Frequently-Asked Questions: General Laboratory Business

What are your business hours?
The main laboratory is open Monday through Friday from 7:30 a.m. to 5:30 p.m. and Saturday from 9:00 a.m. to 11:00 a.m. Clinical Pathology, located on MSU’s main campus in the Veterinary Medical Center, is open Monday through Friday from 7:00 a.m. to 10:00 p.m. and Saturday/Sunday from 9:00 a.m. to 10:00 p.m. Refer to the Contact Us section on our website for additional information.

Are you open Saturdays to receive samples?
We are open from 7:30 a.m. to 3:00 p.m. on Saturdays to receive samples from clients. You can drop samples off at our building at 4125 Beaumont Road, Lansing, MI 48910. Use door 21 on the southeast side of the building to buzz the receiving room for assistance.

How do I get mailing supplies to ship samples to MSU VDL?
Michigan State University Veterinary Diagnostic Laboratory (MSU VDL) will be happy to sell you mailers for shipping specimens. We work with the U.S. Postal Service and all other commercial delivery services, including UPS and FedEx. We sell postage pre-paid, first class mailers for the U.S Postal Service, pre-paid mailers for UPS guaranteed overnight delivery and FedEx billable stamps. Clients using MSU VDL pre-paid USPS, UPS or Fed Ex services are not charged for additional shipping. Order mailing supplies by phone at 517.353.1683, by fax at 517.353.4426 using the Product Order Form available on the Submittal Forms page of our website, or by completing the SUPPLIES section on an MSU VDL submittal form.

What address do I use to ship samples to MSU VDL?
- Submittals using U.S. Postal Service: MSU VDL, PO Box 30076, Lansing, MI 48909-7576.
- Submittals using other carriers: MSU VDL, 4125 Beaumont Road, Lansing, MI 48910-8104.

What are the shipping requirements for mailing biological specimens?
Refer to the Shipping Options section on the MSU VDL website for detailed shipping information. Shipping requirements for individual tests are provided in our online test catalog under Available Tests.

If I purchase UPS or Fed Ex guaranteed overnight delivery shipping supplies, is there an additional shipping charge?
No! When you purchase your pre-paid UPS or FedEx shipping supplies, the overnight shipping charge is absorbed by MSU VDL. You simply package your samples and contact UPS or FedEx to arrange pick up—we take care of the rest.
How do I get new submittal forms?
Clients can print submittal forms directly from our website, use the fillable submittal forms on the website, or call 517.353.1683 and choose option 1 to have these forms mailed to you at no charge.

Can I still use old submittal forms?
Yes. We still accept old submittal forms, but we prefer that you discard any outdated forms and request new ones.

What options for result reporting are available at MSU VDL?
Clients may select up to two options for receiving laboratory reports:
- Fax
- Email
- Mail (U.S. Postal Service)

Web-based reporting through WebView is available to all clients, regardless of result distribution preferences. WebView is designed to provide users with quick access to MSU VDL test results using the Internet. Online reports are posted to the Web within a few hours after they are released by the individual laboratories. To use the online system, it will be necessary to register for a Web ID and password. To register, click on View Results on our website. Use the registration link and fill in the fields as instructed.

To modify your report distribution preferences, please contact us at 517.353.1683.

How do I confirm whether or not my specimen has been received?
If you would like to confirm receipt of your specimens, call MSU VDL at 517.353.1683. Alternatively, you can sign up for MSU VDL WebView and view your test request status online. If you already have an MSU VDL account, click on View Results on our website to register for WebView. Use the registration link and fill in the fields as instructed. New clients can call 517.353.1683 to set up an account.

I have questions regarding the results I received. Whom do I contact?
You are welcome to contact the laboratory regarding your results. Please have your MSU VDL account number, owner’s name, date specimens were sent, and test(s) requested available. In the interest of privacy and continuity of care, results will be shared only with the client of record (the clinic or person paying the bill).

Monday through Friday, contact us at 517.353.1683 and choose option 1. On Saturdays, call 517.353.2296 for all Microbiology services, 517.353.5275 for Necropsy services, or 517.355.1774 for Clinical Pathology.
How do I cancel a test I submitted?
To cancel a test request, contact the general laboratory number at 517.353.1683. If a test is already in progress, it may be necessary to apply charges for that test to your account.

What tests do you offer?
The MSU VDL offers more than 800 tests on a variety of animal species. If you have a question regarding a specific test, please refer to the Available Tests section of our website. This list includes tests offered, price, turnaround time, specimen and/or collection requirements, and the laboratory section responsible for the procedure.

Why did the laboratory’s name change to Michigan State University Veterinary Diagnostic Laboratory (MSU VDL)?
Since its inception in the mid-1970s, the Animal Health Diagnostic Laboratory at Michigan State University (and later, Diagnostic Center for Population and Animal Health) has played an important role in safeguarding both animal and human health and has served the needs of a diverse national clientele—including state and federal agencies—by offering cutting-edge diagnostic services. Our core diagnostics, innovative solutions, and expert service have earned us clients in all 50 states and more than 20 foreign countries.

It is our mission to protect, investigate, educate and collaborate. The MSU VDL is a trusted leader in diverse, innovative laboratory solutions and education for animal health partners around the globe. In recent years, the laboratory has recognized the need to ensure that our name clearly conveys who we are and emphasizes our mission and vision, so in June of 2017 we rebranded as Michigan State University Veterinary Diagnostic Laboratory.

How do I know my test results are accurate?
Because of our state-mandated role in protecting animal and human health through veterinary diagnostic services, you can be assured that our methods and procedures are the most reliable and accurate available in the field of veterinary diagnostics. The MSU VDL is fully accredited by the American Association of Veterinary Laboratory Diagnosticians (AAVLD). Further, we have been a leader in helping to establish compliance guidelines and maintain a quality-assurance team dedicated to promoting accuracy and reliability.

How do I get a QA letter for my clinic’s AAHA accreditation?
Please visit our website and follow the Quality Assurance link or contact the general laboratory number at 517.353.1683.