



## To Our Clients

At Confirmatrix Laboratory, we are determined to achieve the **highest standards** and customer service in all of the testing we perform. We stand for integrity and take pride in our business and policy ethics.

Our laboratory has created a Responsibility Pledge to set a standard for what we do and the way we conduct business.

## Responsibility Pledge

Here at Confirmatrix Laboratory, we are committed to the utmost professionalism. We will provide our clients with the most **comprehensive, valid, and accurate** test results. Quality patient care is extremely important to us as a company. At Confirmatrix Laboratory, we make our role in this care a top priority.

We understand that our relationships with our clients, healthcare professionals, and everyone we work with are the most important relationships we maintain. Our goal is to earn their loyalty through our **hard work, dedication, and exceptional customer service**.

**Confirmatrix Laboratory is dedicated to helping healthcare professionals provide the best care to their patients.** Our testing will allow this care to be possible. We strive each day to continue our exemplary work in order to be the best in the industry. From our lab director, clinical administrator, lab manager, medical technologist, procedure supervisor, i-method technician, and protocol technician to our lab technicians, we are a highly qualified laboratory and our staff are experts in their fields of study.

We pledge to stay in compliance with the guidelines set by the Office of Inspector General's Compliance Program Guidance for Clinical Laboratory, as well as follow state and federal compliance requirements, regulations, and laws that are in place to guide how clinical Laboratory operate.

Our methods and testing procedures are based on scientific facts and values produced by our laboratory, in which extensive research and data analysis are collected and measured. **Our testing procedures are what set us apart from any competitor.** We are proud of our procedures and efforts to assist our clients.

We hope you find a valuable partnership in Confirmatrix Laboratory.

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