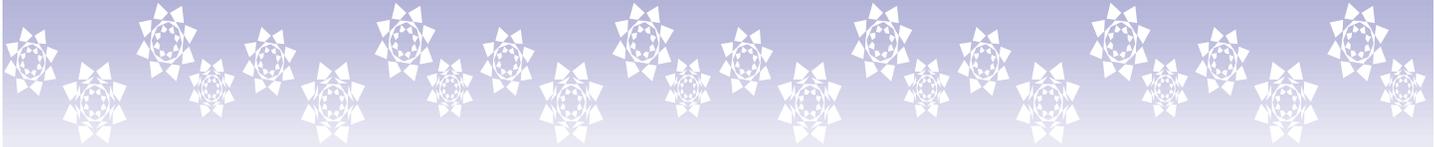




Clinical Science News

CLINICAL SCIENCE LABORATORY
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Happy Holidays From our House to Yours

Holidays are a special time to reflect on the achievements of the past year, set goals for the coming year and to take the time to appreciate those we have become acquainted with during the year as well as our family and friends. On behalf of all the staff here at Clinical Science Laboratory we would like to extend our Best Wishes to you, your staff and your families during this holiday season. Whether you are celebrating Christmas, Hanukkah, Kwanzaa or any other holiday tradition, we wish you the very best!

For the new year we are hoping for peaceful times. More importantly we want to become more acquainted all of our customers and friends in the field. We will be calling and sending updated news as we get it. We also want to hear from you! If you have questions, concerns or need help interpreting test results, do not hesitate to give us a call or fax.

Tel: 508-339-6106

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Upcoming Topics:



More On Saliva Testing



Electronic Downloading



Internet Based Results

A Note about Quality & Turnaround Times

The word "Quality" has become a buzz word when it comes to business. Manufacturing and processing companies show their standards of quality by becoming ISO registered. They subscribe to certain standards taken from the regulatory fields.

strict standards to meet all state and federal guidelines.

More importantly we are CLIA—Clinical Laboratory Improvement Act accredited and our laboratory is certified by CAP—College of American Pathologists. So what does this mean? It means we adhere to even stricter standards that we voluntarily impose upon ourselves.

Clinical Science does not have to preach quality from a soapbox or from a marketing standpoint. Our actions and the handling of our specimens show we care about every result. Orders are entered and rechecked by two different data entry people. Results are checked and rechecked to insure integrity.

It is in the maintenance of "quality" standards that we must speak about turn around times.

We offer multiple types of alternate confirmation testing based on the chemical of abuse.

To many labs turnaround times are a bargaining chip when seeking new clients. Sales people boast better, faster and cheaper.

We do independent research to assure our testing methods are accurate and up to date with today's standards. We maintain

Our laboratory can provide turnaround times of initial tests within 24 hours. This is not a sales pitch, rather our practice.

When an account calls and asks us to do additional or specialized tests on a sample of course we are glad to. We take care to prep these samples for more complex or confirmatory testing.

Sometimes these tests take a little longer than 24 hours to perform because there may be multiple preparative and analytical steps needed to complete the confirmation. When a client calls us and says "I need a confirmation on this urine sample and I need it yesterday," they are asking us to rush a result that might be the determining factor in visitation rights, incarceration or even the loss of a job. We want to make sure every result is absolutely correct.

We promise to do the confirmatory testing as quickly as scientifically possible to give you the best result. We know EVERY RESULT IS IMPORTANT!





Update on AMTA in St. Louis

Our Sales staff attended our display at the American Methadone Treatment Conference in St. Louis, Missouri in September. It was great to put faces to the names of the people we talk to every day. The show was very successful for us. We have made new friends, brought new accounts to our lab and gained lots of information about new equipment, software and federal and state regulations. Although people were apprehensive to travel many came by car, bus or train.

Help Us.....HelpYou!

It would be a great asset to us to know what we are doing right and what we need to improve in. It not only helps us to better our operations, but to find out what is most important to you....our valued customer. Please let us know by phone call, fax or mail. All comments will be kept confidential. If you do not want to sign your name or your clinic, you do not have to. We look forward to providing even better service!

God Bless America!

In response to the despicable acts of terrorism that took place on September 11th the staff at Clinical Science jumped to put donations together to help those families affected by these happenings. Each staff member dug deep into their pockets to give what they could to help the families. True to form, our caring and generous President, Stan Elfbaum told us that the company would match what we collected in donations. We are proud to take part in helping fellow Americans in need and continue to support our service people here and abroad who are putting their lives on the line to make us safe.



An Early Present From Santa—Saliva Testing !!

We are so excited! Santa is coming to Clinical Science a little early this year. He is bringing Saliva Testing to our laboratory! We would like to offer it to you as another option to urine drug testing. We look to be operational sometime soon. We will be focusing on SALIVA in the new year! If you are interested please give us a call. Don & Lynn can answer any questions you may have and provide pricing. Please look for additional information in our next newsletter and tell all your neighboring clinics!

Did You Know?

Inhalant use is on the rise for teens and children under the age of 18? The substances are legal, readily available and easy to abuse.

Cigarette smoking is perhaps the most devastating preventable cause of disease and premature death.

There are approximately 4000 chemicals (including 200 known poisons) in cigarette smoke.

Cocaine and crack use has been a contributing factor in a number of drownings, car crashes, falls, burns and suicides.

(Information courtesy of the Ntnl. Clearinghouse of Alcohol & Drug Information website at <http://www.health.org>)

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