

# HOOSIER DIRECT MOBILE LABS

## WEBSITE PRIVACY NOTICE

Effective Date: 08/11/2026

Hoosier Direct Mobile Labs respects the privacy of our patients and is committed to protecting personal and health information entrusted to us. This Privacy Notice explains how information may be collected, used, disclosed, and protected when you use our website or mobile phlebotomy services.

### INFORMATION WE MAY COLLECT

- Name
- Date of birth
- Address and service location
- Telephone number
- Email address
- Appointment information
- Ordering healthcare provider information
- Laboratory orders and requisitions
- Information necessary for specimen collection and identification
- Payment and billing information
- Information regarding collection services provided
- Other information voluntarily provided by the patient or authorized representative

We seek to collect only information reasonably necessary to provide and administer our services.

### HOW INFORMATION MAY BE USED

- Schedule and manage appointments
- Verify patient identity
- Coordinate specimen collection
- Review laboratory orders and requisitions
- Properly identify and label specimens
- Coordinate with ordering healthcare providers and receiving laboratories
- Transport or arrange delivery of specimens
- Process payments
- Communicate regarding appointments or services
- Address specimen recollections or laboratory rejection issues
- Maintain appropriate business and service records
- Respond to patient questions or requests
- Meet applicable legal, regulatory, safety, or operational requirements

## **DISCLOSURE OF INFORMATION**

Information may be shared when reasonably necessary to provide requested services or as otherwise permitted or required.

- The patient's ordering healthcare provider
- The laboratory receiving or testing the specimen
- Specialty testing laboratories
- Authorized healthcare facilities
- Vendors or service providers that support business operations, when appropriate
- The patient or the patient's authorized representative
- Government or regulatory authorities when required or permitted by law

Hoosier Direct Mobile Labs does not sell patient medical information.

## **WEBSITE INFORMATION**

When you visit our website, certain technical information may be collected automatically by the website platform or service providers, such as IP address, browser or device information, pages visited, general website activity, cookies, or similar technologies.

This information may be used for website functionality, security, analytics, and improving the user experience. Third-party services incorporated into the website may have their own privacy practices.

## **ONLINE FORMS & APPOINTMENT REQUESTS**

Information submitted through online forms or appointment systems should be limited to information reasonably necessary to schedule or provide services.

Please avoid submitting unnecessary medical information through general website contact forms, social media, text messages, or other communication methods not specifically designated for sensitive information.

## **PAYMENT INFORMATION**

Payments may be processed through a third-party payment processor. Payment processors may collect information necessary to complete a transaction, and their handling of payment information is governed by their own privacy and security practices.

Hoosier Direct Mobile Labs does not intentionally store complete payment-card information when payment is processed directly by a third-party payment processor.

## **TEXT, PHONE & EMAIL COMMUNICATION**

Patients may provide telephone numbers or email addresses so Hoosier Direct Mobile Labs can communicate regarding appointments, scheduling, service questions, specimen recollection, payment, or other matters related to requested services.

Electronic communications may carry privacy risks. Patients should avoid sending unnecessary sensitive medical information through ordinary email, text messages, or social media.

## **INFORMATION SECURITY**

Hoosier Direct Mobile Labs uses reasonable administrative, physical, and technical safeguards appropriate to the information and services involved.

- Limiting access to patient information

- Securing patient records and documentation
- Protecting mobile devices and electronic accounts
- Safeguarding laboratory orders and labels
- Properly disposing of records containing sensitive information
- Avoiding unnecessary disclosure of patient information

No electronic storage or transmission method can be guaranteed to be completely secure.

## **RECORD RETENTION**

Information may be retained for the period reasonably necessary to provide services, maintain appropriate business and collection records, resolve disputes, meet contractual obligations, and satisfy applicable legal or regulatory requirements.

Records will be disposed of securely when they are no longer required to be retained.

## **CHILDREN & MINORS**

Information regarding minors may be collected when necessary to provide authorized mobile phlebotomy services. Appropriate consent from a parent, guardian, or other legally authorized representative will be obtained when required.

## **PATIENT PRIVACY**

Hoosier Direct Mobile Labs will make reasonable efforts to protect patient confidentiality during mobile appointments. Patients may request that collection occur in an area that provides reasonable privacy when circumstances allow.

## **THIRD-PARTY LABORATORIES & HEALTHCARE PROVIDERS**

Hoosier Direct Mobile Labs provides specimen-collection and transportation services and may coordinate with independent laboratories, healthcare providers, specialty testing companies, and other organizations.

Those organizations may maintain their own privacy notices, policies, and legal responsibilities regarding information they receive. Hoosier Direct Mobile Labs is not responsible for the independent privacy practices of unrelated third parties.

## **PRIVACY QUESTIONS OR REQUESTS**

**Hoosier Direct Mobile Labs**

**Phone:** 317-677-4730

**Email:** [INFO@HOOSIERDIRECT.COM](mailto:INFO@HOOSIERDIRECT.COM)

**Website:** \_\_\_\_\_

Please do not include unnecessary sensitive medical information when making a general privacy inquiry.

## **CHANGES TO THIS PRIVACY NOTICE**

Hoosier Direct Mobile Labs may update this Privacy Notice periodically to reflect changes in business practices, technology, services, or applicable requirements. The current version will be posted on our website with its effective date.

## **IMPORTANT NOTICE**

This website Privacy Notice describes general privacy practices associated with Hoosier Direct Mobile Labs. When additional privacy notices, authorizations, or disclosures are required by applicable law or a particular healthcare relationship, those documents may be provided separately.

**Last Updated:** [08/11/2026](#)