

**Idaho Spine & Pain,
PLLC.**

Karl Zarse, MD
Russell Harmony, NP
Parker Olsen, PA-C



MINIMALLY INVASIVE THERAPY

1859 S. Topaz Way
Suite 106
Meridian ID, 83642
Ph: 208-672-4640
Fax: 208-957-6300

To Whom It May Concern,

I am writing to highly recommend Joe Cameron and Interpath Labs based on the exceptional service and support we have received since partnering with them for our UDS (urine drug screen) processing. Since Joe first visited our office to present the advantages of working with Interpath Labs versus Treasure Valley Labs (TVL), we have experienced a noticeable improvement in our UDS workflow. Joe, along with his colleague Katie, took the time to come into our office and provide hands-on training. They demonstrated how to properly fill out requisition forms, how to place orders, and even provided us with a refrigerator to store samples appropriately. Their attention to detail and willingness to support us during the transition made a significant difference. The entire process—from easy online ordering to clear and responsive communication with our dedicated rep and the Interpath customer service team—has been seamless. Any questions or concerns we've had are addressed promptly and thoroughly, which has built a strong sense of trust and reliability.

One of the major challenges we faced with TVL was related to their billing department. We frequently encountered issues where TVL would bill patients directly for samples we had already billed them for, despite our requisition forms being clearly marked "DO NOT BILL." This caused confusion and frustration for both our patients and our billing department, taking up valuable time and resources to resolve.

Since making the switch to Interpath, we have not encountered this issue at all. Their billing processes are accurate and transparent, which has greatly reduced patient complaints and internal workload. Overall, I cannot recommend Interpath Labs highly enough. They have made our sample processing far more efficient, and working with their team—especially Joe and Katie—has been a pleasure. If you're considering making a change in your laboratory services, I strongly encourage you to consider Interpath Labs.

Sincerely,

Hailey Ericson

Office Manager