Contact the NVSL

Last Modified:

The National Veterinary Services Laboratories (NVSL) has laboratories in two locations: Ames, IA, and the Foreign Animal Disease Diagnostic Laboratory (FADDL) at Plum Island, NY. Diagnostic test services range from a single laboratory test to comprehensive laboratory services covering multiple pathogens for a suspected disease outbreak.

NVSL Laboratories

Click on each link to learn more about the NVSL laboratories.

Laboratory	Location	Phone Number
Office of the Director	Ames, IA	515-337-7601
Diagnostic Bacteriology and Pathology Laboratory	Ames, IA	515-337-7526
Diagnostic Virology Laboratory	Ames, IA	515-337-7551
Foreign Animal Disease Diagnostic Laboratory	Plum Island, NY	631-323-3256
Diagnostic, Bioanalytical, and Reagent Laboratory	Ames, IA	515-337-7568
National Animal Health Laboratory Network Program	Ames, IA	515-337-7731

Other NVSL Contacts

If you have questions about a particular type of testing, see our list of contact numbers sorted by test performed (215.15 KB). This list is not exhaustive; for testing not listed, see the NVSL Diagnostic Catalog and call the main number for the responsible laboratory, as listed above.

If you have questions about your bill or reagent orders, or if you would like to set up a user fees account at NVSL, contact the User Fee Help Line at 515-337-6200 or nvsl_concerns@usda.gov. For more information, visit User Fees for Services at the NVSL.

The National Centers for Animal Health (NCAH) Shipping Department may be reached at 515-337-7530 or nvslshipping@usda.gov.

Hours of Operation

Location	Normal Business Hours
NVSL-Ames	8:00 a.m.–4:30 p.m. Central Time, Monday–Friday
NVSL-FADDL	8:00 a.m.–4:30 p.m. Eastern Time, Monday–Friday

The laboratory occasionally closes due to inclement weather. If this is a concern, visit Ames ARS and APHIS Operational Status for Ames operational status or call 631-323-3256 for Plum Island.

For a listing of Federal holidays observed at the NVSL, visit the U.S. Office of Personnel Management's Federal Holidays. Periodically, our normal business hours are affected by a holiday. Please contact the laboratory to verify business hours if you plan to submit a sample around one of these holidays.

Samples received on weekends, on holidays, and after hours are refrigerated until the next business day, unless previous arrangements have been made with the laboratories.

Addresses

Ames, IA, Facilities	Plum Island, NY, Facilities

Letters: USDA-APHIS-VS-NVSL P.O. Box 844 Ames, IA 50010	Letters: USDA-APHIS-VS-NVSL-FADDL P.O. Box 848 Greenport, NY 11944-0848
Diagnostic Samples: Shipping to NVSL-Ames	Diagnostic Samples: Shipping to FADDL
Other Packages: USDA-APHIS-VS-NVSL 1920 Dayton Ave. Ames, IA 50010	Other Packages: USDA-APHIS-VS-NVSL-FADDL 40550 Route 25 Orient, NY 11957

Email:

nvsl.info@usda.gov
nahln@usda.gov (NAHLN issues only)

Print