

## How to Prepare for a Lab Appointment

### 1. Get orders for lab testing from your doctor.

The lab staff must have an order (either printed paper or electronic order) from your doctor before they can collect any specimens. If your doctor did not give you a printed lab order, you should contact them prior to coming to the lab to confirm they sent an electronic order or faxed a printed lab order.

You might want to ask your doctor the questions below as the WellStar Lab Outreach Patient Service Center lab staff will not be able to answer them for you:

- What test is being performed?
- Why are you ordering this test?
- When can I expect to hear about my test results?

### 2. Decide when and where you will visit.

All of the WellStar Lab Outreach Patient Service Center labs are walk-in only and do not take appointments. Our patient service center labs are usually busiest in the early mornings. Unless you have been told by your doctor to fast, it's best to come during off-peak hours (after 11 AM).

We have fourteen WellStar Lab Outreach Patient Service Center labs located throughout Acworth, Austell, Canton, Douglasville, Hiram, Kennesaw, Marietta, Smyrna, and Woodstock. All patient service center labs are open Monday through Friday, and some locations offer extended hours. Most locations have free parking.

Please note that children must be supervised at all times while at our Patient Service Center labs. Please plan ahead.

### 3. Bring needed items and confirm if there is special preparation required prior to going to the patient service center lab.

Bring your photo ID and current insurance card. If your doctor didn't tell you they were faxing a paper order, or sending an electronic lab order, bring your printed lab order.

Confirm with your doctor if you need to do the following:

- Fast the day before/ morning of your visit
- Drink more or less water than usual
- Avoid certain medications, vitamin or herbal supplements

If you are delivering a specimen to the WellStar Lab Outreach Patient Service Center lab, please note that there might be special instructions for transporting the specimen. Ask your physician

to provide written instructions for preparing for the test, and follow them exactly as they are written.

**4. Inform the WellStar Lab Outreach Patient Service Center lab staff if you did not follow test preparation instructions received from your doctor before your specimen is collected.**

You might have to return a different day after following the doctor's instructions for collection.

**5. Know how payment works.**

If you are insured: The lab will bill the insurance that is entered in our system or printed on the printed lab order. Please be sure to tell the patient service center lab staff about any insurance changes prior to having your specimens collected so updates can be made.

If you are uninsured: Patients who do not have insurance, and who plan on paying at the time of service qualify for discounted rates (limited tests/ payment methods). Your doctor should complete a Self-Pay Exam Order Form if he/ she want to order one of nineteen discounted tests **and** you qualify. WellStar Lab Outreach Patient Service Center lab staff can collect payment by check, credit or debit card, or money card (no cash accepted).

For tests not on the Self-Pay Exam Order Form, the patient will receive an invoice in the mail.