

# Summer 2017 Internship with ARUP Laboratories



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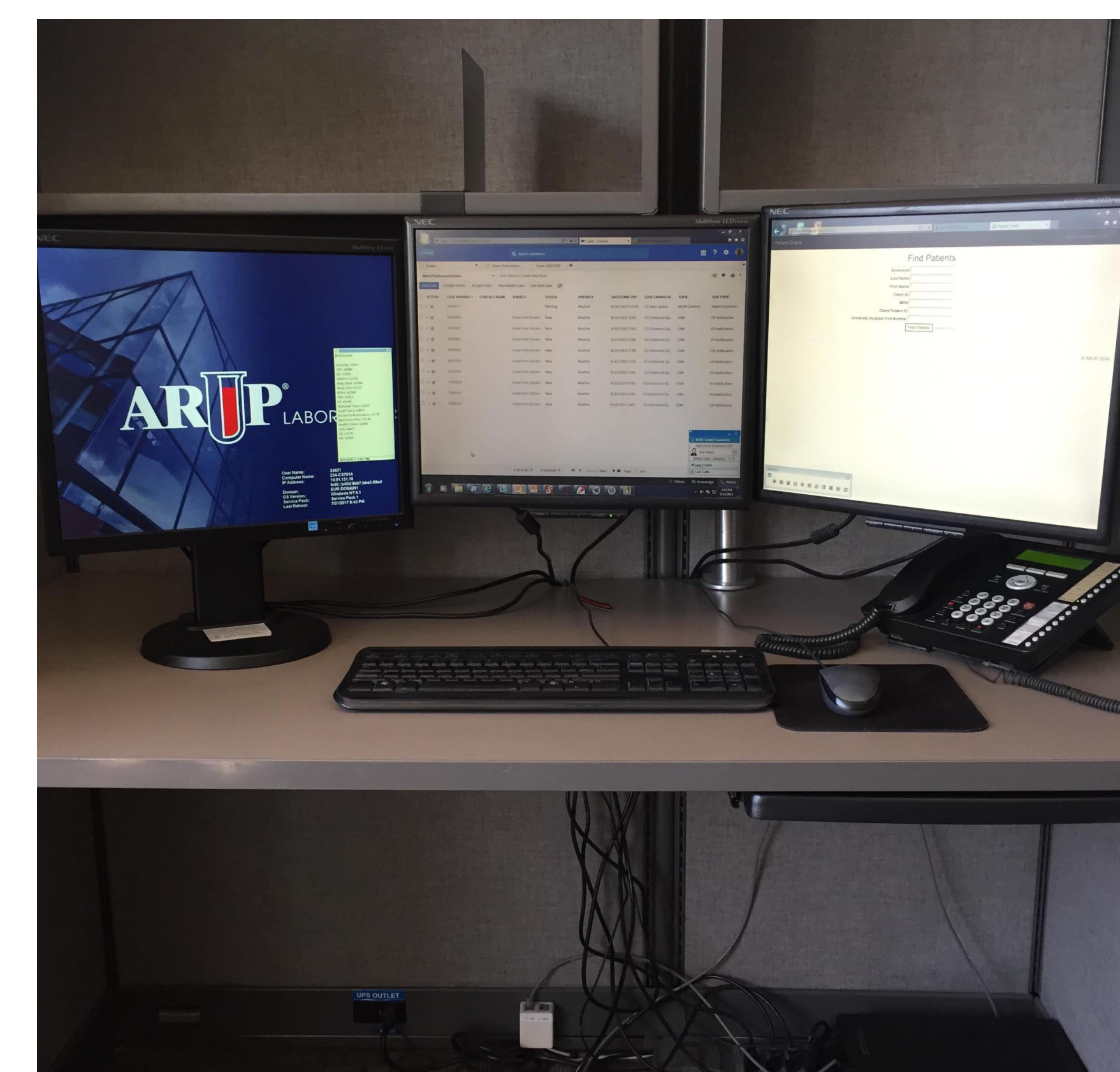
I did my internship with ARUP Laboratories which is a national clinical and anatomical pathology reference lab and is a worldwide leader in innovative laboratory research.

My position at ARUP was a Client Service Agent. I had a great time being an agent over the summer and experienced the process of medical testing. I learned a lot about the process of ordering tests, collecting specimen, processing specimen, testing the sample, and authenticating clients to release test results.



Client Service Duties:

- Fully authenticated callers in order to discuss patient information.
- Complete CSM cases to ensure that the correct client receives their test results.
- Update and create new accounts and contacts.
- Order new testing for clients or changing existing orders.
- Perform test researches to find testing requested by clients.
- Be an intermediate between lab personnel and clients who have technical questions about testing ARUP performs.



Client Services has grown tremendously over the years and was moved to a separate building. Because of this, as a client service agent, I was the supportive link between our clients and laboratory personnel such as genetic counselors, pathologists, and Medical Directors. I gained a lot of knowledge in procedures and skills to communicate between two parties.



Over the summer I had the great opportunity to become a Senior Agent at ARUP. Becoming a senior agent gave me new responsibilities that required new training. I had a great time doing this internship with ARUP Laboratories and learned a lot about my new position and got to experience of medical testing from start to finish. This is a great company with wonderful opportunities.

