



We have been notified by **Ashtabula County Medical Center** that **effective immediately** they will no longer allow us to provide after-hours testing services at their facility for our customers that have requested us to do so.

As much as we regret not being able to provide these services **at ACMC**, we must comply with their wishes.

This does not mean that we will not continue to provide services for you, only that we must make some changes to our operations in order to do so.

A few years ago, we added the option to provide 24 testing **at our facility** during the hours that the facility is closed, for instances where an employee may not have been injured, but testing was still necessary. As of this moment, we will only be able to provide testing services in this manner. This can be done by following the simple steps below:

1. Call our office any time after we are closed at **440-997-5988** and select **option 5**.
2. Stay on the line - after a few moments this will connect you to our after-hours phone attendant.
3. They will schedule the test to be done **at our facility within 30 minutes** of placing the phone call.
4. A certified collector will then meet your employee **at our facility** to perform the testing.

We have done testing this way for the past two years and have heard some great feedback from employers because they no longer must wait for hospital staff to reach out to us, especially when the employee has not experienced an injury. Often in those cases hospital staff has been known to make employees wait hours before reaching out to us.

We want you to know that we will continue to provide services as per your protocols through our certified collectors, many of whom have 5+ years of collection experience. All of us here at State Road Occupational Medical Facility have been proudly serving our local employers since 2004. Although times have changed, as has the rest of the world, we continue to be committed to providing affordable healthcare and occupational services with exceptional small business style service to everyone.

Thanks again for your business.

Sincerely,

Ron McVoy, Owner

State Road Occupational Medical Facility