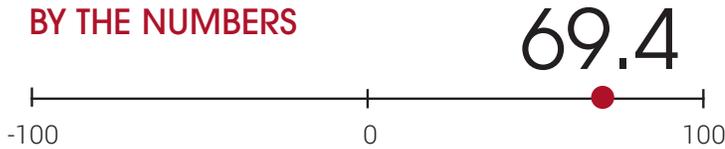


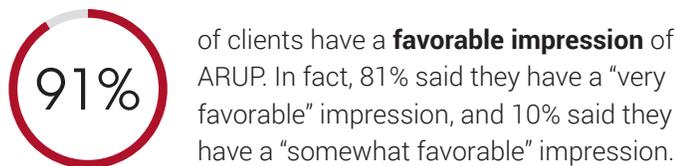
Our Clients Tell All— How Does ARUP Rate?

BY THE NUMBERS



Net Promoter Score (NPS)—Excellent Rating

NPS is the likelihood a respondent will recommend ARUP to colleagues. Approximately 75% of our clients were Promoters (gave a 9/10 or 10/10 rating) and only about 5% were Detractors (gave 0–6/10 ratings).



CURRENT PAINPOINTS

Cost containment and addressing staffing shortages were common client short-term goals. ARUP continually innovates to help our clients save money and improve efficiencies.

“ARUP Laboratories has a great system that catches duplicate tests that save clients and patients a huge amount of unnecessary charges.”

“We struggle with staffing... I think ARUP recognizes our struggle and is working to assist our lab and our patients. Thank you for that!”



HOW CAN WE HELP?

Visit aruplab.com/clientsurvey-2021 to learn how ARUP is more than just a reference lab—it’s the partner you can trust.

IN THEIR WORDS... WHAT DO CLIENTS LIKE MOST ABOUT ARUP?



Customer Service

“Customer service is great across every platform! We can tell that you put the patient first and follow up on issues in a timely manner. Everyone I have spoken with has been friendly and very helpful, and this is a very welcomed changed for us! Keep up the great work!”



Interface Services and Support

“Your entire ARUP Connect is so easy to use. As someone who struggles with technology, your system is clear and precise.”



Turnaround Time

“We have a really good turnaround time for results as well as a timely notification of sample issues and problems.”