

June 2024

What to say when talking to patients about:

- Partnership with Neway Labs/Quest Diagnostics

Background

- As of June 3, 2024, Northwest Kidney Centers will use Neway Labs/Quest Diagnostics for all patient and staff lab services. We will no longer use Ascend Laboratories.

Key Points

- Starting June 3rd, Northwest Kidney Centers has a new laboratory services provider – Neway Labs and Quest Diagnostics.
- This new provider has a number of benefits for our patients, including
 - Faster turnaround times for lab results
 - More accurate test results
- For our home patients, this new provider has the added benefit of more locations to drop off lab draws.
- The transition to Neway should be seamless for our patients. They can still logon to MyNWKidney, our patient portal, to see their lab results.
- The patient report may look a little different as it will now have the Neway/Quest branding. All other information will remain the same.
- Patients can let any staff know if they experience issues with their information.