



LAB ALERT

THE MEDICAL FOUNDATION

Courier Changes

September 13, 2016

The Medical Foundation is pleased to introduce an improved level of service in our pick-up and delivery operations for your facility beginning the week of October 17, 2016.

We have partnered with a medical logistics firm called Medifleet that employs new technology to improve specimen tracking, handling, dispatching and delivery. Medifleet's clients include pharmacies, laboratories and other medical specialties throughout the United States.

This means The Medical Foundation has now partnered with a highly specialized firm with a distinct focus on same day pickup and delivery logistics – a partnership that brings a more sophisticated level of technology with tracking and monitoring that will improve efficiency and satisfaction.

What does this mean for you?

- Your pick-ups and deliveries will remain on the same days at the same time
- You will continue to call The Medical Foundation Client Services Department with any questions or concerns related to courier services
- Courier staff will largely remain the same (Medifleet will work with all of the current Medical Foundation courier staff who want to continue in their profession)
- Couriers will wear a uniform identifying them as Medifleet couriers, but they will also continue to wear a Medical Foundation badge

We appreciate you selecting us as your laboratory provider and are committed to continue to deliver the level of service and expertise you've come to expect. If you have any questions or any concerns please contact client services at 574-236-7263 or 800-544-0925.

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