

LABORATORY POLICIES

- **For your safety and for HIPAA Compliance, only the patient is allowed in the drawing room.** If you have small children, please make arrangements accordingly.
- You will be taken to the laboratory drawing station based on your scheduled appointment time, not your arrival time. Arriving early may/will not expedite your visit.
- Fasting patients are allowed to drink water, unless otherwise advised.
- The providers at the Diabetes & Endocrine Center of Orlando, P.A. can best render care to you by discussing current laboratory data with you at the time of your office visit. Therefore, we strongly urge you to have your lab testing performed 1-2 weeks prior to your office visit.
- We make every effort to combine orders from other physicians or if need be, send them out to the appropriate lab per your insurance. This **MUST** be approved by one of our providers prior to your lab appointment. Please contact the triage nurse in our office prior to your lab appointment, with the test names that are being ordered by another physician. She will have the tests' approved and will document in your chart the approved tests to be drawn.
- Insurance carriers have placed restrictions on how often they will pay for certain lab tests. For example, a Hemoglobin A1c is only covered once every 3 months. Whenever you have labs drawn by any of your other doctors it is advisable for you to write down the date and the tests drawn. Please provide our phlebotomist with this information when you come in to have your labs drawn for this office. This information will help ensure that we do not duplicate any tests that may have restrictions.
- If you have your labs drawn at (or after) your office visit, we will review it, but you will not be contacted unless there is an issue that needs to be addressed urgently or prior to your next scheduled office visit. We will no longer provide routine notification of normal lab results by mail or telephone. If you still wish to know these non-urgent results before your next scheduled visit, you will have to make an appointment with a member of our staff.