

HOOSIER DIRECT MOBILE LABS

POLICIES & INFORMATION

Our goal is to provide convenient, professional mobile phlebotomy services while maintaining patient safety, specimen integrity, and clear expectations. Please review the following policies before scheduling an appointment.

APPOINTMENTS & SCHEDULING

Appointments are scheduled based on availability, location, requested services, and specimen requirements.

Patients are responsible for providing accurate contact information and all required laboratory orders, requisitions, or specialty collection kits before or at the time of service.

Some laboratory tests have specific fasting, timing, processing, or transportation requirements. Appointment times may need to be adjusted to meet the requirements of the receiving laboratory.

CANCELLATION & RESCHEDULING POLICY

We understand that plans can change. Patients who need to cancel or reschedule are asked to provide as much notice as possible.

Late cancellations, missed appointments, or appointments where collection cannot be completed because required documentation or specialty kits are unavailable may be subject to a cancellation or service fee. Any applicable fee should be disclosed during the booking process.

MOBILE SERVICE & ACCESS POLICY

The patient is responsible for providing a safe and reasonably accessible location for specimen collection.

For the safety of patients and the phlebotomist, Hoosier Direct Mobile Labs reserves the right to discontinue or decline a visit when conditions present an unreasonable safety concern.

Pets should be appropriately secured during the collection.

PATIENT IDENTIFICATION POLICY

For patient safety, identity must be verified before specimen collection.

- Full legal name
- Date of birth or another appropriate identifier

The information must correspond with the laboratory order/requisition and specimen labels. Collection may be delayed or declined if identity or order information cannot be appropriately verified.

LABORATORY ORDER POLICY

When laboratory testing requires an order from an authorized healthcare provider, the appropriate order/requisition must be available before collection.

Hoosier Direct Mobile Labs does not independently modify provider orders or determine which diagnostic tests a patient medically requires. Questions concerning which tests should be performed should be directed to the patient's healthcare provider.

SPECIMEN LABELING POLICY

Patient safety and proper specimen identification are priorities. Specimens are labeled according to the requirements of the receiving laboratory following collection and while maintaining positive identification of the patient.

Patients may be asked to verify identifying information associated with their specimens before the collection visit is completed.

SPECIMEN TRANSPORT POLICY

Collected specimens are handled and transported according to the requirements provided by the receiving laboratory or specialty testing company.

Certain specimens may require specific temperature, processing, packaging, or delivery conditions. Hoosier Direct Mobile Labs takes reasonable measures to maintain specimen integrity during collection and transportation.

Final specimen acceptance is determined by the receiving laboratory.

SPECIALTY KIT COLLECTION POLICY

Patients using a specialty laboratory kit are responsible for having the complete kit and required order/requisition available unless another arrangement has been made in advance.

Collections, processing, packaging, and shipping or delivery will be performed according to the specialty laboratory's instructions when those services have been arranged.

Missing, expired, incomplete, or incompatible kits may require the appointment to be rescheduled.

UNSUCCESSFUL COLLECTION & REDRAW POLICY

Although every reasonable effort is made to obtain an adequate specimen, successful blood collection cannot be guaranteed.

A collection may be discontinued when continued attempts would not be appropriate or when the patient requests that the procedure stop.

If a specimen must be recollected because it is rejected by the receiving laboratory, Hoosier Direct Mobile Labs will review the reason for rejection and determine the appropriate next step under the company's current redraw policy. Laboratory rejection can occur for reasons including insufficient quantity, clotting, hemolysis, labeling issues, transport conditions, specimen stability, or other laboratory-specific criteria.

VENIPUNCTURE RISKS

Blood collection is generally a routine procedure, but potential reactions or complications can occur. These may include:

- Temporary pain or discomfort
- Bruising
- Bleeding
- Hematoma
- Dizziness or fainting
- Infection
- Nerve irritation or injury
- Difficulty obtaining an adequate specimen

Patients should inform the phlebotomist before collection if they have a history of fainting, difficult blood draws, bleeding problems, or other information relevant to a safe collection.

PAYMENT POLICY

Payment for mobile phlebotomy services is separate from charges that may be billed by the laboratory, healthcare provider, or other third party for laboratory testing.

Patients are responsible for understanding the service fee disclosed at booking and any separate laboratory charges that may apply.

Unless specifically stated otherwise, payment to Hoosier Direct Mobile Labs covers the mobile collection/service provided by Hoosier Direct Mobile Labs and does not represent payment for laboratory testing performed by an outside laboratory.

REFUND POLICY

Fees for services already performed are generally non-refundable. If a visit cannot be completed, refund eligibility will depend on the reason the service could not be performed and the company's applicable cancellation, redraw, or service policy.

A laboratory's rejection of a specimen does not automatically mean that the mobile service fee is refundable. Each situation may be reviewed based on the reason for rejection and the circumstances of collection and transport.

MINORS & LEGAL REPRESENTATIVES

A minor or patient who requires consent from a legal representative must have appropriate authorization before collection.

Hoosier Direct Mobile Labs may request identification or documentation reasonably necessary to confirm authority to consent for the patient.

PRIVACY & CONFIDENTIALITY

Hoosier Direct Mobile Labs respects the privacy and confidentiality of patient information. Patient information is collected, used, maintained, and disclosed only as appropriate for scheduling, specimen collection, payment, laboratory coordination, business operations, and other permitted purposes.

Please refer to the applicable Privacy Notice on this website for additional information regarding privacy practices.

LABORATORY RESULTS

Hoosier Direct Mobile Labs primarily provides specimen-collection and transportation services. Diagnostic testing is performed by the applicable receiving laboratory.

Unless a separate authorized arrangement exists, laboratory results are provided through the testing laboratory and/or ordering healthcare provider.

Hoosier Direct Mobile Labs does not diagnose medical conditions or independently interpret laboratory results. Questions about results, diagnosis, or treatment should be directed to an appropriate healthcare provider.

EMERGENCIES

Hoosier Direct Mobile Labs is not an emergency medical service. If you are experiencing a medical emergency, call 911 or seek immediate emergency medical care.

Mobile phlebotomy appointments should not be used as a substitute for emergency evaluation or treatment.

WEATHER & TRAVEL CONDITIONS

Appointments may be delayed, rescheduled, or canceled when severe weather, hazardous road conditions, emergencies, or other circumstances make travel unsafe.

Patients will be contacted as soon as reasonably possible when a schedule change is necessary.

RIGHT TO REFUSE OR DISCONTINUE SERVICE

Hoosier Direct Mobile Labs reserves the right to refuse, postpone, or discontinue a collection when the procedure cannot be performed safely, required documentation is unavailable, patient identification cannot be verified, specimen requirements cannot be met, or circumstances fall outside the service's authorized scope.

Patients also have the right to refuse or stop a blood collection procedure at any time.

POLICY UPDATES

Policies may be revised periodically to reflect changes in services, receiving-laboratory requirements, safety practices, or applicable requirements. The current version posted by Hoosier Direct Mobile Labs supersedes earlier public-facing versions.