



QUALITY UPDATE

A monthly publication providing information and updates to CompuNet Clients.

Mission: Improve the Health of Our Community through Excellence in Medical Laboratory Services

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CompuNet Welcomes New CEO, Kate Langevin

On Wednesday, June 17, CompuNet Clinical Laboratories was pleased to welcome Kate Langevin as our new CEO. Kate succeeds Ed Doucette who retires on July 2 after more than eleven years with CompuNet.

Kate brings both an extensive and varied laboratory background to CompuNet. She has served as Director, Operations Effectiveness at Quest Diagnostics for US Physician Operations, and most recently assumed the role of Interim Managing Director of Quest Diagnostics Northern California Business Unit. Kate began her career with Quest Diagnostics 17 years ago as a Sales Representative and has held several positions of increased responsibility in corporate leadership roles.

“I am thrilled to accept the position of CompuNet CEO; leading an organization to optimum performance is what gets me out of bed in the morning,” explained Kate. “In my short time here, I see talented, loyal people delivering high quality results for our customers every day.” Kate added that, “CompuNet is committed to delivering the best medical and service quality and to becoming the preferred provider of laboratory services in the region. We will create sustainable business relationships that benefit our patients, employees, healthcare providers, and local citizens.”

Through Quest Diagnostics’ employee volunteer program, Kate had the opportunity to host Christmas parties for children afflicted with cancer and their families. She was involved with Habitat for Humanity, helping to build homes in the communities of Paterson and Newark, New Jersey. She is a graduate of the Women Unlimited Executive Development and went on to serve as a mentor for this program and at Quest Diagnostics.

Kate holds a BA degree in Biology from Connecticut State University and has attended Executive Education at the Wharton School of Business. Kate is also certified as a Six Sigma Green Belt.

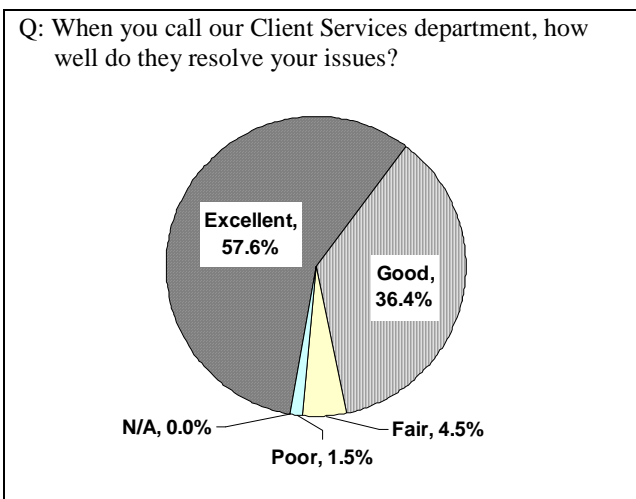
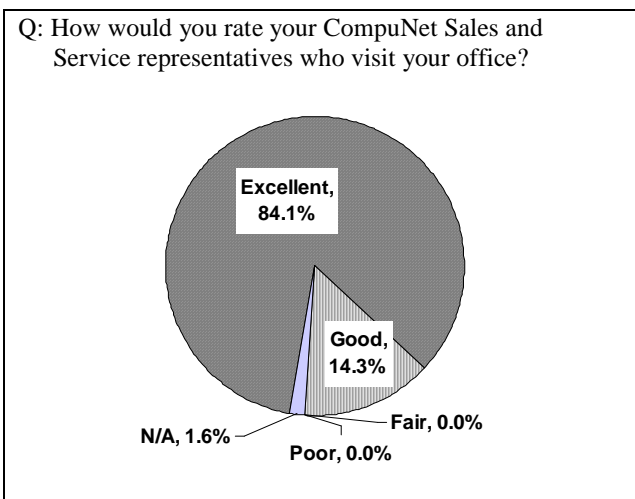
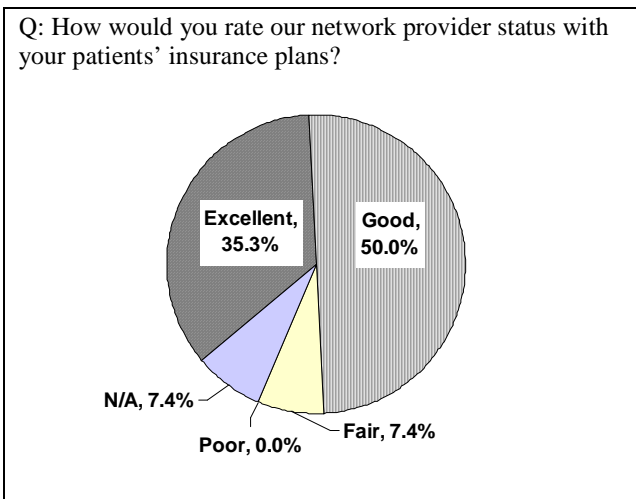
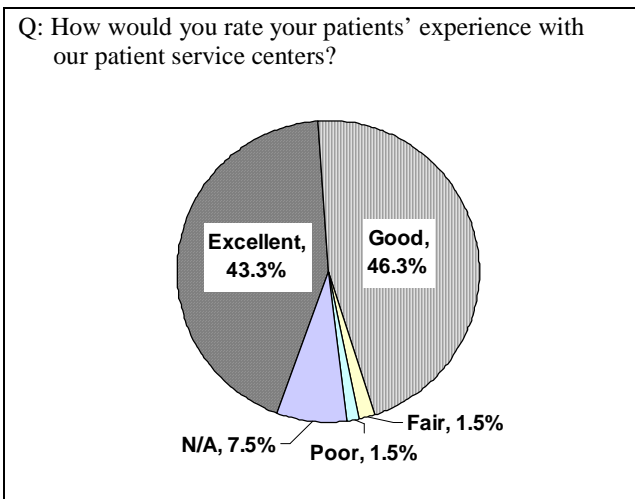
As she becomes acclimated to CompuNet and the area, we hope you will join us in welcoming Kate to the greater Miami Valley!

