

Attachment E- Introduction Email to PHL Directors

Dear Dr. _____

In 2012 your response to our CDC Customer Satisfaction Assessment allowed us to make significant changes in our specimen submission and test reporting processes. We created a CDC Test Directory supported by a Help Desk to respond to individual inquiries. In 2014 we are asking again for your input regarding how our Infectious Diseases (ID) Reference Laboratories are serving your public health laboratory needs.

As Director of a State or Territorial Public Health Laboratory, we invite you, or your designee, to take 5-10 minutes to tell us if the performance improvements put into place have meet your needs. We also want to know about additional service areas where we can improve our performance. We ask for input on the reference laboratory services, such as the identification of unusual microorganisms, confirmation of antimicrobial resistance, and molecular typing. The questions do not pertain to surveillance testing, epidemiological studies, or outbreak response.

The short questionnaire on Survey Monkey can be accessed at the following URL: <http://www.surveymonkey.com/s/Z6FJ2V5>. Responses are due by (one month from the date sent).

The results of the 2014 assessment will be shared with the CDC's Center and Division Leadership, as well as the CDC ID Reference Laboratories to evaluate our new processes for submitting samples and generating test reports and to provide direction for future changes to our reference testing services. Your input will assist us in utilizing our resources to meet the needs of our customers, the Public Health Laboratories.

Thank you in advance for your valuable input. If you have any questions regarding the assessment, you may contact Roberta B. Carey, Ph.D., CLIA Laboratory Director, CDC Atlanta, by phone 404-639-7328 or email rcarey@cdc.gov.