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MDL Fact Sheet

Mission Statement

The City of Hope Molecular Diagnostic Laboratory provides the medical and research communities with timely, accurate, high-quality molecular genetic testing, with expert interpretation and clinical consultation, through the delivery of excellent customer service, exemplary laboratory and clinical practices, and continual innovation in our processes.

CLIA-Certified Laboratory

The Molecular Diagnostic Laboratory (MDL) at the City of Hope National Medical Center is certified under the Clinical Laboratory Improvements Amendments of 1988 (CLIA '88, ID No. 05D0665695) and is licensed by the State of California (CLF 268). [Link to PDF FILES FOR CLIA/CAP/CA DEP HEALTH LICENSE](#)

Professional Staff

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Free Blood Specimen Collection Kits and Overnight Shipping

Please email mdl.coh.org or call Client Services at our toll-free number (888-826-4362 x0) to request blood specimen collection kits, shipping labels, Test Request Forms (TRFs) and complete instructions for specimen collection and shipping. You may download a copy of our TRF from our website. A completed MDL TRF must accompany each specimen. The MDL is open Monday to Friday, 8:00 am to 5:00 pm Pacific time. **All specimens must have patient name and date of birth, or patient number identifier clearly labeled; unlabeled specimens will not be accepted for testing.**

Results Reporting

A written, interpretive test report is generated after detailed review of test data by laboratory personnel and the laboratory director. The report is sent to the referring physician by email, facsimile, or overnight courier service.

Billing

Complete billing information must be provided on the TRF before specimens can be processed. Missing or incomplete information may lead to delays in test turnaround time. Billing options include institutional, insurance, and patient out-of-pocket. For institutional billing, clients will be invoiced directly for services. For patient billing, prepayment for the testing services is required. Payment may be by a personal or bank check or by credit card (VISA, MasterCard, Discover, and American Express). Insurance billing requires a fully completed TRF, and a front and back copy of the insurance card. Pre-authorization must accompany all HMO submissions. For more detailed information regarding billing go to: [link to billing.](#)

Confidentiality

The City of Hope National Medical Center and the MDL are fully committed to maintaining patient confidentiality. Test reports will be sent only to the referring physician, contact person, or referring facility / lab designated by the referring physician. Duplicate reports will be available to another party only with the signed consent of both the patient and the referring physician.