



Preparing Your Patients for a Labwork Visit

By Carrie Nappa, Phlebotomy Manager

Working together with our healthcare providers, we can improve a patient's experience when they visit a Laboratory Alliance's patient service center.

The following may be helpful to our healthcare providers:

Are you using a Laboratory Alliance requisition form or prescription form?

You must fill out all of the information requested on the form, including patient's name, date of birth and test(s) being ordered.

Did you include the ICD 10 code?

All requisition forms and laboratory prescriptions must include ICD 10 codes. If the ICD 10 code is not on the form, the patient will have to wait while our phlebotomist places a call back to the ordering physician.

It's easy to obtain ICD codes online at laboratoryalliance.com. Click on the Healthcare Provider tab and it is listed as "NCD/LCD Book and ICD-10." Or simply type "ICD code" in the search box on the home page in the top right corner.

Does your patient require special instructions to prepare for a lab test?

Write these on the prescription or requisition form. Patients often contact our phlebotomists or Customer Service representatives prior to their visit asking about fasting. We tell them it is not necessary to fast *unless their doctor has given specific instructions*.

We offer a trained team of phlebotomists.

Our phlebotomists know that patients can be apprehensive and anxious about a blood draw and are skilled at putting people at ease so that it can be a positive experience. They are trained to work with children, the elderly and people with special needs.

Important information to share with your patients:

What should I bring when I come for my lab work?

- A written order from your doctor requesting lab tests
- Current insurance cards

Which types of insurance providers do you accept?

Laboratory Alliance accepts all major insurance providers including Medicare. View a complete list of insurers on laboratoryalliance.com/patient-services/insurers/. Or, visit laboratoryalliance.com and click on the Patient Services tab and select "Insurers."

Do I need an appointment?

Laboratory Alliance is a walk-in patient service center — no appointments necessary. The single exception are those patients having glucose tolerance testing. All glucose tolerance testing must be scheduled.

Will I have a long wait?

All of our patients are served on a first-come, first-served basis.

Mid-day visits have shorter wait times. Longer wait times occur first thing in the morning and at the end of the day. Some of our patient service centers have no wait times.

Patients can find the hours and maps to the location they plan to visit at laboratoryalliance.com.

The should make sure the center they want to visit does not close for lunch. While the best time to avoid a wait is between 10 a.m. and 2 p.m., a few of our locations are not staffed to cover a lunch break so we are



Who will draw my blood?

Laboratory Alliance is staffed by phlebotomists who are trained to draw blood for clinical testing. All of our phlebotomists are skilled, efficient, patient and courteous. Our centers are clean and the service is prompt and professional.

How will I receive my lab results?

Your results will be sent directly to your ordering physician upon completion of testing. Patients can obtain their lab results by contacting their healthcare provider. Laboratory Alliance does not provide results directly to patients.

Are my results confidential?

Yes, Laboratory Alliance follows the highest level of confidentiality guidelines with regard to patient information and test results.

Where can I find general information about the lab tests I am having performed?

General information about the laboratory tests being performed can be found on the website labtestsonline.org.

For more information, email me at carrienappa@lacny.com or call our Customer Service Department at 315-461-3008.



Thank you for referring Laboratory Alliance to your patients

We have 12 patient service centers located in three counties. Patients can visit our website, laboratoryalliance.com, and find addresses, maps and hours posted for every site.

