

# SMA Specialty Medical Lab

## Specialty Lab Offering Routine and Esoteric Testing

**S**MA Specialty Medical Lab is a CLIA-certified clinical reference laboratory accredited by the College of American Pathologists (CAP). They offer a wide range of diagnostic testing services to patients across the country, including routine and esoteric testing in clinical chemistry, toxicology, immunology, hematology, urinalysis, microbiology, genetics, surgical pathology, and cytopathology.

The lab is dedicated to providing accurate and efficient diagnostic testing services, using highly sophisticated testing methods, state-of-the-art instruments, and the latest technology from reliable industry manufacturers. This allows them to offer a complete package of diagnostic testing services to healthcare providers seeking high-quality, rapid and reliable testing services.

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SMA Specialty Medical Lab provides routine blood tests, such as metabolic panels and blood cell morphology, as well as more complex panels, such as heavy metals, allergy, cardiac risk, and weight loss profiles, which help diagnose and detect diseases, and measure progress or recovery from a disease. They also offer highly specialized tests and custom profiles tailored to each doctor's specialty, with easy-to-use and customizable test requisition forms.

In addition to utilizing the latest technology and state-of-the-art instruments, the lab also provides specimen collection supplies, courier services, and fast turnaround times for test results. Their comprehensive reports are designed to be informative and easy to understand, providing healthcare professionals with the information

they need to make informed decisions regarding their patients' care.

Alisa Turner, Director of Molecular Genetics and Microbiology Department at SMA Specialty Medical Lab, says, “We pride ourselves in providing the best and most reliable clinical diagnostics to our patient population. We are equipped to perform high complexity testing in a high throughput fashion to accommodate any public health emergencies like what we just witnessed during the height of the Covid pandemic. We continue to strive to maintain and adopt new industry advancements around specific areas like next-generation sequencing (NGS) and other improved molecular methods for infectious disease diagnostics.”



Located in Feasterville, Pennsylvania, and operating in New York, New Jersey, Maryland, Florida, California, and others, SMA Specialty Medical Lab's commitment to quality and accuracy, makes them a trusted provider for healthcare professionals and patients alike.

### Five Pillars of Laboratory Quality

SMA Specialty Medical Lab's analytical team is composed mainly of laboratory scientists holding doctoral degrees, and its medical leadership has a proven track record of delivering top-quality care. The current

laboratory director was the Chief of Pathology and Laboratory Medicine and chaired the Performance Improvement Committee at a university hospital that received the Malcolm Baldrige National Quality Award, which is the award given by the U.S President.



In order to deliver the highest quality of care at all times, the SMA team strictly adheres to its philosophy of excellence based on the five pillars of laboratory quality: correctness of results, timeliness of completion, skillful communication with clients, safety for patients and employees, and cost-effectiveness of the entire testing process.

**Correctness:** SMA Specialty Medical Lab always upholds the accuracy of its results, which is of paramount importance in their line of work. The company follows the philosophy that "if there is integrity in the process, nothing else matters; if there was no integrity, nothing else would matter." They value the correctness of results as the outcome of their performance integrity.

**Timeliness:** Some testing results represent a temporary status of the body's metabolism, and if not reported in a timely manner, they may not be accurate anymore or

useful. In addition, the healing or curing of the patient may depend on immediate proper physician actions. SMA Specialty Medical Lab considers all these prerequisites and ensures the results are reported promptly and timely.

**Communication:** Timely delivery of results can only happen if communication channels are efficient and flawless. To achieve this, SMA Specialty Medical Lab places great emphasis on maintaining efficient communication channels with healthcare providers and ensuring that critical notifications are promptly brought to their attention, in addition to producing correct results timely.

**Safety:** Safety has two aspects in the laboratory environment. The first aspect is safety for patients, ensuring that there is no possibility of error in the chain of custody of the specimens, where patient identity is always correct from pre-analytical phase (obtaining the sample), analytical phase (performing testing), and post-analytical phase (reporting the results). Secondly, it is the safety of employees, assuring that all laboratory procedures are without infectious and injury risks. SMA Specialty Medical Lab is committed to upholding the highest standards in all aspects of safety in their services.

**Cost-Effectiveness:** The company considers it their obligation to society and healthcare services within laboratories, to provide cost effective solutions in the most efficient ways to minimize the expenses of the individual patients and the entire system. They strive to develop laboratory tests that carry the lowest achievable cost while simultaneously fulfilling the highest quality of correctness and timeliness.

### Best-in-Class Service Delivery

SMA Specialty Medical Lab stands out among its competitors due to its

focus on providing the highest quality of service, which aligns with the optimal structure of its processes.

During the height of the pandemic when the turnaround time for Covid results had reached 2-3 days for commercial labs, there was an instance of family emergency that required immediate international travel despite Covid travel restrictions. This family had submitted their samples for Covid-19 tests at two other labs, days prior but were unable to obtain the on time results necessary for boarding the flight home.

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"The family showed up to our lab immediately prior to proceeding to the airport, and we were able to provide the results within the stringent time frame," says Maya Tsvilik, Laboratory Manager, SMA Specialty Medical Lab.

By offering fast turnaround times for test results, specimen collection supplies, courier services, and exceptional customer service, SMA Specialty Medical Lab has set a standard of reliability and high-quality services in the field of diagnostic testing. In all the services they provide, the ultimate goal is to improve the well-being of patients and the effectiveness of physician practices. [LS](http://smalaboratory.com)