning to a new Laboratory Information System (LIS), Orchard Software. We expect this transition to create more efficient processes for our laboratory staff, and in the near future hope it leads to a portal for our users to better interact with the laboratory. As we transition, please be patient and know we will do our best to keep open and transparent communication with you.

Additionally, results will now be emailed to the referring clinic email from all laboratories. Please be aware that the generic email from which you receive results (ncstateveterinarydiagnosticlaboratories@ncsu.edu) will not be monitored for use in laboratory communication. On all submission forms, laboratory websites, and result reports, the contact information for each individual lab is up to date.

Finally, through this process we have reevaluated all laboratory fees and moved towards an updated cost-based fee schedule. Across labs, the fee for commonly used tests is likely to change. Although in some cases, this fee may be higher, in a great number of tests we were able to reduce cost. Please feel free to reach out to a laboratory for the most current fee schedule and I apologize it is so varied as to not be able to provide you with a percentage change. Additionally, we have added a \$2.50 laboratory record fee to all case submissions; this fee will not be applied to multiple tests within the same accession. This fee allows our diagnostic service to maintain our new LIS and continue to provide you financial and administrative assistance.

I am happy to answer any questions should you have them. Additional information will be forthcoming on how to update your current veterinarians and the preferred method of receiving invoices from our services.

Regards,



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