



Concierge Phlebotomy Services

Origin Concierge Phlebotomy Services (OC Phlebotomy Services) is responsible for the drawing and delivery of laboratory specimens. OC Phlebotomy Services does not collect any specimens without a physician order or a request from a laboratory. OC Phlebotomy Services is not allowed to give any medical advice, treat, or diagnose anyone.

OC Phlebotomy Services needs patient information, a copy of prescription and a copy of insurance card (front and back) 48hours (about 2 days) before a scheduled appointment. If we do not receive the requested information in the time range mentioned, then the scheduled appointment will be considered canceled. This is extremely important so that we have adequate time to prepare for the specimen collection and that we perform our job correctly.

OC Phlebotomy Services handles the delivery of all samples to their proper laboratory. If a specimen is being collected for a laboratory that needs to be picked up via courier service, OC Phlebotomy Services 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.

OC Phlebotomy Services is not responsible for any errors that may occur at the laboratory. It is the lab's responsibility to process specimens once received by OC Phlebotomy Services. In the event of a lab error, OC Phlebotomy Services is not responsible. Any error made by OC Phlebotomy Services will be corrected at no extra charge; as long as all correct paperwork was submitted adequately prior to appointment.

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 OC Phlebotomy Services is collected on the day prior to appointment. OC Phlebotomy Services does not bill insurance companies, any claims must be submitted by the client, with no guarantee of reimbursement.

Please be advised that OC Phlebotomy Services is not responsible for any outstanding balances with LabCorp or Quest and will need to be settled prior to a scheduled home lab draw. The labs have the right to decline specimens of patients with outstanding balances.

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

Under no circumstances will OC Phlebotomy Services give out clients' personal information to unauthorized personnel. All client's information is always kept personal and confidential in accordance with ALL HIPPA regulations.

OC Phlebotomy Services will not receive any lab results. If your doctor did not receive results, it is the responsibility of the Doctors office to contact the lab. Most of the time they have an account with the labs.

Please be considerate, in the event an appointment needs to be cancelled, OC Phlebotomy Services needs to be given 24-hour notice. We send confirmation out of courtesy, if you are a no show, you will be charged the FULL concierge fee and will need to reschedule a new appointment and a second fee will apply. We make it quite easy for you to contact us with any questions or concerns. We may not always be available by phone. You can also reach us via email or text.

*For parents with children:

It is important to remember that this is a TEAM effort. If your child is getting their blood drawn you must do your part. It is important to keep them hydrated 24 hours prior to scheduled blood draw,

The less stress in the room the higher the success rate. We are almost always successful on the first try, HOWEVER it may take up to 3 tries at times, this needs to be understood. This is normal, especially with tiny veins and a moving target. We understand how stressful it can be for you and your child during their blood draw, please understand how stressful it can be for us if we do not have understanding parents.

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

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

Signature _____ Date _____

Origin Concierge Phlebotomy Services
"Convenience with care"

Agreement Form