Client Satisfaction Survey Results *By Kim Stanforth – Marketing*

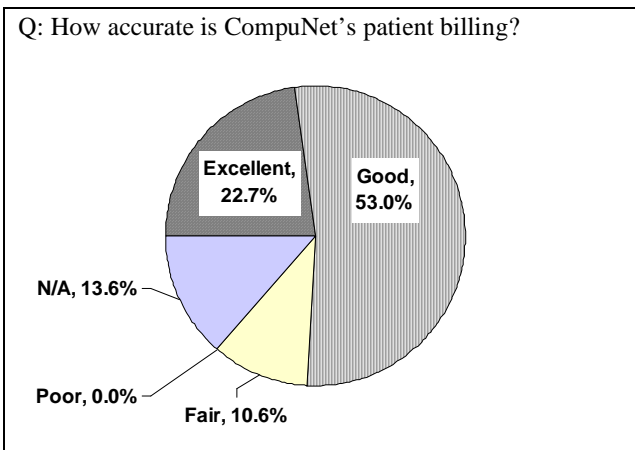
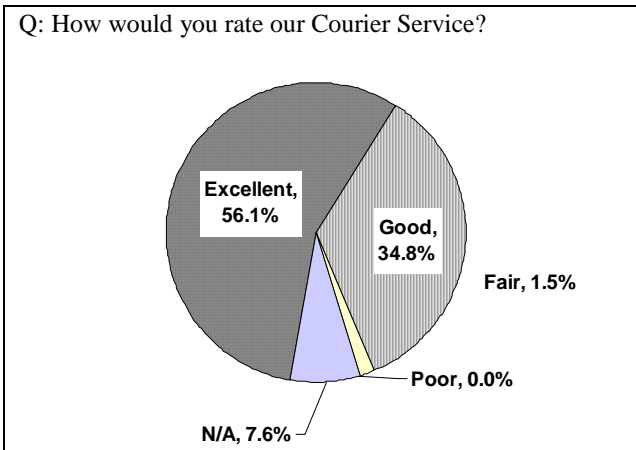
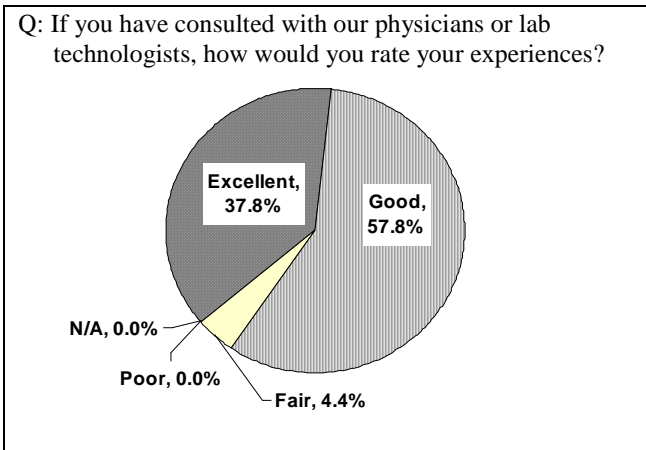
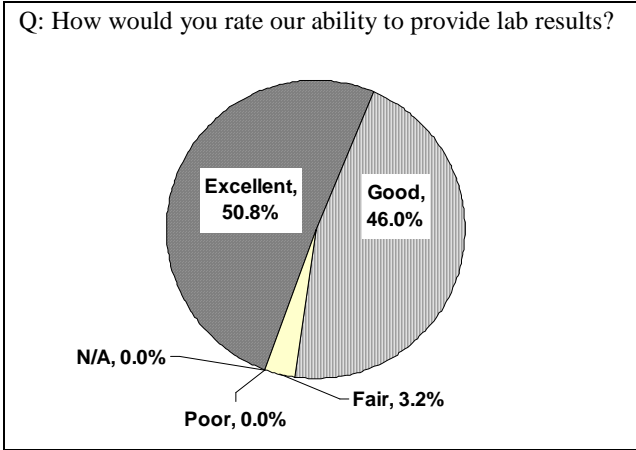
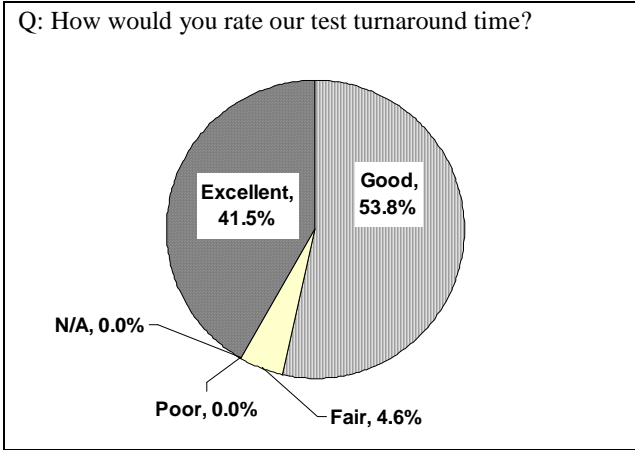
In April and May 2009, we asked our clients to respond to an online survey regarding our testing and services at CompuNet Clinical Laboratories. We greatly appreciate and thank those clients who responded to the survey. Enclosed are a few of the highlights of the survey results.

