

TriHealth Laboratories
 TriHealth Test Directory
Contacting the Laboratory

LABORATORY CONTACTS

Courier Pickup	513-569-6345, option 1 Monday through Friday: 7:30 am – 11 pm Saturday: 9 am – 5 pm
Courier Pickup McCullough Hyde Memorial Hospital	513-524-5375
Customer Support	513-569-6345, option 2
Add-on Testing Requests	513-569-6567 (Fax)
Customer Relations Executive	513-706-8875
Patient Accounting (Insurance or Patient Billing Assistance)	513-569-6117
General Accounting (Monthly account billing assistance)	513-569-6472 Monday through Friday: 7:30 am – 4 pm

QUALITY COURIER SERVICES

- Our couriers provide rapid transport of specimens to ensure complete specimen integrity.
- Specimens are picked up and reports are delivered twice daily by trained TriHealth Couriers.
- One pick-up can be arranged on Saturdays!
- All couriers are equipped with mobile telephones for rapid access.
- Insulated specimen lock boxes are provided to maintain specimen integrity for after-hour courier pickups.
- Specimens are transported by the couriers in secure, leak-resistant containers.
- STAT specimens are prioritized and processed in the laboratory ASAP.
- Deliver supplies ordered from TriHealth Laboratories for specimen collection and transport.

KNOWLEDGEABLE CUSTOMER SUPPORT

TriHealth Customer Support provides our customers with a team of experienced, knowledgeable staff consisting of highly trained Medical Technologists, Medical Laboratory Scientists, Medical Laboratory Technicians and trained customer support associates.

Our Customer Support team:

- Act as problem-solving experts to provide research and resolution to any inquiries or issues you may experience.
- Answer routine inquiries regarding specimen collection requirements, prices, test codes, CPT codes and other laboratory information.