



Averhealth Delivers Quality Assurance

Quality assurance at Averhealth runs far deeper than producing accurate test results and meeting the highest laboratory standards. It's simply how we work.

Here are just some of the ways we value quality assurance:

CLIA AND CAP-FDT CERTIFICATIONS: Averhealth's toxicology laboratory is accredited by CLIA. And it's one of only 30 U.S. labs with CAP-FDT accreditation from the College of American Pathologists, illustrating our focus on forensic toxicology specifically applicable to your needs while ensuring we follow all industry best practices.

STRINGENT QUALITY CONTROL PRACTICES: CAP certification means we follow a 21-discipline checklist for running a high-quality laboratory.

FORENSICALLY DEFENSIBLE CHAIN OF CUSTODY PROCEDURES: Our electronic chain of custody ensures forensically defensibility procedures and that valid samples are collected, appropriately tested, and accurately reported.

LEGALLY DEFENSIBLE TEST RESULTS: Our rigorous standards mean legally defensible samples and test results.

PROFICIENCY TESTING: Every month, the Averhealth lab receives blind samples from the College of American Pathology (CAP) and other agencies to test, analyze and report. These are run just like any other specimen and reported to the agency to ensure accurate detection and quantification of drugs.

SECRET SHOPPERS: Averhealth recruits, hires, and trains people to pose as participants while submitting a sample. Secret shoppers are trained in the check-in, collection and chain of custody procedures and report their findings.

ROUTINE SITE INSPECTIONS: Conducted by Averhealth management, these inspections cover adherence to procedures, the physical condition of our Patient Care Centers and other center operations.

MONTHLY TRAINING SESSIONS: Continuing education to ensure our team follows best collection practices. This includes a review of written materials, role-playing, and a written test.

INTERNAL AUDITS: Checks and balances are incorporated into every element of our service offering, from Patient Care to laboratory operations.

CUSTOMER SURVEYS: We ask our customers to participate in surveys and interviews. We also conduct an annual survey that addresses every element of our operations.

ANNUAL MANAGEMENT MEETING: The Averhealth team receives regular training about delivering quality.



Averhealth's management team meets regularly to discuss quality and industry best practices.