



Recommended Call-In Procedures

Call Main Number: 310-337-0377 and press #2...

1. **State account number:** (“#12345”)
2. **State your (caller) name:** “John”
3. **Internal Reference # if any:** (*if none, we recommend using PU location*)
4. **State Pick Up Location by name:** “Pick up from Hospital A”
5. **Apollo Rep will confirm exact PU address:** (*please validate - "that is correct"*)
6. **State Drop Off Location:** “Drop Off at Hospital B”
7. **Provide # of samples and any additional information:** (“2 Stat orders to be received by Jane in hospital lab”)
8. **Provide “Ready Time” and “Pick Up” time:** (earliest time order will be ready and latest possible time for PU) – “ready now, pick up no later than 2pm”
9. **Apollo Rep will Confirm Order and provide you with a Ticket # for your records**

****List of Apollo Representatives taking your orders: Rachael, Glenn, Shawn, Robert, Merdad (MD).

Additional Considerations:

- Listen closely to confirmed suite numbers as there may be several accounts for the same address
- Keep record of ticket #'s for future reference
- Keep driver wait times within 15-minute window. (If this becomes unmanageable, we can evaluate alternatives)