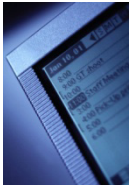


Laboratory Services

Frequently Asked Questions



DOES THE LAB TAKE APPOINTMENTS?

The contracted vendor for Laboratory Services is LabCorp. There are 5 Patient Service Centers in Leon County. The LabCorp Patient Service Centers at Tim Gamble, John Knox and West Park Complex on Blountstown Highway all take appointments. To schedule an appointment, go online to www.LabCorp.com and enter the city and state for which you want to locate a Patient Service Center or call LabCorp's Customer Service Department for assistance. Dial 1-800-877-3818 and hold for the Customer Service Representative to schedule an appointment by phone.



BRING YOUR INSURANCE CARD

The laboratory staff will ask for your insurance card to verify the information the physician has provided on your lab order and will ensure CHP is billed correctly, eliminating the possibility of the subscriber being billed in error.



FASTING vs. NON FASTING?

If you are having fasting blood work, the laboratory and best practices recommend a 12-14 hour fast - do not eat or drink anything after dinner. Fasting does include abstaining from coffee, tea, chewing gum and sugar free products. Please drink plenty of water to keep from becoming dehydrated.



WHEN SHOULD I GO TO THE LAB? Studies show that more than 70% of Capital Health Plan members go to the laboratory Patient Service Center before noon. To lessen your wait time, the best time to go to the laboratory is after 10:30 am, if your doctor has ordered tests that do not require you to fast.



DROPPING OFF SAMPLES COLLECTED AT HOME

Always sign in at the Patient Service Center when you are dropping off samples. We want the laboratory staff to ensure the samples are adequate, properly labeled and that the order is complete. This will allow the laboratory to perform your tests in a timely manner and correctly bill CHP for the services.



MINOR CHILDREN

All children under the age of 18 must be accompanied by a parent or legal guardian. If you must send someone else with your child, you will need to send a notarized document granting permission.

LAB RESULTS



Most routine blood tests will be completed within just a couple of days. Cultures may take several days and up to several weeks, depending on the specific test that is ordered. The laboratory is not permitted to provide you with your results, unless a specific written request is made by your physician. Check with your physician to determine how you will be notified of your test results.

If you have ever experienced dizziness or fainting during or after having your blood drawn, please let the LabCorp Patient Service Technician know in advance that you would like to lie down during the procedure.