



SERVICE CHANGE BULLETIN – CALCULATION OF TURN-AROUND-TIME (TAT) – March 01, 2020

Effective March 1, 2020, we are changing our method of calculating turn-around-time (TAT).

The policy that has been in place provided for TAT to be calculated from receipt of sample(s) by any Paragon Laboratories, Inc. team member.

Under this policy, the receipt of sample(s) by Field Technicians and Drivers resulted in the “clock starting” in advance of the samples being received at the laboratory where they are processed and by extension reduced the time the laboratory staff was given to test the sample(s).

The new policy changes the triggering event from receipt by any Paragon Laboratories, Inc. team member to receipt at the laboratory itself.

With this change in policy, the time in transit will no longer be considered part of the TAT period.

TAT will now be calculated from the time the sample was received at the laboratory regardless of how it was transported.

If you have questions on this policy change, please contact your Account Coordinator at 734.462.3900.