Demographics

- Number of returned surveys: 68
- Types of specialties responding to survey: Family Practice (21%); Ob/Gyn (18%); Internal Medicine (12%); Pediatrics (7%). Others included: Dialysis, Gastro, Urgent Care, Student Health, Allergy, ENT, Hematology/Oncology.
- County Participation: Montgomery (77%); Greene (15%); Butler (3%); Miami (3%); Clinton (1.5%); Warren (1.5%)



Client Satisfaction Survey Results *cont.*



Two questions that were asked at the end of the survey were:

- 1) Do you view CompuNet as a valued partner, and
- 2) Would you refer CompuNet to a friend or colleague?

The answer to both of these questions was 100% YES!

Thank you, again, to all of the offices and staff who answered our survey. We continually strive to provide you and your patients with quality testing and services. Surveys are one way to hear your voices; however we always encourage you to contact your Sales or Service Representative or any of our other staff for specific issues or questions. CompuNet Clinical Laboratories is proud to serve you and your patients as your local laboratory testing provider.

Salem Avenue Patient Service Center to Close

CompuNet would like to communicate an upcoming Patient Service Center change: *Effective July 17, 2009* our patient service center located at 323 Salem Ave. in Dayton is slated to close. We apologize for any inconvenience this may cause your practice or your patients. Please be aware that we offer three alternative CompuNet locations close to the Salem facility:

Less than 2 miles away (approx. 5 minutes)

Elizabeth Place: 601 S. Edwin C. Moses - Northwest Wing
(937) 222-7423 PH / (937) 222-7467 FAX Enter through Urgent Care doors - CompuNet Patient Service Center on right.

Less than 4 miles away (approx. 10 minutes)

InterMed Medical Building (lower level): 1520 S. Main St.
(937) 223-3779 PH / (937) 223-8489 FAX

Miami Valley Cardiologists Building: 122 Wyoming St.
(937) 223-5717 PH / (937) 223-5611 FAX

CompuNet is closely evaluating all of our Patient Service Center locations at this time to determine where the patient need is greatest. As a result, it may be necessary to close some locations while opening others. *At least two new locations are planned this summer and we will provide an update on these locations once we have a more specific timeline.*

If you would like additional information about our other patient service center sites you may call CompuNet Client Services at (937) 296-0844 or visit our website at: www.compunetlab.com.

Insert map

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