



Pharos Veterinary Diagnostics User Guide



About Pharos:

Pharos Veterinary Diagnostics provides veterinarians, veterinary hospitals, and pet owners precision testing services utilizing mass spectrometry technology to achieve the highest degree of precision and accuracy in diagnostic testing available today. In addition, Pharos offers full service routine testing including chemistry, urinalysis, and hematology, pathology and microbiology either in house or through our partners. Our CLIA certified laboratory brings the most advanced technology used in testing humans to veterinary diagnostics.

Commitment to Responsibility:

Our customers understand that the Pharos Veterinary Diagnostic Team regards regulatory compliance as a core value and an integral part of the testing services we deliver. Pharos Diagnostics is a CLIA certified laboratory and complies with all state and federal guidelines. Our Commitment is Threefold:

- Meet all Regulatory Compliance Guidelines
- Exceed Our Customers' Expectations
- Contribute Thoughtfully to Our Community



General Information

Hours of Operation:

Monday-Friday 8:00 am- 5:00 pm PST

Laboratory Address

3814 E. 5th Street Tucson, AZ 85716

Customer Service Phone Number:

520-355-2500

Email:

Support@pharosdx.com

Observed Holidays

Thanksgiving Day & the Friday after
Christmas Eve
New Year's Day
Independence Day

Christmas Day
New Year's Eve
Memorial Day
Labor Day

Pharos Contact Information

Laboratory Team:

Dr. Diane Eklund- Medical Director
Dr. Nina Ossana- Chief Scientific Officer
Ernest Jimenez III- Laboratory Manager
Kenneth Pendarvis-Analytical Chemist
Nour Maher-Analytical Chemist
Veronica Marcantonio- Medical Laboratory Technician

Business Operations Team:

Dale Zeigler- Chairman & Senior Executive
Michael Bergthold- President & Chief Executive Officer
Jacquie Heil- Chief Operating Officer
Cameron Porter- IT & Controller
Jennifer Drumm- Field Operations & Customer Service Manager

Pharos Veterinary Diagnostics Terms and Conditions

Pharos Veterinary Diagnostics ("Pharos") may refuse samples that may pose a risk or danger to laboratory personnel. Pharos reserves the right to subcontract any work required to complete testing on submissions. Any work that is subcontracted will be indicated as such on the customers final reports. Additional fees may be assessed for samples that will be sent out to referring laboratories.

The submitter is responsible for complying with federal, state, and local sample shipping regulations defined by The Department of Transportation (DOT) and International Air Transportation Association (I.A.T.A).



Terms and Conditions (Continued)

Submitter agrees that excess sample material provided may be de-identified and used by Pharos for research and development purposes or data gathering. Sample material will be disposed of in accordance with laboratory standard operating procedures and guidelines set forth by CLIA and CAP.

Payment for each sample is due upon receipt of a monthly invoice associated with the client's account. A monthly statement and invoice will be sent to client at the beginning of the month reflecting a current account balance covering all charges accrued the prior month. The monthly statement reflects all payments received as of the invoice date. By signing the agreement, you confirm your acceptance of our payment terms.

The Pharos Web Portal is offered to you contingent upon your acceptance of the terms, conditions and notices contained herein. By using the portal, you agree to these terms and conditions. If you are not a client or authorized user of the Pharos Web Portal with login credentials assigned specifically to you, any use by you of the portal is strictly prohibited.

Sample Submissions

Samples sent to Pharos for analysis require a completed test requisition. To access our E-requisition you will need to have an account on the Pharos Service Portal. Once your account has been activated you can log into the Pharos Service Portal directly from our website: Pharosvetdx.com. Click on the Pharos Service Portal button located on your right-hand side. Supplies are available through the Pharos customers service department. Samples can be sent with your offices preferred shipping carrier. Additional information regarding sample preparations and shipping information can also be found on our website.

General Sample Shipping Information

All samples shipped to Pharos must be placed in leak proof bags with a minimum of two barriers. The bio-hazard bag with absorbent pads and the clinical shipping lab packs that you have been provided will meet the criteria. Samples can be sent using your preferred shipping carrier. All samples must be sent using two protective barriers and clearly marked on the outside of the package as: "Exempt Animal Diagnostic Sample" In accordance with the Department of Transportation (D.O.T) and the International Air Transportation Association (I.A.T.A)

Helpful Links for Shipping Requirements

<https://www.iata.org/whatwedo/cargo/dgr/Documents/infectious-substance-classification-DGR56-en.pdf>

<https://www.ups.com/us/en/help-center/packaging-and-supplies/special-care-shipments/hazardous-materials/biological-substances.page>

http://www.fedex.com/us/packaging/guides/Clinical_fxcom.pdf

https://pe.usps.com/text/pub52/pub52c3_021.htm



Pharos Service Portal

The Pharos Service Portal allows our customers to order tests using our electronic requisition and view/download final reports with real time status updates.

To register for our portal, go to: <https://pharosvetdx.com/service-portal/register>.

Frequently Asked Questions:

Does Pharos run certain panels on specified days?

Pharos processes samples on the days received and does not batch run samples based on panel offerings. Samples submitted for testing will be ran the day they are received, and final results will be available within 24-72 hours.

How soon can I expect my final reports?

Once the sample has been received in the laboratory, results are typically available within 24-72 hours.

How do I set up an account to access the Pharos Service Portal?

You can submit a request to our customer service department via email or by phone at, Support@pharosdx.com or 520-355-2500

How do I access my final reports?

All final reports can be sent via email, fax or by logging onto our Pharos Service Portal. To access our web portal please log on to our website at <https://pharosvetdx.com/> and click on the button located on the right-hand side.

Questions regarding your final report

Any questions you may have for interpreting your final report, please contact our laboratory by calling our customer service department at: 520-355-2500

You will need to provide the name of the ordering veterinarian or trainer, animal's name, specimen ID number, and date the sample was taken.

What kind of tests do you offer?

Pharos offers a variety of tests. For more information please visit our website: <https://pharosvetdx.com/test-information>



How do I order supplies?

Supplies can be ordered by calling our customer service department at **520-355-2500** or by emailing us at Support@pharosdx.com. When submitting a supply request please include the name of your clinic, shipping address and quantities of the supplies requested. You will receive your supplies within 2-3 business days.

How do I update or change my billing information?

To make any changes to your billing information please contact our customer service department at: 520-355-2500

Questions regarding my bill?

For any billing inquiries, you can submit questions via email to Support@pharosdx.com or by calling: 520-355-2500