



ProLab Solutions (PLS) is responsible for the drawing and delivery of laboratory specimens. PLS does not collect any specimens without a Physicians order or a Laboratory Requisition form. PLS is not allowed to give any medical advice, treat, or diagnose anyone.

Initial _____

PLS requires patient information, a copy of insurance card (front and back) 24hr before scheduled appointment. This is extremely important so that we have adequate time to prepare for the blood draw and that we perform our job with excellence.

Initial _____

PLS handles the delivery of all samples to the appropriate laboratory. If a sample is being collected for a laboratory that needs to be picked up via courier service, PLS is not responsible for any delay of arrival to the laboratory, due to weather conditions or any other problems that may occur once the sample has been delivered or picked up by courier service.

Initial _____

PLS is not responsible for any errors that may occur at the laboratory. It is the laboratories responsibility to process specimen once received by PLS. In the event of a lab error, PLS would gladly return to recollect after Physician and Patient is notified and new orders are in place. Any error made by PLS will be corrected at no extra charge; as long as all correct paperwork was submitted adequately prior to appointment.

Initial _____

Any billing questions or problems for tests collected for this service should be directed to your insurance company or the laboratory billing department. Payment for services provided by PLS is collected on the day prior to appointment. PLS does not bill insurance companies, any claims must be submitted by the client, with no guarantee of reimbursement.

Initial _____

Please be advised that ProLab Solution is not responsible for any outstanding balances with Quest and will need to be settled prior to a scheduled home lab draw. The laboratories have the right to decline specimens of patients with outstanding balances.

PLS is an independent convenience service. Our company is not affiliated with any laboratories or doctor's offices. PLS does not have the authorization to give discounts for any lab test that are being collected.

ProLab Solutions (PLS) under circumstances will give out clients information to unauthorized personnel. All clients information is always kept personal and confidential.

Initial_____

PLS does not receive any results. In the event that your Physician does not receive the results, it is the responsibility of the Doctor's office to get in touch with the laboratory.

Initial_____

Please be considerate, in the event an appointment needs to be canceled, PLS needs to be given a 24hr notice. If you do not cancel your appointments, you will be charged an additional \$25 to reschedule.

Initial_____

Please do not hesitate to call, text or email PLS with any questions or concerns. We may not always be available by phone. Contacting us via email or text will guarantee a speedy response.

Initial_____

It is important to remember that this a TEAM effort. If your child is getting their blood drawn please make sure that they are well hydrated 24 hours prior to their scheduled blood draw.

Initial_____

PLS will make every attempt to stick your child one time. HOWEVER, it may take up to 2 attempts at times. This is normal, especially with tiny and rolling veins. We understand how stressful it can be for us if we do not have your complete support.

Initial_____

Safety is very important. If you know that you child gets aggressive when upset, normally it takes more than one person to hold them still. It is extremely important that you please let us know so that we can make arrangements to have a safe and successful draw.

Initial_____

I understand the above terms and conditions and agree to have my lab (and/or my son/ daughter) blood drawn.

Initial_____

Signature

Date