

# General Patient Information

## Save Your Spot

Reduce your wait by saving your spot in line for your lab visit. You can Save your Spot by calling (800) 324-7853 or by visiting [BayCareLabs.org](http://BayCareLabs.org). Click “Save Your Spot,” and choose the location, date and time you’d like to visit.

## Wait Time

Walk-ins are always welcome. Wait times vary from lab to lab and from day to day. The lab is usually busiest first thing in the morning and at the beginning of the month. If you have a test that doesn’t require fasting, come after lunch and your wait time may be greatly reduced.

## Special Testing

If you require special testing, including glucose tolerance testing, sweat testing and paternity testing, you’ll need to either “Save Your Spot” at [BayCareLabs.org](http://BayCareLabs.org), or call (800) 324-7853 to make an appointment.

## Preparation

Before coming to the laboratory, check with your physician to see if any special preparation is required for your test(s). If you need to fast, don’t eat or drink anything for 10-12 hours before your test(s). This doesn’t mean that you can’t drink water or brush your teeth. In most cases it’s also acceptable to drink tea or coffee as long as you don’t use cream or sugar. If fasting isn’t required, drink water. If your physician has ordered a urine test, be prepared to give a sample.

## What to Bring

If you wear glasses, bring them. Wear appropriate clothing (loose or short sleeves). However, it’s cool in the lab, so you may want to bring a sweater or jacket. Bring your insurance card as we’ll need to make a copy of it. If your physician has given you a copy of your lab order, bring it with you.

## After Your Test

After your blood test, a bandage will be placed over the site and attached with paper tape. Keep this on for at least 30 minutes. If you take aspirin or any kind of blood thinners, it may be necessary to apply a pressure bandage. Let us know if you have a history of bleeding. If you do

bleed after you leave the lab, apply immediate pressure to the site and elevate the arm. If possible, come back to the lab and we'll apply a clean bandage. Don't carry anything heavy for a few hours so that the venipuncture site has a chance to close.

## Results

In general, your physician will receive your lab results within two business days. Special tests may take longer. If you have an out-of-town or out-of-state physician, provide us with a fax number and we'll fax your results for you. You can view your results through the BayCare Patient Portal ([www.MyBayCare.org](http://www.MyBayCare.org)). If you need to request access to the BayCare Patient Portal, please call (888) 499-9003, option 2.

## Payment

- **Medicare:** If you have Medicare, show us your card and 100% of your lab work will be paid, provided your physician gives us diagnosis codes (a reason for the test) that are considered supportive by Medicare. If your physician doesn't provide us with the necessary codes, you'll be asked to sign an Advanced Beneficiary Notification (ABN) form. By signing an ABN, you're acknowledging that if Medicare doesn't pay for the laboratory charges, you'll accept financial responsibility. We'll provide you with the cost of the test(s) not covered before you make your decision. If you choose to sign the ABN, all tests will be performed. If you don't agree to be financially responsible, you can refuse and your physician will be notified.
- **Private insurance:** If you have private insurance, we'll bill your provider. Before coming to the laboratory, be sure that your insurance company has a contract with our laboratory. It's your responsibility to find out where you can have your lab work performed. This information can be found in the booklet from your provider or from the toll-free number on the back of your insurance card.
- **Self pay:** If you choose to pay for your own lab work, you'll receive a bill in the mail.

## Lab2U HomeDraws Service

With Lab2U, BayCare Laboratories can come to your home or office for specimen collection. If you meet Centers or Medicare and Medicaid Services homebound criteria, your physician can submit a Lab2U home draw request to us and Medicare will cover the cost of the visit. Consult with your physician for eligibility for this service. If you do not meet homebound criteria, BayCare can still perform in-home/office collection for a nominal fee

## Important Phone Numbers:

**Customer Service:** (800) 324-7853  
**Billing Inquiries:** (813) 852-3088

